

**DEPARTMENT OF VETERANS AFFAIRS**

**Justification and Approval (J&A)  
For  
Other Than Full and Open Competition (>\$150K)**

**Acquisition Plan Action ID:VA252-18-AP-0880**

1. **Contracting Activity:** Department of Veterans Affairs, VISN 12, VA Iliana Healthcare System 1900 East Main Street Danville Illinois, 61832-5198

Great Lakes Acquisition Center Network 12 Contract Office  
1900 East Main Street Danville IL 61832

Purchase order Request Number 550-18-3-464-0002 has been submitted for this requirement.

2. **Nature and/or Description of the Action Being Processed:**

This procurement is for Relationship Based Care Training Services in accordance with FAR 13.5 Simplified Procedures for Certain Commercial Items and specifically FAR 13.501 Special Documentation Requirements, where acquisitions conducted under Simplified Acquisition Procedures are exempt from the requirements of FAR Part 6, but still require a justification using the format of FAR 6.303-2.

The VA Iliana Healthcare System requests a sole source contract for Relationship Based Care Training Services with Creative Health Care Management Inc., 5100 Rowland Rd STE 100, Minneapolis MN 55343-8905.

The objective of this requirement is to continue implementation of Relationship Based Care (RBC) to specifically improve the quality of nursing care and satisfaction of Veterans seeking care. Additionally, RBC will assist nursing leaders in transforming the practice culture and successfully achieving the Veteran Centered Care principles.

A new firm fixed price contract will be established with a base year plus Two (2) additional Option Years to be exercised at the discretion of the government.

3. **Description of Supplies/Services Required to Meet the Agency's Needs:**

RBC is a practice model of care that provides a comprehensive framework and care delivery system that focuses on three key relationships: ourselves as caregivers, healthy colleague relationships, and compassionate therapeutic relationships with veterans and their significant others. Relationship Based Care is a care delivery system in which the nurse and other members of the health care team strive to understand what is most important to the individual Veteran, and actively engage them in all aspects of care. This practice model of care will provide a cultural foundation and care delivery system based on caring sciences that establishes holistic veteran-centered care. Essential to the practice model is the integration of Shared Governance structure and evidence based practice. RBC supports and strengthens the following strategies from the VA Blueprint for excellence:

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- Strategy 1: Anticipates and meets the unique needs of Veterans
- Strategy 2: Deliver high quality, Veteran-centered care - patient experience.
- Strategy 4: Prioritizes the Veteran first, engaging and inspiring self and colleagues to one's highest possible level of performance and conduct.
- Strategy 6: Advance a model of healthcare that is personalized, proactive, and patient-driven, and engages and inspires Veterans to their highest possible level of health and well-being.

RBC supports the ICARE framework: All components of ICARE are foundational pieces and are embedded throughout the professional model of RBC. RBC supports several of the objectives of MyVA Transformation:

1. Improving the Veteran Experience: Create an environment of trained staff and seamless, integrated, responsive, customer service experience for the Veteran.
2. Improving the Employee Experience: Make VHA the best place to work. Removing hurdles, eliminating barriers and provide the tools for an excellent customer service.
3. Establishing a Culture of Continuous Improvement: Lean and Design Thinking, looking at the entire experience will allow us to identify and correct issues faster.
4. Employee Engagement: We seek a work environment where employees are valued, supported, and encouraged to do their best for Veterans by working to allow staff to have greater input into their work environment.
5. We will use best clinical practices. We also seek best practices in research, education, and management by seeking to identify and disseminate best practices throughout VA.

The total estimated value of the acquisition for the entire Base and Two Option year period is \$291,200.00. The expected period of performance is date of award through February 28,2019, to continue through February 28,2021 if all options are exercised.

**4. Statutory Authority Permitting Other than Full and Open Competition:**

The authority for applying the Simplified Procedures for Commercial Items of FAR 13.5 is 41 U.S.C. 1901 and is implemented by for restricting competition on this procurement via FAR 13.106-1(b)(2).

**5. Demonstration that the Contractor's Unique Qualifications or Nature of the Acquisition Requires the Use of the Authority Cited Above (applicability of authority):**

Creative Health Care Management is the only consultant that is licensed and qualified to provide the necessary requirements for continuation of implementation of RBC throughout VA Iliana Health Care System. The required core tenets/components (Relationship Based Care and facility implementation of this professional practice model to include: RBC organizational Assessment / Consultation, Leading an Empowered Organization, RE-igniting the Spirit of Caring (RSC), RSC New Facilitator Practicum, Leading an Empowered Organization (LEO), Shared governance workshop, Competency workshop Get Smarter materials) being requested are not available from any other source. The facility has invested significant time and resources into implementation of this particular method of Relationship Based Care Training over the past several years. The focus is to change the culture and approach of care system wide. The facility has demonstrated care

improvements through this implementation. The cost, both monetary and system based, to change to implement another method and retrain all staff, would be cost prohibitive at this time. Continuation of the current successful process is the best value process to the facility and the government. This will allow for the continuation of improvement of patient care through use of the existing model.

**6. Description of Efforts Made to ensure that offers are solicited from as many potential sources as deemed practicable:**

The market research by the customer and the Contracting Officer determined that only one consultant is licensed and qualified to provide the necessary requirements for continuation of the implementation of RBC throughout the VA Iliana Health Care System. The required core tenets/components (Relationship Based Care and facility implementation of this professional practice model to include: RBC organizational Assessment / Consultation, Leading an Empowered Organization, RE-igniting the Spirit of Caring (RSC), RSC New Facilitator Practicum, Leading an Empowered Organization (LEO), Shared governance workshop, Competency workshop Get Smarter materials) being requested are not available from any other source.

**7. Determination by the CO that the Anticipated Cost to the Government will be Fair and Reasonable:**

Based upon the Independent Government estimate and past procurement history, it is anticipated that the government will be provided a fair and reasonable price for the requirement. The government will use the previous pricing history as well as the IGCE in order to make a price reasonableness determination prior to the consideration of any award.

**8. Description of the Market Research Conducted and the Results, or a Statement of the Reasons Market Research Was Not Conducted:**

Search of SBA Dynamic Small Business Search Engine revealed only one Small business source, CHCM. CHCM is a certified Woman Owned Small Business and is the provider of the requested Relationship Based Care Model. A search of the vetbiz website revealed no VOSB or SDVOSB sources were found who could provide this particular model of training.

**9. Any Other Facts Supporting the Use of Other than Full and Open Competition:**

Local outcomes with initial implementation of RBC include:

All Employee Survey (AES) –Overall improvement in scores from 2015 to 2016 and employees reported an average score of 3.98 out of 5.0 when describing how engaged they feel at work

AES 2016 identified a significant improvement in organizational satisfaction, connection to mission and organizational support when compared to 2015

Overall RSC Program Rating - 75% of participants rated that the program exceeded their expectation

RSC impact of program rating – 92% of participants reported RSC would have a moderate to high impact on their work

The suggested source is a SBA Certified Woman Owned Small Business. As no SDVOSB or VOSB sources were found, continuation of use of this source would be in line with the Agency's use of Small Business sources and accomplishment of its socioeconomic goals.

**10. Listing of Sources that Expressed, in Writing, an Interest in the Acquisition:**

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Creative Health Care Management Inc.  
5610 Rowland Rd Ste 100  
Minneapolis MN 55343-8905

**11. A Statement of the Actions, if any, the Agency May Take to Remove or Overcome any Barriers to Competition before Making subsequent acquisitions for the supplies or services required:**

The government will continue to assess the marketplace for the provision of this type of service. Should future acquisitions or option year market research find the provision of this particular model available from another source or that other commercial entities have developed a model that includes all the essential elements required by the facility, it will consider that information and contemplate a competitive procurement on that basis.

**12. Requirements Certification:** I certify that the requirement outlined in this justification is a Bona Fide Need of the Department of Veterans Affairs and that the supporting data under my cognizance, which are included in the justification, are accurate and complete to the best of my knowledge and belief.

\_\_\_\_\_  
Kelley Sermak  
Associate Director for Patient Care Services  
VA Ilina Healthcare System

\_\_\_\_\_  
Date

**13. Approvals in accordance with the [VHAPM Part 806.3 OFOC SOP](#):**

- a. **Contracting Officer or Designee's Certification (required):** I certify that the foregoing justification is accurate and complete to the best of my knowledge and belief.

\_\_\_\_\_  
Kevin Adkins  
Contracting Officer  
Great Lakes Acquisition Center

\_\_\_\_\_  
Date

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- b. **One Level Above the Contracting Officer (Required over\$150K but not exceeding \$700K):** I certify the justification meets requirements for other than full and open competition.

\_\_\_\_\_  
Paul Seivert  
Southern Tier Services Team Branch Chief  
NCO12 Great Lakes Acquisition Center

12/22/2017

\_\_\_\_\_  
Date