

## PERFORMANCE WORK STATEMENT

August 2, 2013

### Part 1: General Information

#### A: Introduction

The requirement is for a comprehensive gap analysis of the nursing programs at VA Palo Alto Health Care System (VAPAHCS). VAPAHCS consists of three divisions totaling approximately 885 beds and seven Community Based Outpatient Clinics (CBOCS). The locations and addresses of all of the sites are as follows:

Palo Alto Division 3801 Miranda Avenue Palo Alto, CA 94304	Menlo Park Division 795 Willow Road Menlo Park, CA 94025	Livermore Division 4951 Arroyo Road Livermore, CA 94550
Capitola CBOC 1350 41st Avenue Suite 102 Capitola, CA 95010-3906	Fremont CBOC 39199 Liberty Street Fremont, CA 94538	Modesto CBOC 1225 Oakdale Road Modesto , CA 95355
Monterey CBOC 3401 Engineer Lane Seaside, CA 93955	San Jose CBOC 80 Great Oaks BLVD San Jose, CA 95119	Sonora CBOC 13663 Mono Way Sonora, CA 95370
Stockton CBOC 7777 South Freedom Rd. French Camp, CA 95231		

The service will consist of acquiring two consultants through the American Nurses Credentialing Center. The primary goal of this consultation is to meet with various teams to advance the principles of Magnet throughout the nursing organization's structure and process. The consultants will visit one other division and one CBOC to gain a better understanding of the organization. An escort/driver will arrange a day and time and take the consultant (s) to the other sites.

#### B: Background

The Magnet Recognition Program® recognizes healthcare organizations that have demonstrated excellence in nursing care and innovations in nursing practice. The program was developed by the American Nurses Credentialing Center (ANCC) and constitutes a framework for transforming nursing practice and the environment in which nurses work. A growing amount of research shows that working toward and achieving Magnet designation positively impacts patient safety and outcomes; collaboration among the healthcare team; patient and nurse satisfaction; and innovation and continuous improvement efforts.

A comprehensive gap analysis is necessary to successfully meet the application requirements and to focus on areas of improvement prior to completing the application for designation as a Magnet organization.

#### C: Scope

The overall project purpose is to acquire two ANCC consultants that specialize in the understanding of the Magnet designation application criteria. The primary objective of this contract is to conduct one site visit to perform a gap analysis to assess the organization's current state and provide recommendations on how to meet the Magnet criteria. The results will be used to guide VAPAHCS to meet the Magnet criteria. The contractor shall provide a detailed, comprehensive gap analysis of the Nursing Service Programs of VAPAHCS. Sample site visit schedule listed below:

Day	Task	Consultant	Deliverable
Day 1 & 2	Two days of unit interviews, managers and directors, some councils. One two hour workshop	Consultant #1	Report of current readiness assessment to date
Day 3	Two four hour workshops	Consultant #1	Verbalize the understanding of the 2013 Magnet Model
Day 1 & 2	Two days of unit interviews, meetings with leadership, other assessment point, trending of data for application	Consultant #2	Combine all collected data and prepare report for gap analysis
Day 3	Two four hour workshops		Verbalize the understanding of the 2013 Magnet Model
Day 4	Two hours for report write up	Consultant #1 & 2	Gap analysis
Additional Follow-up as scheduled by client NTE 8 hours	Per fifteen minute blocks	Consultant #1 & 2	Response to questions or needs

## Part 2: Work Requirements

### A. Technical Requirements

The contractor shall perform the following elements:

- Perform gap analysis: assess the organization's current status against Magnet expectations
- Evaluate data for required demonstration of criteria and standards
- Train leadership and staff as appropriate **for up to approximately 350 individuals on one or more occasions.**
- Validate Sources of Evidence
- Review and revise documents in preparation for submission
- Provide guidance related to electronic submission of document
- Perform comprehensive review in preparation for ANCC Magnet Designation site visit

### B. Deliverables

The contractor shall conduct a systematic review of the nursing organization and prepare and submit a gap analysis to highlight areas of improvement to meet the Magnet criteria.

Specific contractor deliverables are as follows:

- Gap document
- Education sessions for staff on 2013 Magnet Model

- Telephone follow-up appointments as needed (not to exceed 8 hours)

#### D. Method of Evaluating Deliverables:

VAPAHCS staff will evaluate all deliverables and review the resulting data. These reviews will involve close scrutiny of the data and viability of the information. A Quality Assurance Surveillance Plan will be used to assure the success or failure of the vendor for meeting expectations.

\*The C&A requirements do not apply, and that a Security Accreditation Package is not required. The consultants will have no access to VA sensitive information.

### Part 3: Performance Monitors

The Government shall use the	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive / Disincentive
Assess the Nursing Organization	Gap Analysis	Completed within 10 business days	100%	Receipt of document	Past Performance
	Education to staff	Conducted during site visit	100%	Observation	Past Performance
	Telephone follow-up	Conducted as needed for VAPAHCS staff	100%	Documented by Magnet Coordinator	Past Performance