

Exhibit A
Scope of Work

1. Service Overview

Contractor agrees to provide leadership training for registered nurses (RN) who are in leadership positions in California long term care nursing facilities and follow up with personal mentoring for successful graduates. The project will concentrate on the development of nurse leaders, with a focus on leadership abilities that affect engagement and retention of direct care staff, such as effective communication, managing expectations, accountability, delegation, and mentorship. The goal of this training and mentoring is to decrease the turnover rate of direct care staff which, in turn, will improve resident care, and lead to improved resident satisfaction.

Per the Federal Code of Regulations §488.433, the California Department of Public Health (CDPH) has authority to contract for these local assistance services.

2. Service Location

The services shall be performed at specific applicable facilities across Southern California and then implemented statewide.

3. Service Hours

The services shall be provided during 8:00 a.m. to 5:00 p.m., Monday through Friday, except official holidays, as well as during off hours in the evening or weekends based on the availability of project representatives and facility staff.

4. Project Representatives

A. The project representatives during the term of this agreement will be:

California Department of Public Health Center for Health Care Quality Lena Resurreccion, Branch Chief, SSMIII Telephone: (909) 383-4956 E-mail: Lena.Resurreccion@cdph.ca.gov	Clinical Compliance Concepts Jill Thomas, Registered Nurse Telephone: (303) 898-2794 E-mail: rparnell@raprinc.com
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B. Direct all inquiries to:

California Department of Public Health Center for Health Care Quality Attention: Lena Resurreccion 464 W. 4 th Street, Suite 529 San Bernardino, CA, 92401 Telephone: (909) 383-4956 E-mail: Lena.Resurreccion@cdph.ca.gov	Clinical Compliance Concepts, Inc. Attention: Jill Thomas, Registered Nurse 3950 Via Real #68 Carpinteria, CA 93013 Telephone: (805) 220-6836 Cell: (440) 263-7511 E-mail: jill.ccc@outlook.com
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C. All payments from CDPH to the Contractor; shall be sent to the following address:

Remittance Address
Federal ID# 02-0613202
Contractor: Clinical Compliance Concepts
Attention "Cashier"
3950 Via Real #68, Carpinteria, CA 93013
Contract Number: 19-10111
Email: jill.CCC@outlook.com

D. Either party may make changes to the information above by giving written notice to the other party. Said changes shall not require an amendment to this agreement.

5. Services to be Performed

Contractor shall perform the following services:

A. Training Schedule

Two Nurse Leadership Training sessions (six months each) will be taught each year for three (3) years. The training sessions will be directed by Jill Thomas, RN of Clinical Compliance Concepts, Inc. and Ruth Parnell NHA, of RAP Resources, Inc.

2019

- 1) 2019 Nurse Leadership Training – First Session (October to March)
- 2) 2019 Nurse Leadership Training – Second Session (April to September)

2020

- 1) 2020 Nurse Leadership Training – First Session (October to March)
- 2) 2020 Nurse Leadership Training – Second Session (April to September)

2021

- 1) 2021 Nurse Leadership Training – First Session (October to March)
- 2) 2021 Nurse Leadership Training – Second Session (April to September)

B. Enrollment Requirements

Peg Tobin of Tobin & Associates, will be assisting in marketing the program, recruitment of facilities, and ensuring project deliverables are on time and within the budget.

- 1) Limited to 12 facilities per session (to facilitate interaction with each participant).
- 2) Maximum of one participant at a time per facility.
- 3) Limited to 4 facilities per organization.
- 4) Limited to facilities of 50 to 130 residents.
- 5) Facility participation is not limited to members of any State Health Care Association.

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- 6) Facility is experiencing a turnover rate of greater than 25% in nursing staff.

Applicants must be an RN with at least 2 years of experience in a long term care facility. The RN will be interviewed and the purpose of the program will be explained to him/her. The RN will sign an agreement of understanding and commitment to the training program.

Objective 1: Project Development:

- 1) Tasks:
 - a) Recruit three pilot facilities.
 - b) Obtain signatures from facilities to participate in training.
 - c) Provide employee satisfaction surveys.
 - d) Develop materials for Nurse Leadership Training – 2-day training program; topics include communication, expectations/accountability, delegation/mentoring, role playing.
 - e) Provide CDPH with a hard copy of curriculum of training program.
- 2) Deliverables:
 - a) Provide CDPH with a hard copy of signed agreements with participating facilities and nurse manager.
 - b) Provide CDPH with hard copy of completed employee satisfaction surveys.

Objective 2: Training and Follow Up

- 1) Tasks:
 - a) Lead meetings and trainings using webinar and other materials and workbooks.
 - b) Provide second round of employee satisfaction surveys to participants.
 - c) Provide CDPH with hard copy of curriculum training program materials.
- 2) Deliverables:
 - a) Provide CDPH with hard copy of meeting dates, agenda items.
 - b) Provide CDPH with hard copy of second employee satisfaction surveys.

Objective 3: Mentoring and Follow Up

- 1) Tasks:
 - a) Conduct mentorship training: scenarios of real-life facility leadership challenges, conversations used during leadership challenges.
 - b) Lead onsite visit (one per participating facility) to model the mentorship method.

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- c) Lead meetings and training – deliver information on dealing with non-participant/non-supportive supervisors, handling conflict, mentoring, growing associates, reaching out.

2) Deliverables:

- a) Provide CDPH with a hard copy of nurse agreements to serve as leadership mentor to at least one additional nurse manager in a nursing facility.
- b) Results of onsite visit.

Objective 4: Assign mentor, evaluate program and report on outcomes

1) Tasks:

- a) Lead meetings and training – deliver knowledge on leadership issues, including communication, accountability and delegation; supervise instruction of leadership principles to mentees.
- b) Assign personal mentor to each participant.

2) Deliverables:

- a) Final employee satisfaction surveys.
- b) Final evaluation of leadership training.

6. Quarterly Progress Report

- A. Due on or before the 15th of January, April, July and October. The travel reconciliation report includes all supporting receipts.
- B. The progress report includes the following elements: (No particular format is required for either report).
 - 1) Administrative Tasks Implemented/Completed.
 - 2) Project Agenda Implemented/Completed per phase and session.
 - 3) Project Measurements (Expected Outcomes/Results).
 - 4) Travel Expenditures.
 - 5) Overall Project Outcomes.

7. Reporting Requirements

- A. Provide a performance timeline and status points for all activities included in this contract.

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- B. Provide status updates via teleconference or during an in person meeting on a quarterly basis starting with the execution of the contract.
- C. Provide a report, summarizing the data and analysis for each objective. Each report shall be submitted to the CDPH contract representative 30 days after each goal is completed.
- D. Contractor shall submit written quarterly reports to the CDPH/Licensing and Certification program's contract representative regarding program operations and submit any and all requested data or information upon request. The reports shall include relevant data tables representing the status of facilities enrolled and sustainment as well as pilot test results.

8. Subcontractor Requirements

- A. All subcontracting must comply with the requirements of the State Contracting Manual, Sections 3.03, 3.06, 3.18, and 4.04, as applicable.

9. CDPH Responsibilities

CDPH agrees to provide the following services:

- B. Review and provide feedback of the performance timeline within ten (10) business days of receipt.
- C. Schedule and attend meeting updates in person or via teleconference and reserve meeting space or provide teleconference resources.
- D. Review reports and materials submitted by Contractor and provide feedback within ten (10) business days.