



**EXHIBIT “A”
SCOPE OF SERVICES**

BOARD OF NURSING LICENSEE MONITORING PROGRAM

The Contractor shall provide a comprehensive monitoring program to Board of Nursing Licensees (Licensees) in the State of New Hampshire (“State”) for any impairment from alcohol or substance abuse, and/or behavioral or physical conditions. The State has the sole option to renew this contract for an additional two year period, subject to Governor and Council approval. The services that shall be provided by the Contractor are as follows:

I. General Provisions

The Contractor has a program that is available to all Licensees in this state.

The Contractor shall assist referred Licensees in identifying intervention resources to establish and evaluate the nature and severity of chemical, alcohol, behavioral and/or physical problems. Additionally, the contractor shall offer a confidential pathway for those Licensees who recognize the need to self-report and enter into treatment without any perceived penalty or Board involvement (unless they relapse or violate their monitoring agreement in another way).

Programs that investigate reports of a Licensee’s health or impairment problems shall be a referral resource for Licensees with potential health or impairment problems.

The Contractor may develop, administer, and monitor a treatment plan contract with Licensees, which, if violated, shall be reported to the Board of Nursing Administrator within 48 hours of the violation.

The Contractor shall monitor the recovery process, which may include body fluid monitoring, support group programs, and any other related programs that will prepare the referred Licensee to resume the full practice of their profession.

The Contractor shall offer a pertinent one hour continuing education program on, but not limited to, substance abuse to Board of Nursing Licensees without charge/fee annually.

The Contractor shall make available information to Licensees notifying them of the availability of the program; the dangers of substance abuse; occupational stressors; and behavioral issues that may impact their ability to function at work on an annual basis.

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The Contractor is responsible to the Board of Nursing (“Board”) for all record keeping which the Board, on a monthly, quarterly and annual basis, shall monitor as well as all other communications necessary to keep the Board informed of the Licensees in the program.

The Contractor shall carry out the work as described in the Proposal as submitted in response to the request for proposals and approved by the Board.

Should the referred Licensee elect a different mode or location of treatment that is deemed unacceptable to the Contractor, the Contractor will notify the Board within 48 hours. The Board must approve the alternate mode per RSA 326-B, the Nurse Practice Act.

The Contractor shall be required to contact the Board Administrator on a quarterly basis, or as requested, to provide and discuss data to assess progress towards performance measures, clinical quality and, if necessary, administrative function.

II. Hiring of new staff shall be in accordance with the following:

The Contractor shall notify the Board in writing within one week of hire, when a new Medical Director or Assistant Director is hired to work in the program. If the new hire is licensed in this or any other state, notification from the licensee’s state must be obtained stating that the professional’s license is current and in good standing. It is also required that if the health professional is not licensed in the State of New Hampshire, an application shall be filled out and the license approved by the Licensing Board prior to start of employment. The Board will also require a resume of the new hire.

III. Quality or Performance Improvement (QI/PI)

The contractor shall submit a Work Plan/Summary of Activity Reporting Form on a monthly basis, that accurately details activities, educational presentations, clinical outcomes and continuous quality improvement plans that monitor and evaluate the agency’s progress towards achieved goals. This would include quarterly reporting forms that demonstrate the number of hours of consultation, referral sources, and the consultation topics and outcomes; Monthly reporting will include but is not limited to:

- number and source of referrals
- number of individuals who sign participation agreements;
- types of participation agreements signed including extended evaluation program, substance abuse or dependency, dual diagnosis, mental illness;
- number of cases referred to the program by the Board of Nursing including third party referrals that are participating but pending Board review;
- number of licensee participants referred to the program by Board Order;
- number of self-referred cases closed and reason(s) for closure; number of active cases;

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- number of licensee participants employed in nursing;
- number of licensee participants completing the program;
- number of licensee participants who are reported back to the Board for failing to comply with the participation agreement;
- monitoring activities, including number of drug screens requested, refused and conducted with results of these tests.

A Quality Improvement (QI) report with relapse statistics and performance measures will be developed and submitted on a monthly basis according to the following criteria:

Performance Measure #1: Number of Licensees receiving services.

The numerator shall be the number of Licensees enrolled in the program who received services during that month.

The denominator shall be the number of Board of Nursing Licensees in New Hampshire that month.

Performance Measure #2: Number of newly-enrolled Licensees by Board Order

The numerator shall be the number of newly-enrolled Licensees Licenses enrolled by Board Order per month.

The denominator shall be the number of Licensees enrolled in the program each month.

Note: Performance measures must indicate whether the enrollee is voluntary or referred by the Board.

Performance Measure #3: Number of newly-enrolled Licensees by Self-Report

The numerator shall be the number of newly-enrolled Licensees per quarter.

The denominator shall be the number of Licensees enrolled in the program each quarter.

Note: Performance measures must indicate whether the enrollee is voluntary or referred by the Board.

Performance Measure #4: Noncompliance rate

The numerator shall be the number of Licensees who initially enrolled in the program and who relapsed into addictive behavior or otherwise violate their contract each month.

The denominator shall be the number of Licensees enrolled in the program each month.

Performance Measure #5 Number of Nursing Licensees completing the program successfully

The numerator shall be the number of licensees who initially enrolled in the program and completed it successfully.

The denominator shall be the number of Licensees enrolled in the program each month

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Performance Measure #6: Number of Missed Drug Screens or Monitoring Activities per month
by Licensees in the Monitoring Program

The numerator shall be the number of Licensees who missed a Drug Screen or Monitoring Activity that month

The denominator shall be the number of Drug Screens and Monitoring Activities that month.

The reports herein shall be provided to the Board Administrator within thirty (30) days after the close of the quarter.

The Director of Health Professions and the Board of Nursing shall conduct program monitoring of the contractor and/or sub-contractors, by close examination of the performance basis measures. Program monitoring shall include, but not be limited to, examinations as to whether the results contemplated by the legislature, have been and are being achieved by the contractor and/or sub-contractors and whether such objectives could be obtained more effectively through other means.

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