



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at [wvOASIS.gov](http://wvOASIS.gov). As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at [WVPurchasing.gov](http://WVPurchasing.gov) with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 8

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Procurement Folder: 1329424  
 Procurement Type: Central Contract - Fixed Amt  
 Vendor ID: VS0000019670   
 Legal Name: BIRCHWOOD SOLUTIONS LLC  
 Alias/DBA: ELIZABETH S TEMPLE  
 Total Bid: \$822,000.00  
 Response Date: 12/12/2023   
 Response Time: 18:52  
 Responded By User ID: estemple1982   
 First Name: Elizabeth  
 Last Name: Temple  
 Email: etemple@birchwoodsolutions.com  
 Phone: 8133345070

SO Doc Code: CRFQ  
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 Solicitation Description: WV RESTORE -REFERRAL, TREATMENT & MONITORING MANAGEMENT  
 Total of Header Attachments: 8  
 Total of All Attachments: 8



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	WV Restore Monitoring - Initial Year	12.00000	MO	16750.000000	201000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

**Commodity Line Comments:**

**Extended Description:**

The amount of the this Budget is for services from December 15, 2023 thru December 14, 2024.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	WV Restore Monitoring - Option Year #1	12.00000	MO	16750.000000	201000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

**Commodity Line Comments:**

**Extended Description:**

For Option Year #2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	WV Restore Monitoring - Option Year #2	12.00000	MO	17500.000000	210000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

**Commodity Line Comments:**

**Extended Description:**

For Option Year #3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	WV Restore Monitoring - Option Year #3	12.00000	MO	17500.000000	210000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

**Commodity Line Comments:**

**Extended Description:**

For Option Year #4

December 12, 2023



Larry D. McDonnell  
Department of Administration, Purchasing Division  
2019 Washington Street, East  
Charleston, WV 25305-0130

Subject: REQUEST FOR QUOTATION - NURSE HEALTH PROGRAM – WV RESTORE  
REFERRAL, TREATMENT AND MONITORING MANAGEMENT  
CRFQ RNB24\*07

Dear Mr. McDonnell:

The Birchwood Solutions team appreciates the opportunity to respond to the WV Purchasing Division's Request for Quote (RFQ) for the West Virginia Board of Registered Nurses to manage the confidential Restore (Referral, Treatment, and Monitoring) segment of the nursing health program. It is the intent of Birchwood Solutions to respond under the qualifications outlined in the RFQ and under the designation of a Small, Women-Owned Business West Virginia Code §5A-3-59.

The team is excited about the possibility of managing Restore and believes that our experience working with similar programs for nurses makes us the ideal partner.

Our response includes the following:

1. This cover letter,
2. The Vendor Preference Certificate,
3. Executive Summary,
4. Birchwood's formal response to each contract line item,
5. Supplemental Information Document that includes a brief overview of our Strategic Planning, history, mission and vision, project and program design, timeline, and commitment to the nurses of WV.
6. Pricing Pages,
7. Required Proof of Insurance

At Birchwood, we're committed to excellence, delivering results that exceed our client's expectations. We understand that effective communication and collaboration are critical to achieving project success. The BWS team commits to working closely with the WV Board of Registered Nurses and their administrative staff to ensure we deliver a solution tailored to their needs.

I have read the entire proposal and do not doubt that our team will manage the program to exceed the Board's and its staff's satisfaction but, just as significantly, the WV nurses who utilize Restore services.

We're confident that our proposal showcases our commitment to providing all stakeholders with the highest service and value. We look forward to learning the results of the review of our proposal.

Respectfully submitted,

  
Elizabeth Temple, M.Ed.  
Chief Executive Officer

State of West Virginia  
**VENDOR PREFERENCE CERTIFICATE**

Certification and application is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**  
 Bidder is an individual resident vendor and has resided continuously in West Virginia, or bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia, for four (4) years immediately preceding the date of this certification; **or**,  
 Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four year residency requirement; **or**,  
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or**,
2. **Application is made for 2.5% vendor preference for the reason checked:**  
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
3. **Application is made for 2.5% vendor preference for the reason checked:**  
 Bidder is a nonresident vendor that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's bid; **or**,
4. **Application is made for 5% vendor preference for the reason checked:**  
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or**,
5. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**  
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or**,
6. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**  
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**  
 Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.
8. **Application is made for reciprocal preference.**  
 Bidder is a West Virginia resident and is requesting reciprocal preference to the extent that it applies.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) rescind the contract or purchase order; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

**Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.**

Bidder: Birchwood Solutions, Elizabeth Temple

Signed: 

Date: December 8, 2023

Title: CEO

\*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

REQUEST FOR QUOTATION - NURSE HEALTH PROGRAM – WV RESTORE  
REFERRAL, TREATMENT AND MONITORING MANAGEMENT  
CRFQ RNB24\*07



## BIRCHWOOD SOLUTION'S EXECUTIVE SUMMARY

Birchwood Solutions recognizes the importance of Restore delivering exceptional results to nurses needing services and protecting the public.

The Birchwood team understands the challenges that Restore and other monitoring programs are experiencing. We also recognize the importance of delivering prompt and exceptional results for the Board and nurses seeking information, enrollment of nurses, and those enrolled in Restore.

The Birchwood team is committed to offering and delivering an exceptional Restore program that balances the nurse's recovery journey and the protection of the public.

Our goal is to enhance services, thereby improving its image within the profession as beneficial to the nursing community and not punitive. We plan to do this by:

- Improving communication is the key to promoting a successful relationship between Restore, healthcare employers, and WV nurses and supporting the Board in its mission of public protection.
- The team will focus on serving everyone contacting Restore in a customer-oriented, well-managed, respectful, and timely manner.
- A primary goal is raising awareness of the Restore program within the professional community by utilizing multiple communication approaches, e.g., Birchwood's white-labeled platform for nurses, website, email, marketing materials (printed flyers, brochures, handouts), informational and educational videos, social media, attending and participating in professional conferences, conventions, workshops, and webinars.
- Providing regular reports to stakeholders to inform them about the Restore program (progress, suggestions for improvement, identifying roadblocks, and offering suggestions for overcoming them).
- Supporting the health and well-being of WV nurses enrolled in Restore. Also, the nursing community is educated about the role of the Board, its administrative office, and Restore and its area's responsibilities.
- Creating an atmosphere involving nurses interested in enrolling or enrolled in Restore by assisting with removing roadblocks (real or perceived to enrollment) to ensure safe practice.
- Reporting timely to the Board's administrative office nurses whose practice may be impaired or noncompliant with their monitoring agreement and unwilling or unable to regain compliance.

## History of Monitoring Programs

Alternative-to-discipline programs began appearing in the 1980's for nurses with substance abuse disorders. The purpose of all is to ensure public health and safety by educating, monitoring, and supporting nurses.

Alternative to Discipline programs enhance the BON's ability to quickly assure public safety by identifying a nurse's problem earlier, temporarily removing the nurse from the workplace, and referral to evidence-based treatment designed for healthcare professionals.

A significant benefit to the nurse includes demonstrating to the BON in a non-disciplinary and non-public manner that they can remain safe and sober while retaining their license. Otherwise, if the nurse has violated their practice act, the BON must take public action on the license that may negatively hinder future employment.

While operational differences exist within the current 41 operating nurse monitoring programs, the models implemented in 1980 are similar, and the monitoring agreements contain many of the same components.

## Vision for the future

- The Birchwood team will deliver unmatched value to nurses within Restore. We plan to survey nurses regularly asking for their suggestions for improving the program.
- Going forward the Birchwood team would like to recruit nurses who have successfully completed Restore and are interested in facilitating groups to do so (e.g., a mentoring program).
- We would also propose extensive collaboration with the Agency regarding the Restore's current model used for nurses. This includes exploring research that may provide evidence of what components of the programs work and which are deterrents to a nurse participating.
- Addressing substance abuse among nursing students. In 2007, the University of Memphis School of Nursing developed a substance abuse policy using the American Association of Colleges of Nursing's Policy and Guidelines for Prevention and Management of Substance Abuse in Nursing Education.
- Continue enhancing our proprietary platform that encourages nurses to collaborate with each other while receiving invaluable content that promotes wellness and well-being.

## About Us

Since 2011, Birchwood Solutions leadership and staff have provided compassion and unwavering dedication and support to nurses throughout the US enrolled in alternative to discipline programs.

Our leadership and staff work from the core values of perseverance, consideration, and unwavering dedication to the nurses we support in their journey to recovery and the Board of Nursing that entrusts us with this privilege.

Our experience, in collaboration with numerous Boards of Nursing in their endeavor to protect the public by ensuring that nurses safely practice, provides us the unique opportunity to understand the importance of nurse monitoring programs and how the nursing community perceives the Program.

Birchwood Solutions, LLC, is not directly or indirectly affiliated with any treatment facility to avoid a conflict of interest.

As you review our response to the RFQ detailing our background, functionality, philosophy, processes, and pricing, we hope it provides a glimpse into the vast potential of a partnership between Birchwood and the Agency.

If given the opportunity to manage the Restore Program, BWS will do its utmost to provide a positive and collaborative program.

BIRCHWOOD SOLUTIONS FORMAL RESPONSE TO REQUEST FOR QUOTATION  
 NURSE HEALTH PROGRAM – WV RESTORE - Referral, Treatment and Monitoring Management  
 CRFQ RNB24\*07

Section	Title	Description	Response	BWS Meets/agrees to the Requirement
1.	<b>PURPOSE AND SCOPE</b>	The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Board of Registered Nurses (Agency) to establish a contract for the Referral, Treatment, and Monitoring segment of the nursing health program referred to hereafter as “West Virginia Restore” (WVR). This program promotes public safety through nurse participation in monitored rehabilitation and recovery as an alternative to license discipline, emphasizing fitness to practice and retention of nursing professionals. WVR promotes participation in a monitored alcohol, chemical dependency, major mental health condition, or medication management program. Each participant will enter into a Recovery Monitoring Agreement (RMA) with WVR. The RMA is a structured plan of treatment, rehabilitation, and monitoring with which the participant will comply and for which the Vendor assures compliance as described in this contract. WVR does not provide treatment. The WVR program provides ongoing support to approximately 100 participants per year.	The CEO of the Birchwood Solutions (BWS) has read, understands, and will comply with the scope of services described within the Request for Quotation.	✓
2.	<b>DEFINITIONS</b>	The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.	BWS has read and understands the stated definitions in sections 2 and 3.	✓
3.	<b>GENERAL REQUIREMENTS</b>			
3.1	Contract Items and Mandatory Requirements:	The vendor shall provide the Agency with the Contract items listed below on an open-ended and continuing basis. The Contract Items must meet or exceed the mandatory requirements as shown below:		✓
3.1.1	Qualifications & Mandatory Requirements			
3.1.1.1		Documented experience providing intervention, assessment/initial evaluation, referral to appropriate resources, and monitoring of individuals experiencing mental health or substance use conditions that are, or are likely to be, job impairing and facilitating return to	Birchwood has worked with a number of state alternative to discipline programs and nursing boards providing effective program solutions	✓

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		safe practice. This experience shall include the above as an alternative to discipline programs for state regulatory boards, preferably nursing. The vendor must provide documentation upon request and before the award of the contract.	since 2011. BWS has monitored nurses reporting to a Board of Nursing for 6 years. Furthermore, our Director is certified and has performed the required services in this section. Collectively, our staff has over 52 years of experience providing services to State Boards of Nursing and Alternative to Discipline Programs to include monitoring, evaluations, interventions, and referrals. Please refer to the Supplemental Information Document in our Response for additional information.	
3.1.1.2		Employ a full-time Director, who shall be a licensed professional, preferably a Registered Nurse, whose primary responsibility is managing the program. Education and experience will be deemed appropriate by the Agency. The vendor must provide documentation upon request and prior to the award of the contract.	Our director and assistance director are highly qualified for the positions. Please refer to the Supplemental Information Document in our Response.	✓
3.1.1.3		Employ or contract for the services of a certified Medical Review—officer (MRO) by the Medical Review Officer Certification Council. The MRO must be certified by the American Society of Addiction Medicine. The vendor must provide documentation upon request and before the award of the contract.	Restore currently uses a third-party vendor that manages its drug screening program. BWS will continue using the MRO provided by Affinity. However, should this option be unable, BWS will comply by contracting with an independent MRO.	✓
3.1.1.4		Employer, unencumbered WV licensed professionals, including but not limited to registered nurses, who perform as case managers to monitor and support the participants. The vendor must provide documentation upon request and before the award of the contract.	BWS's current case manager is a WV licensed Ph.D Nurse Practitioner. For further information, please refer to the Supplemental Information Document in our Response. BWS may choose to fill this or additional	✓

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			positions with current RESTORE Case Managers, if deemed appropriate by Vendor and Agency.	
3.1.1.5		The case manager will serve as a compliance analyst who “partners” with the participant and assists with referral, treatment, and monitoring tasks. Each case manager must meet with each assigned participant at the outset of entry into WVR. Thereafter, the case manager must meet with each assigned participant regularly or as needed to assess the participant’s progress in rehabilitation.	The case manager’s duties include compliance analysis, partnering with the participant, and assisting with referral, treatment, and monitoring tasks. The case manager will meet with each assigned participant at the outset of entry into WVR, regularly thereafter, and as needed to assess the participant’s recovery progress. Birchwood understands and will comply with the requirement.	✓
3.1.1.6		Employ adequate staff and staffing to administer the program effectively and provide the services identified in the contract. The staffing shall be approved by the Agency/	The BWS staffing pattern meets or exceeds this mandatory requirement.	✓
3.1.1.7		Must be (or obtain) an approved provider of nursing continuing education in West Virginia.	Birchwood is an approved provider of nursing continuing education in West Virginia. CE Broker # 50-18205	✓
3.1.1.8		Operate according to WVR clinical policies and procedures (P&P) approved by the agency. Make recommendations to the Agency for revisions to the P&P based on published evidence.	BWS will operate the Restore Program according to clinical policies and procedures approved by the Agency. Revision recommendations to P&P’s will be made to the Agency based on published evidence.	✓
3.1.1.9		Keep records so that an agency designee can review random samples of participant files for compliance by participants referred to the monitoring program. The Agency will determine the percentage of files it will review upon request.	The BWS team wholeheartedly agrees to comply with this mandatory requirement and welcomes the oversight.	✓

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3.1.2	Administration and Day-to-Day Operations			
3.1.2.1	Operations			
3.1.2.1.1		The vendor services shall be open Monday through Friday from 8 am – 4:30 pm EST and follow the same holiday schedule as the federal and state of West Virginia governments. Additionally, the vendor will be available upon special request by a participant or the Agency by appointment. The parties shall agree on additional service closures, and the vendor will post all closures publicly on the WVR website.	The BWS team currently and will continue to adhere to this mandatory operating schedule.	✓
3.1.2.1.2		The vendor shall have a confidential answering procedure approved by the Agency for any calls into WVR after the hours of operation, on weekends, and on all holidays. When a message raises the possibility of harm or risk, the call will be returned immediately. There shall be a mutually agreed upon triage list for WVR to respond immediately to messages that the agency approves.	BWS currently meets this mandatory requirement and will continue to do so if awarded management contract for Restore.	✓
3.1.2.1.3		Collaborate with the selected vendor of the facilitated peer support group administrator by exchanging relevant information regarding participants' adherence to the RMA. providing timely information on discharge and scheduled absence (e.g., return to treatment), and relevant information on participants' commitment, exchanging appropriate data related to participant compliance with their RMA.	The BWS team currently will continue to adhere to this mandatory requirement. We strongly believe that open communication among all stakeholders improves outcomes for the nurses utilizing Restore services.	✓
3.1.2.1.4		Operated, maintained, and updated the WV Restore website 24 hours per day and 7 days a week. The Agency maintains all intellectual property rights to the website. The Vendor is required to surrender any passwords or other access information necessary to transfer control of the website to another Vendor upon request. The Agency shall approve all content, including video tutorials regarding:	The BWS team agrees to this requirement and, upon obtaining the Restore contact, will collaborate with the Agency to develop a process for obtaining change approvals after regular business or holidays.	✓
3.1.2.1.4.1.1		<ul style="list-style-type: none"> <li>Enrollment process in the WVR</li> </ul>	Upon award of the Restore contract, the BWS team will immediately begin adhering to this requirement in collaboration with the Agency.	✓

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3.1.2.1.4.1.2		<ul style="list-style-type: none"> <li>Monitoring process while in WVR</li> </ul>	Upon award of the Restore contract, the BWS team will immediately begin adhering to this requirement in collaboration with the Agency.	✓
3.1.2.1.4.1.3		<ul style="list-style-type: none"> <li>Training for worksite monitors</li> </ul>	Upon award of the Restore contract, the BWS team will immediately begin adhering to this requirement in collaboration with the Agency.	✓
3.1.2.1.4.1.4		<ul style="list-style-type: none"> <li>Information regarding applying for the need assistance fund (if available)</li> </ul>	The website will provide information on how to apply for any available financial assistance.	✓
3.1.2.1.5		Develop a plan to ensure continuity for persons currently enrolled in the existing program, which the Agency shall approve.	Upon awarding the management of the Restore contract, the BWS team will collaborate with the current provider and the Agency to make the transition easy and, ideally, stress-free for the current participants.	✓
3.1.2.2	Toxicology Testing and Reporting			
3.1.2.2.1		Contract with a third party to conduct random toxicology testing on program participants and provide testing reporting as described below. These laboratories must be certified by The Substance Abuse and Mental Health Services Administration (SAMHSA) or CAP Laboratory Accreditation Program (CAP). The selected Vendor must provide certification documentation upon the Agency's request. All testing and reporting must follow the consensus statement from the National Organization of Alternative Programs. The cost of the drug screens is the participant's responsibility. The program for screening must include facilities at locations throughout the state of West Virginia. The selected vendor must provide documentation upon the Agency's request.	<p>The BWS team recognizes a current Restore contract for these services with Affinity. The BWS team currently works with Affinity management and staff.</p> <p>The BWS team sees no obstacles to continuing the Affinity contract. Restore will utilize the Agency's P&amp;P to obtain a third-party vendor for these services at the expiration of the current laboratory services contract.</p>	✓
3.1.2.2.2		Require the laboratory vendor (or third-party administrator of laboratory services.) to provide the capability of obtaining a witnessed urine specimen. Appropriate policies and procedures	Birchwood will comply with the requirement.	✓

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		shall be in place to accomplish this objective and determine which participants shall have witnessed screens. The Agency shall review the policies and procedures before the award of the contract. The confirmation test for a specimen initially testing positive for a prohibited substance is confirmed by either gas or liquid chromatography in conjunction with mass spectrometry. The vendor shall complete quality monitoring of the laboratory vendor/services to ensure compliance with program requirements. If the laboratory vendor/services are not compliant, a correction plan shall be required and reported to the Agency within 30 days.		
3.1.2.2.3		Ensure that the panel of substances to be tested for in each participant’s urine drug screen (UDS) must include each participant’s “drug(s) of choice,” meaning any substance or substances that the participant is known to have been habitually ingesting. Confirm that the UDS confirmation cutoff follows the most current consensus statement from the National Organization of Alternative Programs.	Include each participant's "drug(s) of choice" in the panel of substances to test for in their urine drug screen. Confirm that the UDS confirmation cutoff follows the latest National Organization of Alternative Programs consensus statement.	✓
3.1.2.2.4		Utilize the current electronic database (Affinity eHealth) to capture and provide immediate access to secure communication with WVR participants and online “real-time” reporting by the nurse participant’s worksite supervisor and nurse support group vendor.	The BWS team will adhere to this mandatory requirement. The team is familiar with the excellent case management system developed by Affinity, which includes communication documentation and real-time reporting.	✓
3.1.2.2.5		Requires an MRO to validate all positive screens before reporting test results to WVR. The MRO must be qualified to testify regarding the accuracy of a drug screen with scientific certainty and rule out any possible alternative causes of a positive drug screen result.	The BWS team will adhere to this mandatory requirement.	✓
3.1.3	Reporting Requirements for Involuntary Participants			
3.1.3.1		Restore will provide all requested information/reports per the Agency’s guidelines and timelines. Reports must include but may not be limited to positive drug screens; worksite reports not	The BWS team will meet or exceed this mandatory requirement.	✓

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		submitted, WVR received after that due date, and other non-compliance issues.		
3.1.3.2		It is the responsibility of the vendor to ensure all reports and information required by the Agency are submitted on or before the requested deadline.	The BWS will adhere to this requirement and will collaborate closely with the Agency to develop a schedule for routine reports required and give top priority to special reports requested by the Agency.	✓
3.1.4	Services to Eligible Participants			
3.1.4.1		Provide services for students, applicants or licensees licensed, registered, certified, and/or regulated by the Agency under Chapter 30, Article 7, et seq. of the West Virginia Code. Should a disagreement over eligibility determination arise, the final eligibility determination will be made by the Agency at its sole discretion.	The BWS team agrees to adhere to this mandatory requirement.	✓
3.1.4.1.1		May only disclose information about an Agency investigation to the student, applicant, or licensee with written approval of the Agency and only to the extent necessary to carry out the vendor’s duties.	The BWS team will adhere to this requirement and appreciates the importance of obtaining a release of information to exchange information with the Agency early in the nurse’s enrollment process.	✓
3.1.4.1.2		Accept eligible individuals into the rehabilitation program. The student nurse, nurse, or supervisor may contact the rehabilitation monitoring program regarding an individual’s need for assistance. Additionally, an eligible individual may be referred to the rehabilitation monitoring program by recommendation or order of the agency.	The BWS team will adhere to this mandatory requirement.	✓
3.1.4.1.3		The rehabilitation monitoring program shall explain, and an appointment shall be scheduled for an initial screening within 72 hours of the initial contact. The selected vendor shall assist in developing individual strategies, including techniques for intervention to arrange a referral to the program, and in the judgment of the selected vendor, the participant must be in the rehabilitation monitoring program, and the selected vendor shall file a written complaint with the Agency.	The BWS team will adhere to this mandatory requirement.	✓

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3.1.4.1.4		Provide a list of evaluators for the individual to select from, who meet contract requirements for a student, applicant, or licensee within five (5) calendar days of the initial contact from the participant. Ensure evaluators conduct evaluations and reports are received within 15 business days of the scheduled evaluation date. If the evaluator cannot gather all collaborating information within 15 business days, they are to notify WVR or submit a report with notation that recommendations may be amended if additional information is obtained. Evaluation may be through the use of telemedicine following all state and federal statutes, rules, and guidelines.	The BWS team will adhere to this mandatory requirement.	✓
3.1.4.1.5		Ensure all evaluators administer uniform evaluations of students, applicants, or licensees in accordance with current, accepted industry standards. In accordance with program policies conduct training for approved evaluators annually on the program requirements, including standardizing the evaluators on administering uniform evaluations, and provide evidence of practicing evaluators and submit this evidence and training materials to the Agency with the next quarterly report.	The BWS team will adhere to this mandatory requirement.	✓
3.1.4.1.6.		Provide a list of appropriate treatment providers for the individual to select from, or licensee within five (5) calendar days of the initial contact from the participant. The vendor shall refer the participant to a facility that is able to provide the appropriate assessment and treatment for the individual. This assessment and treatment for the individual. This assessment will include aftercare, monitoring, and re-entry after treatment. Specific recommendations concerning the scope of practice, restrictions concerning handling, administration, or possession of narcotics, patient versus non-patient contact, or length of time away from any form of practice will be included. The treatment program must be accredited by The Joint Commission (TJC), or other appropriate agencies approved by the Agency. The accreditation documentation must be provided upon request of the Agency.	The BWS team will adhere to this mandatory requirement.	✓

BIRCHWOOD SOLUTIONS FORMAL RESPONSE TO REQUEST FOR QUOTATION  
 NURSE HEALTH PROGRAM – WV RESTORE - Referral, Treatment and Monitoring Management  
 CRFQ RNB24\*07

3.1.4.1.7		Provide compliance management services that include coordinating and monitoring the services for students, applicants, and licensees from initial referral to recommended closure or release from the program. Require all program participants to sign and comply with a recovery monitoring agreement.	BWS provides compliance management services that include coordinating and monitoring services for program participants from referral to recommended closure or release. All participants must sign and follow a recovery monitoring agreement.  The BWS team will comply with this mandatory requirement.	✓
3.1.4.1.8		The agency shall approve the contents of the participant manual. Any provisions made mandatory upon the participant shall be specifically written into the participant's RMA which is based on agency approval.	The BWS team will adhere to this mandatory requirement.	✓
3.1.4.1.9		Maintain records in accordance with all state and federal confidentiality laws and regulations. These records are the property of the Agency.	The BWS team will adhere to this mandatory requirement.	✓
3.1.4.1.10		After a participant has completed the recovery monitoring agreement period and upon the participant's request, the participant will be permitted to sign a subsequent agreement for an additional period voluntarily. The participant is directly responsible for the cost of all monitoring conducted by the selected vendor. Maintaining of these individuals shall not be assessed by the agency.	The BWS team will adhere to this mandatory requirement.	✓
3.1.5	<b>Services to the Agency</b>			
3.1.5.1		Shall report all information requested in a format designed by the Agency on the due date each quarter, and year-end. Quarterly with year-to-date, on a report card approved by the agency which includes:	The BWS team will adhere to this mandatory requirement.	✓
3.1.5.1.1		The number of participants making initial contact with the program.	The BWS team will adhere to this mandatory requirement.	✓
3.1.5.1.2		The number of participants signing participant contracts and the length of time from initial contact to the signature on the contract.	The BWS team will adhere to this mandatory requirement.	✓

BIRCHWOOD SOLUTIONS FORMAL RESPONSE TO REQUEST FOR QUOTATION  
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3.1.5.1.3		The number of participants released from the program upon successful completion of the program.	The BWS team will adhere to this mandatory requirement.	✓
3.1.5.1.4		A summary of the program evaluation completed by participants that is de-identified.	The BWS team will comply with the requirement.	✓
3.1.5.1.5		The number of readmissions to the program by participants previously released upon successful completion of the program and the average length of time from the contract completion.	The BWS team will comply with this mandatory requirement. Collecting this information is helpful with program planning and conducting or participating in research opportunities.	✓
3.1.5.1.6		The number and nature of relapses or other acts or omissions evidencing noncompliance of program participants by category and actions taken.	The BWS team will collect the necessary information to comply with the mandatory requirement. The information can help identify strengths and weaknesses within the monitoring program.	✓
3.1.5.1.7		The number of participants terminated from participating in the program for failure to comply with the program's requirements, including the failed ones.	The BWS team will comply with the requirement. The information collected is beneficial to the Restore Agency and research. If BWS is the chosen vendor, we intend to begin evaluating this important data immediately to best determine ways to improve outcomes.	✓
3.1.5.1.8		The number of participants who were readmitted, with Agency approval, from terminated participation in the program for failure to comply with the program's requirements and the average length of time from termination.	The BWS team will comply with the requirement. The information collected benefits not only Restore, but also the Agency and research.	✓
3.1.5.1.9		Demographic information, including raw numbers and percentages, concerning program participants, including age; gender; county of	The BWS team will comply with the requirement.	✓

BIRCHWOOD SOLUTIONS FORMAL RESPONSE TO REQUEST FOR QUOTATION  
 NURSE HEALTH PROGRAM – WV RESTORE - Referral, Treatment and Monitoring Management  
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		residence or state if not a West Virginia resident; license status; license type including single state or multi-state at admission; drug of choice; practice/employment setting; employment status; employment position; practice area; and method of referral to the program.	By collecting and analyzing the data, Restore and the Agency can identify age groups and geographic areas where Restore should increase outreach efforts. The information can be used for research projects.	
3.1.5.1.10		Number of worksite monitors, including name and license number.	The BWS team will comply with the requirement.	✓
3.1.5.1.11		A status report on staffing and other issues relating to the operation and administration of the program.	When the Agency requests it, the Vendor will provide a report on staffing and other matters related to program operation and administration. The Vendor will timely honor the request.	✓
3.1.5.1.12		A status report of participants' transition to monitoring by the vendor who were participants in the program operated by the predecessor vendor. This will be reported monthly until the Agency determines the report is no longer needed.	Birchwood will provide status reports to the Agency regarding the transfer of participants from the former vendor. The report schedule is monthly until the Agency determines the report is no longer necessary. Birchwood will comply with the requirement.	✓
3.1.5.2		Submit the following within six (6) months of being awarded this contract and by September 1 of each contract year.	Birchwood will comply with the requirements included in items 3.1.5.2, 3.1.5.2.1., 3.1.5.2.2., 3.1.5.2.3. We will comply with the recommendation.	✓
3.1.5.2.1		Any recommendations to change a policy and procedure for the Agency approval.	See 3.1.5.2 response.	✓
3.1.5.2.2		List of all evaluators, treatment programs, and treatment providers with the address and staff member associated with the vendor and their credentials.	See 3.1.5.2 response	✓

BIRCHWOOD SOLUTIONS FORMAL RESPONSE TO REQUEST FOR QUOTATION  
 NURSE HEALTH PROGRAM – WV RESTORE - Referral, Treatment and Monitoring Management  
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3.1.5.2.3		Copy of any forms or documents used by the vendor in conjunction with the services of this contract if revisions were made.	See 3.1.5.2 response	✓
4.	<b>CONTRACT AWARD</b>			
4.1	Contract Award	The Contract is intended to provide Agencies with a purchase price on all Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specification for the lowest overall total cost as shown on the Pricing Pages.	The Contract offers a fixed purchase price for all items. The Vendor with the lowest overall cost for Contract items meeting the required specifications wins. The Vendor understands the award process established by the Purchasing Division.	✓
4.2	Pricing Pages	Vendors should complete the Pricing Pages by providing a monthly rate. The vendor should complete the Pricing Pages, as failure to do so may result in the Vendor's bids being disqualified.	See Attached Pricing Pages.	✓
5.	<b>PERFORMANCE</b>	Vendor and Agency shall agree upon a schedule for the performance of Contract Services and Contract Services Deliverables unless the Agency already includes such a schedule. If this Contract is designated as an open-ended contract, the Vendor shall perform by the release orders that may be issued against this Contract.	BWS understands and agrees to comply with this requirement	✓
6.	<b>PAYMENT</b>	The agency shall pay a monthly rate for all Contract Services performed and accepted under this Contract, as shown on the Pricing Pages. The Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.	BWS understands and agrees to this requirement.	✓
7.	<b>TRAVEL</b>	The vendor shall be responsible for all mileage and travel costs, including travel time, associated with the performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on the Vendor's bid, but the Agency will not pay such costs separately.	BWS understands and agrees to abide by this requirement.	✓
8.	<b>FACILITIES ACCESS</b>	Performance of Contract Services may require access cards and/or keys to enter the Agency's facilities. If access cards and/or keys are required:	The BWS teams has read and understands the facilities access requirements and agrees to adhere to each (8.1.- 8.5).	✓

BIRCHWOOD SOLUTIONS FORMAL RESPONSE TO REQUEST FOR QUOTATION  
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8.1		The Vendor must identify principal service personnel who will be issued access cards and/or keys to perform services.	See item for Vendor contact information.	✓
8.2		The Vendor will be responsible for controlling cards and keys and will pay a replacement fee if the cards or keys become lost or stolen.	See item 8 response.	✓
8.3		The Vendor shall notify the Agency immediately of any lost, stolen, or missing card or key.	See item 8 response.	✓
8.4		Anyone under this Contract will be subject to the Agency's security protocol and procedures.	See item 8 response	✓
8.5		The Vendor shall inform all staff of the Agency's security protocol and procedures.	See item 8 response	✓
9.	<b>VENDOR DEFAULT</b>			
9.1		The following shall be considered a vendor default under this Contract.	The BWS team has read items 9.2., 9.2.2, 9.2.3, 9.1.3. and 9.1.4. and understand the circumstances under which the Agency may consider the Vendor in default of the Contract.	✓
9.1.1		<ul style="list-style-type: none"> <li>• Failure to perform Contract Services in accordance with the requirements contained herein.</li> </ul>	See item 9.1 response.	✓
9.1.2		<ul style="list-style-type: none"> <li>• Failure to comply with other specifications and requirements contained herein.</li> </ul>	See item 9.1 response.	✓
9.1.3		<ul style="list-style-type: none"> <li>• Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.</li> </ul>	See item 9.1 response.	✓
9.1.4		<ul style="list-style-type: none"> <li>• Failure to remedy deficient performance upon request.</li> </ul>	See item 9.1 response.	✓
9.2		The following remedies shall be available to the Agency upon default.	The CEO and BWS team read and fully understand the remedies available to the Agency if the Vendor violates the Contract.	✓
9.2.1		<ul style="list-style-type: none"> <li>• Immediate cancellation of the Contract.</li> </ul>	See item 9.2 for response.	✓

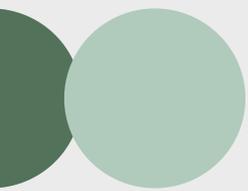
BIRCHWOOD SOLUTIONS FORMAL RESPONSE TO REQUEST FOR QUOTATION  
 NURSE HEALTH PROGRAM – WV RESTORE - Referral, Treatment and Monitoring Management  
 CRFQ RNB24\*07

9.2.2		<ul style="list-style-type: none"> <li>• Immediate cancellation of one or more release orders issued under this Contract.</li> </ul>	See item 9.2 response.	✓
9.2.3		<ul style="list-style-type: none"> <li>• Any other remedies available in law or equity.</li> </ul>	See item 9.2 response	✓
10.	<b>MISCELLANEOUS</b>			
10.1	Contract Manager	During the performance of the Contract, the Vendor must designate and maintain a primary contact manager responsible for overseeing the Vendor’s responsibilities under this Contract. The Contract manager must be available during regular business hours to address any customer service or other issues related to this Contract. The Vendor should list its Contract manager and his or her contact information below:	BWS has complied with the requirement by including the information in this document.	✓
	Contract Manager: Telephone Number: Fax Number: Email Address:	Elizabeth Temple 855-313-2457 866-385-7014 etemple@birchwoodsolutions.net		

DECEMBER 2023

# Supplemental Information

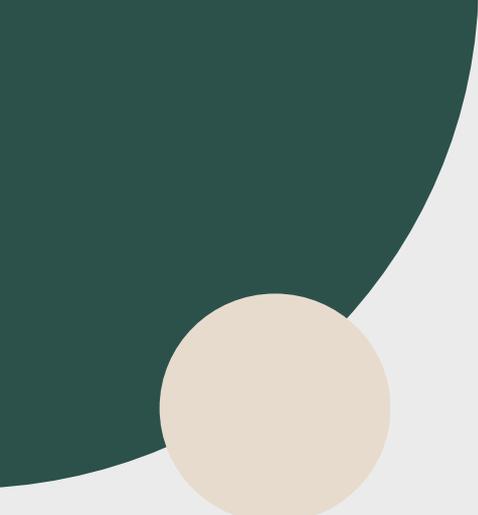
Birchwood Solutions Response to RFQ RNB24\*07



Presented To  
**WV Board of  
Registered Nurses**



Presented by  
**Elizabeth Temple, CEO**



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# WEST VIRGINIA RESTORE

An essential piece of protecting the public is to ensure that nurses are safe to practice. Therefore, we aim to protect the public by promoting early identification of nurses with substance use disorder, psychological or behavioral wellness, or physical health issues and supporting these nurses with intervention and treatment.

Our roles are to support the nurse during their recovery journey from any of these issues and report non-compliance according to the Agency's policies and procedures.

**Unlike other program vendors, Birchwood's focus is solely on nurses.**

## BWS Strategic Planning Overview

West Virginia's RESTORE program for nurses is a vital resource for the State. Ensuring a program design that is effective for the nurse, supportive of the Board, and also protects the community is a responsibility that Birchwood will take seriously. Unlike other program vendors, Birchwood's focus is solely on nurses.

### Teamwork

Ongoing collaboration with the board to ensure effective program design.

### Planning

Coordinate with current stakeholders for seamless transitions.

### Reporting

Consistent and detailed reporting through implementation and contract period.



### Analysis

Continually evaluate processes for efficiency and desired outcomes.

### Communication

Maintain effective communication model between all parties (nurses, evaluators, employers, etc).

### Program Culture

Promote communication, collaboration, and support cultural and generational shifts to enhance the program.

# ABOUT OUR COMPANY

We believe in fostering an environment that promotes growth to the organizations, individuals and communities that we embrace.

Since 2011, Birchwood Solutions (BWS) leadership and staff have provided compassion and unwavering dedication and support to nurses throughout the US enrolled in alternative to discipline programs.

Our leadership and staff work from the core values of perseverance, consideration, and unwavering dedication to the nurses we support in their journey to recovery and the Boards of Nursing that entrusts us with this privilege.

Our experience, in collaboration with numerous Boards of Nursing in their endeavor to protect the public by ensuring that nurses safely practice, provides us the unique opportunity to understand the importance of nurse monitoring programs and how the nursing community perceives the Program.

Birchwood Solutions, LLC, is not directly or indirectly affiliated with any treatment facility to avoid a conflict of interest. BWS is designated as Small, Women-Owned Business as certified through the West Virginia Code §5A-3-59. **If given the opportunity to manage the Restore Program, BWS will do its utmost to provide a positive and collaborative program.**





# MISSION AND VISION

The core value of our company that contribute to this project.

## MISSION

Birchwood Solutions is committed to helping transform lives by offering exceptional programs and services that will empower our clients and professionals to take root.

## VISION

It is our Vision to provide distinguished educational support and management services that will uphold our position of respect and take root within the community of professionals that we serve.

# 8 OUR TEAM

Our team of dedicated professionals work diligently to bring the highest quality of services to our programs. **Collectively, we have over 52 years of experience providing services to State Boards of Nursing and Alternative to Discipline Programs to include, monitoring, evaluations, interventions, and referrals.** Our unique structure allows us to harness the expertise of highly qualified individuals that will provide unparalleled services to our clients without inflated costs. Each team member maintains a fundamental belief in the value of our programs, its benefit to our clients and the well-documented success of our participants and programs we serve.



**Elizabeth Temple, M.Ed.**  
Founder and CEO



**Deanna Irick, M.Ed., NCC,  
LPC/MHSP/S, MAC, SAP**  
Director



**Mark Eichbush, MS,  
RN, NEA-BC**  
Assistant Director



**Elaine Eaton**  
Administrative  
Coordinator



**Deb Kupecz, Ph.D - NP**  
Case Manager &  
Nurse Educator



**Amy Bailey**  
Client Intake Coordinator



**Lisa Baldwin**  
Administrative Support

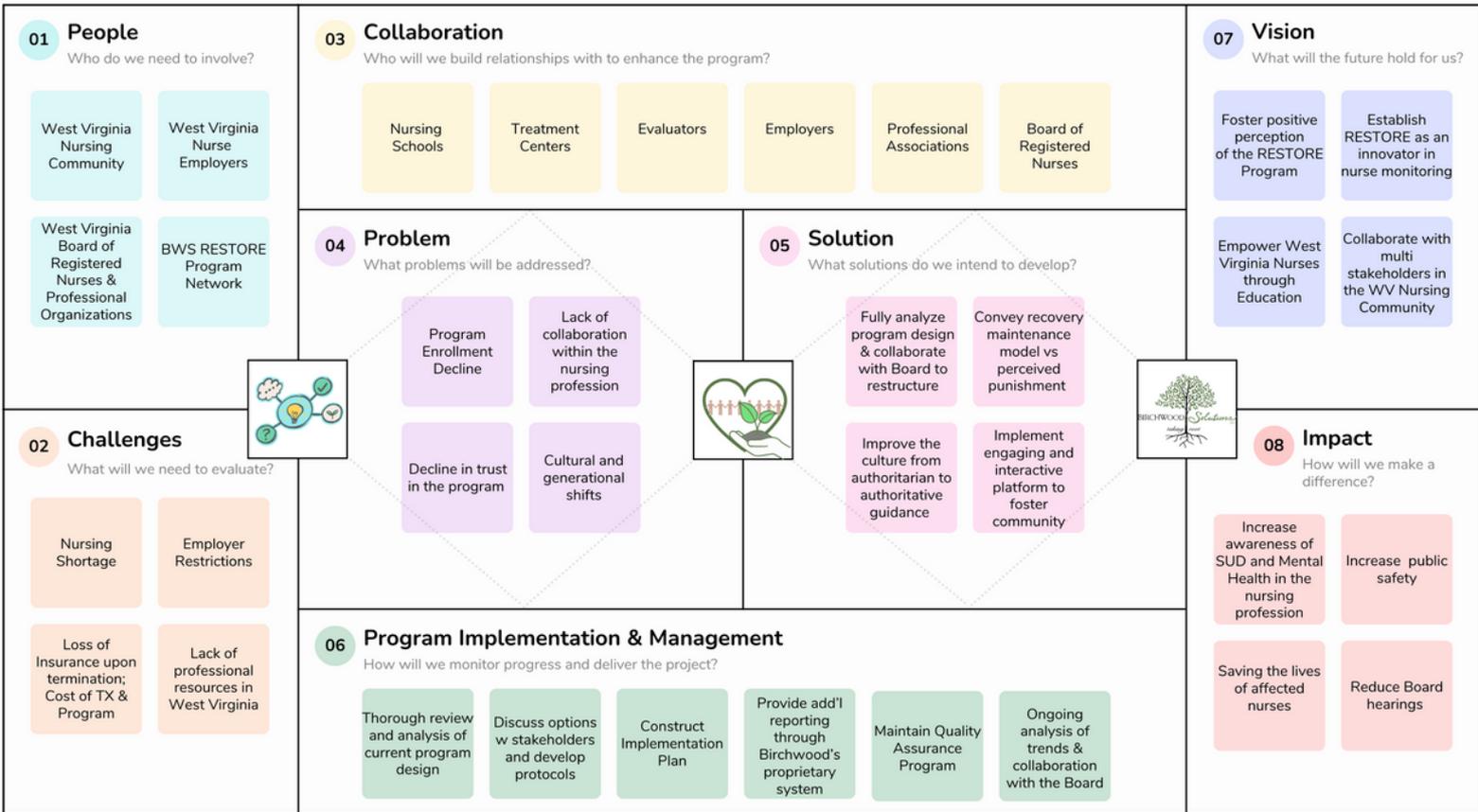


**Kira Bruton, B.A. Psychology**  
Content Coordinator



# PROJECT OVERVIEW

Our project overview provides a glimpse of the entire project vision, aim, and solutions that Birchwood is committed to providing the Board.



Building a program that will stand the test of time ought to be at the forefront of the design. In order to do this, Birchwood will bring the following necessary characteristics to the program:

- Professionalism
- Effective Problem Solving
- Consistency and measurable outcomes that demonstrate validity and reliability
- Collaboration and team-building that includes all stakeholders



# PROGRAM DESIGN



Program services include referral, screening, evaluation, and support during their wellness journey. Restore does not provide treatment or emergency services.

- Nurses enrolling in Restore must undergo an evaluation before entering the program.
- A non-compliance evaluation may be necessary if a nurse enrolled in Restore violates their agreement, including but not limited to positive drug screens, relapse, or substantial non-compliance.
- Nurses are responsible for all costs related to the evaluation, including pre-evaluation drug screens.
- Restore does not provide treatment and relies solely on evaluators to offer recommendations according to the program's guidelines.



## NURSE ENROLLMENT PROCESS TIMELINE



### Initial Intake

Referred nurses will be in contact with the intake coordinator and an initial self-assessment will be given. All forms will be streamlined for ease of use and accessibility.



### Evaluation & Screening

The nurse will be provided a list of program vetted evaluators. Approved Evaluators will be required to be trained on the protocol and necessary format of the formal evaluation to maintain continuity.



### Treatment

When treatment is recommended, the nurse will be provided a list of approved treatment facilities. Birchwood will work to develop a collaborative relationship with a variety of quality treatment facilities.



### Execute RMA

An effective RMA begins with the nurse taking ownership in the process. The individualized RMA will be based on a variety of factors and nurse input will be considered in order to promote ownership while maintaining accountability.



### Return to Practice

Prior to acceptance of employment, engaging with the workplace monitors to provide training will ensure consistency and accountability for the nurse and establish a protocol to support a successful return to practice.



# PROGRAM DESIGN

## Minimum Criteria for Evaluators

- License in good standing as a master's Master's level mental health professional and substance use disorder.
- Experience working with impaired professionals, substance use, and mental health issues for at least three years.
- The evaluator must know Restore's evaluation guidelines and the ASAM Placement Criteria for Persons in Safety Sensitive Occupations.

## Components of a Restore Evaluation

- Collaboration between Restore and evaluator must occur before the commencement of the evaluation. The information provided by Restore may include referral/complaint details, pre-evaluation toxicology testing results, employer/witness statements, or a BON-ratified Order.
- The evaluator will conduct a comprehensive clinical interview and should include the following relevant histories:
  - The evaluation report must detail all areas covered in the clinical interview.
  - The assessment data interpretation and the evaluation report's writing are to be the evaluator's work, not delegated to students or paraprofessionals.
  - The evaluation must include instruments for substance use and possible mental health issues.

## Written Reports Must Include:

- Diagnosis according to the DSM-5 criteria, including severity (mild, moderate, severe) and remission\* specifier (no remission, early remission, sustained remission) when appropriate.
  - \*Remission should be based on verifiable and reliable evidence of the individual's sobriety and abstinence from drugs and alcohol, which may include proof of the completion of inpatient, outpatient, or aftercare treatment, random drug screens, individual or group therapy, letters of support from sponsors, a substance use disorder evaluation, and evidence of support group attendance.
- Integration of results of objective tests used.
- All collateral records provided to the evaluator must be sufficiently reviewed and discussed in the written report. Address any discrepancies between the nurse's self-report and collateral information.
- A Referral source (e.g., employer, colleague, or family member who reported the nurse) must remain confidential and NOT identified in evaluation reports.

# PROGRAM DESIGN

## Treatment

Any treatment or recovery support service recommendations must include their justification and rationale.

- **Levels of Care** - With patient safety paramount, treatment should be aggressive and definitive. Treatment and level of care that provides the best probable prognosis should be recommended. Recommendations to the "least restrictive environment for care" may be appropriate for individuals in the general public who require substance use disorder treatment; however, for nurses working in a safety-sensitive occupation, other factors must be considered when recommending treatment. Nurses with untreated, potentially impairing conditions have the potential to place the public at risk (Mee-Lee, 2013).

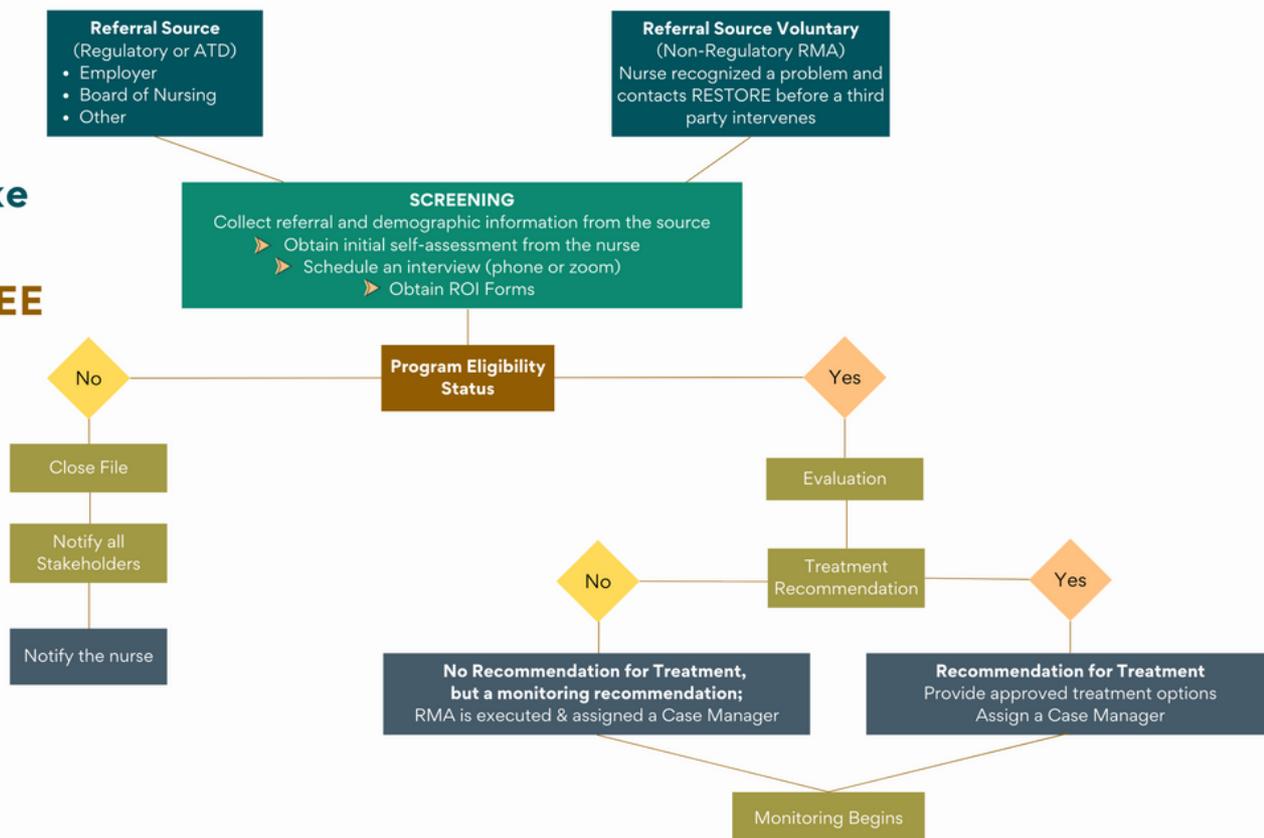
### Accepted Treatment Interventions for Substance Use Disorder or Behavioral Health:

- o Early intervention (alcohol/drug education classes, brief therapy)
- o Intensive Outpatient
- o Relapse Prevention Focused Outpatient
- o Partial Hospitalization
- o Residential or Inpatient (short & long-term) followed by IOP -> SOP
- o Ambulatory or Medically Monitoring Inpatient Withdrawal Management (Detox)
- o Medication Assisted Therapy (MAT)
- o Individualized Substance Abuse or Mental Health Counseling, or both
- o Psychiatric Medication Management
- o Pain Management with an Addiction Medicine MD

### Acceptable Recovery Support Services

- o Mutual-aid support groups (e.g., AA, NA, SMART, etc.)
- o Faith-based cultural support (e.g., Celebrate Recovery)
- o Peer-based recovery support
- o Behavioral Health Groups
- o Care for Nurses Program

## Program Intake to Monitoring DECISION TREE





# HISTORY OF ATD PROGRAMS

## Is It Time To Change?

Before establishing Alternative to Discipline Programs in the 1980s, a nurse identified as potentially impaired faced license discipline. As a result, nurses were reluctant to seek treatment due to fear, shame, and stigma. Such a system did not benefit the public or patient safety as it promoted denying illness and interventions, creating potentially unsafe practice situations.

Alternative to Discipline Programs are designed to encourage nurses to undergo treatment without discipline on their license, and acknowledge that patient safety is enhanced by encouraging nurses to seek care. However, time has demonstrated that Alternative to Discipline Programs are effective in helping nurses overcome impairment issues and return to their careers in the healthcare workforce.

***The question is, given the documented success, why are nurses declining to enroll in ATDs?*** Perhaps no one is looking very hard to find nurses who would benefit – this was certainly the case during the coronavirus pandemic. Furthermore, addiction remains stigmatized, and people don't feel comfortable getting involved. Financial resources are also at play. Nurses are generally required to refrain from practice for a while, lose health insurance, and be responsible for the cost of an evaluation and treatment if recommended. Frequently, nurses do not believe they have an addiction and, therefore, do not need monitoring.

## → Future plans for growth ←

**Five generations** comprise today's nursing workforce and embrace each generation's work habits, attitudes, ideologies, etc., to create successful teams.

Is it time to change Alternative to Discipline Program requirements in order to better serve the unique generations of nurses that are eligible to utilize the service?





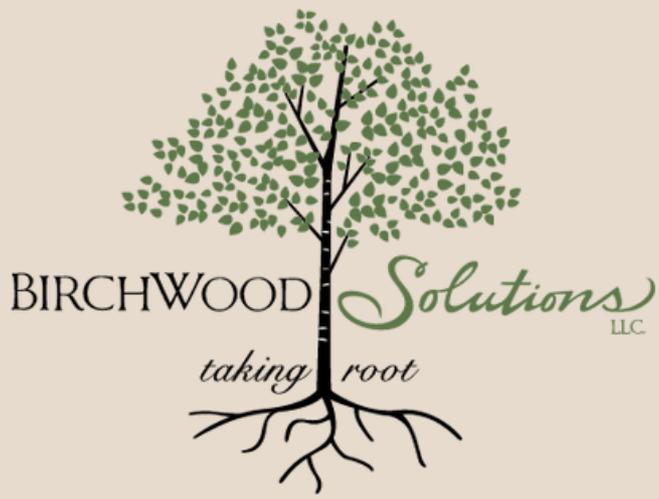
# OUR COMMITMENT

- Consistently demonstrate an ability to respond in a timely manner to nurses seeking information and assistance.
- Respond quickly to incidents in which a nurse has a laboratory finding suggesting a relapse following relapse protocol, including temporarily withdrawing the nurse from practice, according to P&P.
- Adhere to a policy regarding intervention when a nurse demonstrates relapse signs, either behavioral, instability in the workplace, or toxicology testing. The purpose is to monitor and document participants' abstinence from substance abuse.
- The Program adheres to a reasonable time frame to notify the disciplinary authority when required, providing the opportunity for the regulatory bodies to be informed of the Program's response or intervention plan and allow the regulatory bodies to confirm that the plan is in the interest of patient safety while supporting the nurse's health.
- The Program will include positive communication with nurses, not just when "non-compliance" is the topic.



# OUR AIM

- Initiate a marketing campaign to promote Restore within the healthcare profession.
- Develop a self-study course for nursing schools, i.e., "An Introduction for Nurses and Healthcare Professionals on Substance Use Abuse."
- Develop and promote online education for healthcare facilities, discussing the signs and symptoms among nurses and the process for reporting. It is surprising how many nurses have never heard of the Program. Ideally, each nurse should regularly undergo SUD training.
- Develop online training for workplace monitors.
- Evaluate the stipulations within the RMA for opportunities to be less punitive and costly by offering educational options.
- Recognizing that nurses view the Restore process as punitive, examine the document for opportunities to be less punishing by offering educational options or thought-provoking activities.
- With the support of the Agency, encourage WV Schools of Nursing to draft and adopt a substance abuse policy using the American Association of Colleges of Nursing's Policy and Guidelines for Prevention and Management of Substance Abuse in the Nursing Education Community.



**FOR INQUIRIES,  
CONTACT US.**

[www.birchwoodsolutions.com](http://www.birchwoodsolutions.com)

[etemple@birchwoodsolutions.net](mailto:etemple@birchwoodsolutions.net)



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Medical

<b>Proc Folder:</b> 1329424		<b>Reason for Modification:</b>	
<b>Doc Description:</b> WV RESTORE -REFERRAL, TREATMENT & MONITORING MANAGEMENT		To post Addendum 01	
<b>Proc Type:</b> Central Contract - Fixed Amt			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2023-12-12	2023-12-21 13:30	CRFQ 0907 RNB2400000007	2

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:** VS0000019670  
**Vendor Name :** Birchwood Solutions, LLC  
**Address :** 99 E. Main St., Ste. 200, Box 15  
**Street :**  
**City :** Franklin  
**State :** Tennessee **Country :** USA **Zip :** 37064  
**Principal Contact :** Elizabeth Temple  
**Vendor Contact Phone:** 855-313-2457 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

Larry D McDonnell  
 304-558-2063  
 larry.d.mcdonnell@wv.gov

Vendor Signature X  FEIN#47-2874273 DATE December 12, 2023

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION**

Addendum 01

1. To attach answers to vendor questions.

2. To extend the bid open date from December 14, 2023 to December 21, 2023 at 1:30PM EST.

No other changes.

**INVOICE TO**

WV BOARD OF EXAMINERS  
FOR  
REGISTERED  
PROFESSIONAL NURSES  
5001 MACCORKLE AVE SW  
SOUTH CHARLESTON WV  
US

**SHIP TO**

WV BOARD OF EXAMINERS  
FOR  
REGISTERED  
PROFESSIONAL NURSES  
5001 MACCORKLE AVE SW  
SOUTH CHARLESTON WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	WV Restore Monitoring - Initial Year	12.00000	MO	\$16,750	\$201,000

Comm Code	Manufacturer	Specification	Model #
85121700			

**Extended Description:**

The amount of the this Budget is for services from December 15, 2023 thru December 14, 2024.

**INVOICE TO**

WV BOARD OF EXAMINERS  
FOR  
REGISTERED  
PROFESSIONAL NURSES  
5001 MACCORKLE AVE SW  
SOUTH CHARLESTON WV  
US

**SHIP TO**

WV BOARD OF EXAMINERS  
FOR  
REGISTERED  
PROFESSIONAL NURSES  
5001 MACCORKLE AVE SW  
SOUTH CHARLESTON WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	WV Restore Monitoring - Option Year #1	12.00000	MO	\$16,750	\$201,000

Comm Code	Manufacturer	Specification	Model #
85121700			

**Extended Description:**

For Option Year #2

INVOICE TO		SHIP TO	
WV BOARD OF EXAMINERS FOR REGISTERED PROFESSIONAL NURSES 5001 MACCORKLE AVE SW SOUTH CHARLESTON WV US		WV BOARD OF EXAMINERS FOR REGISTERED PROFESSIONAL NURSES 5001 MACCORKLE AVE SW SOUTH CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	WV Restore Monitoring - Option Year #2	12.00000	MO	\$17,500	\$210,000

Comm Code	Manufacturer	Specification	Model #
85121700			

**Extended Description:**  
For Option Year #3

INVOICE TO		SHIP TO	
WV BOARD OF EXAMINERS FOR REGISTERED PROFESSIONAL NURSES 5001 MACCORKLE AVE SW SOUTH CHARLESTON WV US		WV BOARD OF EXAMINERS FOR REGISTERED PROFESSIONAL NURSES 5001 MACCORKLE AVE SW SOUTH CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	WV Restore Monitoring - Option Year #3	12.00000	MO	\$17,500	\$210,000

Comm Code	Manufacturer	Specification	Model #
85121700			

**Extended Description:**  
For Option Year #4

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor Questions due by 2:00PM EST	2023-12-07

	Document Phase	Document Description	Page
RNB240000007	Final	WV RESTORE -REFERRAL, TREATMENT & MONITORING MANAGEMENT	4

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ RNB24\*07**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

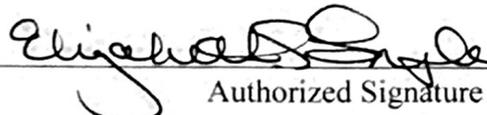
**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6. |
| <input type="checkbox"/> Addendum No. 2            | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Birchwood Solutions, LLC  
Company

  
Authorized Signature

December 12, 2023  
Date

**NOTE:** This addendum acknowledgment should be submitted with the bid to expedite document processing.  
Revised 6/8/2012

