



Purpose of the Request for Proposals: Find a patient engagement vendor that provides online registration with secondary consideration of two-way texting and online scheduling.

About the Community Healthcare Association of the Dakotas (CHAD) and the Great Plains Health Data Network (GPHDN):

The Community HealthCare Association of the Dakotas (CHAD) is a non-profit membership organization that serves as the Primary Care Association (PCA) for North Dakota and South Dakota, supporting community health centers (CHCs) in their mission to provide access to health care for all Dakotans regardless of insurance status or ability to pay. CHAD works with health center members and other community leaders and partners to enhance access to affordable, high-quality health care and to find solutions for expanding health care services in areas of the Dakotas that need it most.

The Great Plains Health Data Network (GPHDN) was developed as a result of the Health Center Controlled Network (HCCN) program that is funded by Health Resource and Service Administration (HRSA). The GPHDN is a collaboration between the Wyoming Primary Care Association and CHAD and brings together 11 health centers across the Dakotas and Wyoming, serving 76 sites. The GPHDN represents the majority of the health centers operating in the three states. The mission of the GPHDN is to support its members through collaboration and shared resources, expertise, and data to improve clinical, financial, and operational performance.

General Information

CHAD is issuing this request for proposals (RFP) on behalf of Federally Qualified Health Centers (FQHCs) who provide comprehensive, quality health care services, particularly for low-income, uninsured and underserved patients, who might otherwise not have access to health care.

There are multiple patient engagement vendors that have the online registration functionality along with other features to include two-way texting for patient/care team communication and health campaigns, telehealth, appointment reminders, patient satisfaction surveys, online scheduling, remote patient monitoring, etc. and indicate they are integrated with multiple different electronic health records (EHRs). This approach can make it difficult to select the vendor of choice to ensure it meets the needs of the health centers. In addition, the screenings and paperwork required to best manage the patient's health care can result in an abundance of paperwork and increased burden for the patient and front desk staff.

CHAD is therefore seeking one or more contractors to assist in activities spelled out in this RFP. The purpose of this RFP is to assist GPHDN in selecting the best online registration vendor with secondary consideration given to two-way texting and online scheduling features to support patient outreach and enhance patient interaction with their community health center care team. The best online registration vendor selected will meet the requirements of the GPHDN members to include patient communication features, operational features, health IT integration, value-based care, and administration features. Your organization should respond to the aspects of this RFP that you feel best fit with your expertise.

No compensation will be provided to the organizations or individuals for the development of this RFP response. CHAD reserves the right to enter directly into contract negotiations with a qualified organization who responds to this RFP.

In order to meet our timetable for selection and implementation, our planned schedule is as follows:

RFP Released: [09/15/22]
Proposals Due: [5:00 PM (CT) and 10/13/22]
Notification of Vendors Finalists Selected: [10/20/22]
Final Decision: [11/14/22]
Contract Complete: [01/31/2023]
Implementation: [Beginning 02/01/2023]

Desired Qualifications:

The following represent a set of ideal characteristics of such a contractor:

- Knowledge of, and experience providing the following functionality:
 - Patient self-registration;
 - Self-scheduling appointments;
 - Billing and Payment;
 - Telehealth Integration;
 - Integrates with consent procedures and preferred communication methods
 - Opt-in language for patients
 - Opt-out process for patients
 - Patient Communication
 - Targeted and broadcast messaging;
 - Patient Surveys;
 - Preventative care outreach;
 - Secure messaging (two-way);
 - Automated appointment reminders and confirmation;
 - Patient generated clinical values;
 - Patient-generated questionnaires or screenings;
 - Care plan compliance;
 - Lab and screening results; and,
 - Medication refill reminders and refill requests
- Experience with, and the ability to integrate real time with the following EHRs and population health management tools:
 - EPIC;
 - NextGen;
 - Intergy;
 - eClinicalWorks;
 - Allscripts Pro;
 - Centricity;
 - Dentrax; and,
 - Azara
- Real time integration with the EHRs regarding the following:
 - Screening tools
 - GAD-7;
 - PHQ-2 and PHQ-9;

- Bright Futures and Wellchild;
 - Sexual and medical history;
 - Demographics; and,
 - Text message access.
- Experience with integration of remote patient monitoring devices;
- Provides proactive solution to validate/update incorrect phone numbers and emails;
- Experience ingesting external/internal data sources such as patient lists and updating them with minimal effort;
- Integration with scheduling software/provider schedules;
- Reporting on cohorts or lists of patient to monitor engagement of assigned patients;
- Provides timely responses to GPHDN and its members;
- Understands scope of project and offers appropriate resources and timely implementation;
 - Language or techniques to provide patients to indicate new process and communication features such as texting, online registration, online scheduling, etc.
- Robust initial training and offers added service to aid with installation/training/go live;
- Security features to include HIPPA compliance, HITRUST, etc.;
- Affordability of tool, considering implementation and ongoing/maintenance costs, and group purchasing discounts;
- System monitoring and performance is done by vendor, and they correct identified issues proactively;
- Strong method of implementing user-suggested enhances and fixes;
- Ability to obtain data from the tool after contract termination or expiration;
- Efficient, effective, and organized in preparation of the key deliverables.

Respondents should respond to the above qualifications and articulate any additional qualifications related to this work.

Clients and References:

GPHDN will contact some or all the entities' references below, unless a bidder indicates that they want to be notified before the references are contacted.

1. What was your year-end total of clients using your services for the following years?

Total Clients	2022	2021	2020
Primary Care Associations			
Health Center Controlled Networks			
Health Centers			
Other Primary Care			

Please provide at least three representative references from those above. Include name and type of entity, contact information and length of time as a client. Respondents should indicate whether they have any existing or potential conflicts of interest related to providing these services.

Deliverables for a Consulting Engagement

Demo

Once the finalists are selected by the GPHDN workgroup, staff will work with the final vendors to provide a 60-minute demonstration of their product to the workgroup. This will be part of the RFP process and no compensation will be provided for this demo. Additional demos may be requested to demo interoperability with the different EHRs listed above.

Contract Development

The GPHDN workgroup will determine a contractor to provide a patient engagement tool to our members based on the qualifications listed above. The selected vendor will work with GPHDN to develop a contract for services.

Implementation Plan

The selected contractor will work with the GPHDN network to develop an implementation plan for up to 11 GPHDN members based on member readiness and need. The implementation plan will include details of training, resources provided including workflows and templates, technical support to implement the tool, and ongoing support provided to GPHDN.

Respondents should respond to the above deliverables and articulate any additional deliverables they recommend for this work.

Cost Estimates

Please provide a response as to whether your organization has a tiered pricing model and if the organization can provide economy of scale pricing. Also provide a response to how your organization will staff this work. Provide a detailed itemized cost estimate, including all the following:

1. Travel costs;
2. Training materials and staff education;
3. Patient engagement tool to include online registration, two-texting, and online scheduling;
4. Integration with each EHR and Azara;
5. Ongoing support to include upgrades; and,
6. Other costs that would be necessary to complete this work in a high quality and efficient manner.

Additional Information Requested

In addition to the information noted above, please respond to the following:

Company Background

1. Briefly describe your company's history and experience in providing online registration, two-way texting, and online scheduling services in the general healthcare, HCCN, PCAs, and Community Health Center marketplace. Please also include information on the following:
 - a. services areas for your organization;
 - b. how many years the organization has been in operation;
 - c. ownership of the organization; and
 - d. rewards and recognitions that have been received.

Engagement Timeline and Costs

1. Engagement timeline
 - a. How quickly could an engagement of this nature be delivered without sacrificing quality?
 - b. How quickly could an engagement start?
 - c. What dependencies can you identify to meeting the timelines you propose?

Next Steps

CHAD intends to engage with qualified contractors to assist us in this project. Your complete and detailed response helps us better understand how to structure such an engagement, as well as the role we play in the success of the process. Upon evaluation of the responses, we intend to make a decision as to whether to move forward with the contract. Responses to this RFP would be appreciated by Thursday, October 13, 2022. Completed RFPs can be emailed to Becky Wahl at becky@communityhealthcare.net.