

September 15, 2008

**REQUEST FOR PROPOSALS (RFP) NO. 911
COMMUNITY HEALTH IMPROVEMENT PARTNERS
VENDOR PROPOSAL FOR
IMPROVING ACCESS TO THE HEALTHCARE SAFETY NET**

Community Health Improvement Partners (CHIP) is soliciting the design and implementation of a healthcare informatics program for the Safety Net Connect Project. The program will create an innovative solution to specific strategies and projects which will enhance the existing healthcare safety net in San Diego, California.

CHIP Overview: CHIP is a collaboration of San Diego health care systems, hospitals, community clinics, insurers, physicians, universities, community benefit organizations and the County of San Diego who are dedicated to a common vision of community healthcare. Formed in 1995, CHIP is organized under the auspices of the Hospital Association of San Diego and Imperial Counties. Details may be found at <http://www.sdchip.org>.

Program Overview: Safety Net Connect is a three phase project that will strengthen San Diego's healthcare safety net by implementing strategies to increase access to needed health services. The first project phase will link hospital Emergency Departments (EDs) with nearby community clinics and health centers (CCHCs) so ED staff can schedule follow-up appointments at CCHCs for patients who do not have a medical home. In phase two, interested hospitals will make a portion of their electronic medical records available for viewing by CCHCs for common patients. In phase three, interested hospitals and CCHCs will work together to determine the technical requirements needed to exchange health information for shared patients.

Vendor Expectations: The Vendor will be expected to create a hardware and software solution to link hospitals throughout the county with local community clinics creating medical homes for patients who have no primary care physician. The Vendor will create an expandable network solution that will interface with multiple hospital and ED electronic medical records (EMRs) to notify hospital staff during the registration process that the patients have no medical home. A linking web portal will enable hospital personnel to assign an appointment for the patient in designated community clinics well as send relevant medical and patient and demographic data to the clinic. The network would also interface with multiple community clinics via their practice management systems or via the Web to allow appointment demographic and medical information to be exchanged. Particular goals expected to be met by the vendor include:

- Purchase, install, host and maintain a server system for the safety net
- Design and build a network platform for clinic scheduling and data transmission as outlined above
- Interface with multiple hospital systems via HL-7 for bidirectional asynchronous transactions
- Interface with multiple clinical system via HL-7 format for bidirectional asynchrony transactions
- Create a web based solution for the transaction for clinics that do not have an electronic health record.
- Log all transactions and data transfers for reporting services.
- Detail a sustainability plan for the system

The Vendor will be required to meet the project goals and objectives, track and report measurable outcomes, and create a system that may be expanded across the region's healthcare system. A key aspect of the program is the creation of an automated scheduling and data exchange system focused on the end user with minimal impact on current clinical workflows for providers. Specific solutions should include:

- Ability to create and maintain a master patient index (MPI) that will recognize repeat clients and track their interactions within the system from hospital to hospital as well as from clinic to clinic.
- Microsoft platform use, standardizing transaction between the various entities.
- Recognition of the characteristics of a patient with no medical home in various demographic programs and immediate identification to those hospital entities that the patient is a candidate for referral.
- Offers for existing electronic practice management solutions, create a web portal solution or widget that the end user can easily use or a web based internet home solution for clinics that do not have an existing electronic practice management solution.
- Ability to extract patient care data from the ED visit and transmit the data to the clinics.
- Flexibility for the clinic facilities to easily pre-schedule appointments, standardize appointments or quickly modify appointments in real time.
- A surveillance profile for monitoring activity and generating weekly, monthly and quarterly reports.

The Vendor should have prior experience creating interface and data transaction programs with multiple EMRs and electronic healthcare information systems. The vendor should have experience with real-time HL-7 format messaging, and a working knowledge of ICD-9 coding and NDC (pharmaceutical) coding is required. The vendor should have designed, developed, and managed electronic scheduling and practice management systems utilizing both fat and thin client systems. Prior experience with San Diego regional healthcare providers is preferred and local staff for implementation, training, and 24/7 customer service availability is required.

PROPOSALS ARE DUE NO LATER THAN 3:00 P.M. September 30, 2008 VIA EMAIL OR AT THE RECEPTION DESK AT CHIP, 5575 RUFFIN ROAD, SUITE 225, SAN DIEGO, CA 92123

Late submissions cannot be considered

The RFP package should include:

- Cover Page – Vendor contact information and Vendor's signed authorization for the proposal.
- Proposal Terms and Conditions
- Statement of Objectives / Submittal Requirements
- Customer reference information

This will be a competitively negotiated procurement. CHIP may decide to award contracts without negotiation; therefore, Vendors shall submit their best proposals initially. The Vendor should be prepared to verbally present its proposal by October 6, 2008. Presentation dates and times will be arranged. CHIP reserves the right to award contracts to the Vendor submitting the proposal determined to be most advantageous and in CHIP's best interest considering price and other factors.

Questions and requests for clarification related to definition or interpretation of this RFP shall be requested by the submission deadline. Those received after this date may not be answered at the discretion of CHIP.

Point of contact for all inquiries related to this RFP:

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