CRISP

REQUEST FOR PROPOSAL:

Improving Nursing Facility Quality Through Data Integration

All responses are due no later than June 6, 2022.

You are invited to submit a proposal to the Chesapeake Regional Information System for our Patients (CRISP) to build a statewide information technology solution to connect and integrate Skilled Nursing Facilities (SNFs) in Maryland through CRISP as the State-Designated Health Information Exchange (HIE). CRISP's goal is to partner with a vendor to provide technical integrations for clinical and administrative data in near real-time to facilitate efficient data collection, proactive patient interventions, and a range of quality improvement activities. The proposal should describe how the vendor will assist CRISP in data acquisition, data analytics/decision support tools, and technical assistance to support evidence-based improvements. All proposals should be submitted electronically to kevin.phillip@crisphealth.org.

If you have any questions concerning the preparation of your proposal, please do not hesitate to contact kevin.phillip@crisphealth.org.

Please note that this Request for Proposal does not constitute a guarantee on the part of CRISP that a contract will be awarded. No payment will be made for costs incurred in the preparation and submission of a Proposal in response to this Request for Proposal.

THIS IS NOT AN ORDER OR A CONTRACT

Introduction

CRISP is a 501(c)(3) non-profit organization that enables and supports the healthcare community of Maryland and our region to share data appropriately and securely in order to facilitate care, reduce costs, and improve health outcomes.

As the State-Designated HIE, CRISP receives healthcare data from thousands of healthcare providers across the region. The State of Maryland provided specific funding to CRISP to better integrate SNF data into CRISP tools and provide resources to SNFs to support their engagement in Total Cost of Care activities and public health initiatives. This RFP seeks a vendor or vendors to support this effort.

Project Objective

Maryland's Total Cost of Care Model and statewide public health initiatives create an environment in which different types of health care providers can and should partner with one another to improve care, lower health care costs, reduce hospital readmissions, and reduce preventable hospital admissions. This proposed work will provide tools and resources to Skilled Nursing Facilities (SNFs) to better align with Maryland's Model and public health efforts.

Various SNF-Hospital initiatives have previously been supported through HSCRC Care Transformation Grants or individual hospital – SNF collaborations; however, this proposed work seeks to develop a statewide technical infrastructure to bring to scale initiatives for efficient data collection, proactive resident interventions, and quality improvement. CRISP believes in deploying tools and services incrementally and is therefore comfortable working with a vendor who proposes a plan which strategically prioritizes components of the project objective.

The selected partner(s) will be required to acquire data from SNFs and provide technology in conjunction with CRISP that ensures consistent collection and presentation of administrative and clinical data to support at least four new use cases. A vendor may deliver use cases entirely through their tools, in combination with CRISP tools, or by simply providing data to CRISP. The data acquired through this RFP is intended to create opportunities for additional use cases that CRISP may fulfill with this data; the vendor will facilitate the collection of data potentially through multiple standard (such as ADT, CCDA) and non-standard transactions.

Use Cases

1. Care Coordination - Reduce preventable hospital admissions and readmissions among SNF residents:
   a. Receiving resident demographics and clinical information to understand residents' care location (e.g., SNF, hospital), share status through the HIE, and enable linkages to additional health resources

b. Collect SNF care team information to supplement care team relationships in CRISP to enable coordination among different health care providers, particularly among short stay patients

2. Disease Surveillance - Maintain disease surveillance and monitoring to identify emerging infectious diseases and contain spread:
   a. Identifying clinical patterns among SNF residents (such as influenza-like-illness, gastrointestinal outbreaks, respiratory illness, and antibiotic resistant infections) that may indicate an emerging infectious disease
   b. Sharing real-time vaccination status, testing results for diseases of interest to public health

3. Improved Care Transitions - Improve care transitions among acute hospitals, SNFs and other post-acute care providers:
   a. Supporting bi-directional transfers between SNFs and hospitals by sharing standard data elements[1]
   b. Coordinating care from short-term rehabilitation to community

4. Maryland Medicaid Transfers - Support Maryland Medicaid efforts to expedite payments to SNFs for residents who transfer between levels of care from the community, hospitals, and SNFs:
   a. Allowing CRISP to provide data to Maryland Medicaid to indicate real-time patient transfers between institutional care settings and the community

Any proposed uses of the data collected under this RFP must be consistent with use cases approved by CRISP's governance structures, CRISP's Participation Agreement, and applicable laws and regulations. CRISP already has approved use cases that would allow for these four proposed activities. Vendors may also propose other uses that align with the objectives of the project.

Other benefits anticipated and desired from this project include improving CRISP analytic reporting by enabling segmentation of SNF and community patients and simplifying mandatory state and federal reporting for SNFs.

CRISP Infrastructure and Current SNF Connectivity to CRISP

CRISP infrastructure leverages best of breed technologies and applications spread across multiple data centers (primarily Microsoft Azure), systems, databases, and data formats (Flat-

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[1] Note, CRISP engaged in an effort with Maryland hospitals and SNFs to develop aa standard transfer form that could be shared upon transfer from SNF to Acute hospital. This effort was stalled due to a variety of technical challenges. The vendor could consider building on this prior effort or offering alternative strategies.

file, XML, JSON, relational databases, etc). As privacy and security protocols and practices are critical, vendors will only be considered who meet high data security standards.

There are 227 SNFs in Maryland. Every SNF is a CRISP Participant, though the specific data shared varies across SNFs. Most SNFs provide to CRISP a monthly resident roster in the form of a .CSV file, either through secure email, SFTP, or secure web portal. Some SNFs send Admission/ Discharge/ Transfer (ADT) messages upon significant status changes. No SNFs are sending detailed clinical notes or administrative data directly to CRISP. The Majority of the SNFs in Maryland are on a single EHR vendor, and the vendor does provide standard HIE integration services. CRISP is seeking an approach that will allow all SNFs to participate, regardless of their native EHR.

Scope of Work - Deliverables

The specific deliverables described below constitute the scope of work that CRISP believes is necessary to enable the use cases described in project objectives. The deliverables can be divided into three separate scopes of work. Responses may address any single scope or all three.

Vendors will propose how they will meet the deliverables below. CRISP will consider partnering with multiple vendors as needed to satisfy the range of deliverables in the RFP. If a vendor proposes to focus one deliverable, they must describe how they can and will partner with others to meet all the objectives of the project and their dependencies on other vendors. Vendors may also create teaming agreements and partnerships to bring the best suite of tools and resources to this project, clarifying organizational accountability. If multiple vendors are being considered, CRISP will work with each vendor to determine their capacity and willingness to work with one another to provide a coordinated response.

Scope of Work/Deliverables:

1. **Data Acquisition**
   Vendors must review the use cases to determine the data elements from the health IT systems of the SNFs that will be needed to meet the objectives of this project and satisfy the use cases. This data would minimally include elements typically available through ADT and CCDA transactions as well as nursing notes, longitudinal patient status indicators, current census, and information supporting disease surveillance and complete care coordination. Additional data types may also be necessary.

   Vendors should describe the specific data elements they believe are necessary to meet the project objectives. Vendors should describe their technical approach, in detail, to capturing this data from the SNF data systems. Please describe your specific approach for interoperability between the SNF and CRISP and provide any expectations of CRISP (e.g., certification exchanges, establishing repositories). Include options, if applicable,

for various EHR types. Be sure to address the timing and scale of this endeavor: this is a statewide initiative with over 200 potential connections, including different SNF EHRs.

The vendor(s) will collect information from SNFs in a way that minimizes the administrative burden for SNFs, using data that is already captured in SNF health information technology systems. It is critical that the information be timely; the data should be collected as real-time as possible (at least daily) which CRISP will incorporate into CRISP services such as point of care tools, reporting dashboards, and patient alerts. Please describe the administrative impact on the SNFs, including the additional actions they would need to take or costs they may incur. Please note that a goal is to minimize the administrative impact and costs to SNFs. Please describe how the data may interact with existing health IT solutions in the SNFs, including necessary access to databases, required software licenses, and potential cost impacts.

CRISP prefers to receive standard data formats such as ADTs and CCDAs and that data resides in CRISP's environment. Vendor should describe the technical expectations for CRISP under the vendors proposed strategy. CRISP reserves the right to directly integrate with a SNF vendor and provide that data to the awardee.

2. **Data Analytics/Decision Support Tools**
   The vendor will supply a solution to analyze the SNF data at least daily to support the use cases. The solution must include decision support logic to identify patients at risk of admission or readmission to a hospital or other adverse events and opportunities to improve care. Reports must be produced at least daily. The vendor should either have or be able to develop a suite of analytic reports that will ultimately be distributed to the SNFs.

   The vendor may work with CRISP to make the reporting available to SNFs and leverage existing CRISP tools. For example, the vendor reporting could be viewed through CRISP's single-sign-on web portal or by patient alerts sent through CRISP notifications. It is most critical that the information be available in the workflow of SNF personnel, so it is convenient and timely.

   The vendor should describe the reports that SNFs will have access to, including details and examples regarding their real-life application. Vendors must indicate whether these are existing products or the extent of those modifications or new development. The vendor will be expected to share any resulting normalized SNF data with CRISP upon request.

3. **Technical Assistance**
   The intention of this project is for SNFs to leverage these data and reports to improve patient care as described in the use cases above. The vendor should describe their approach to training, technical support, and data-driven clinical guidance. The vendor should include a staffing model to support this effort.

   CRISP is partnered with the Beacon Institute for general outreach and HIE-related support for SNFs. The vendor is expected to coordinate directly with the Beacon

Institute to introduce the data initiative, educate the administrators, and provide general guidance.

The vendor, in partnership with CRISP and the Beacon Institute, will develop a training module and ongoing support programming for SNFs. The vendor should describe their preferred approach to these tasks and related experience conducing similar efforts.

Integrating new tools into daily workflows is challenging. In addition to training, the vendor is expected to provide coaching related to clinical interventions, technical support, workflow enhancements, and quality improvement to fully realize implementation at each SNF. This vendor must be capable of supporting SNF staff to translate data into clinical practice for better health outcomes. This will likely require on-going support given the frequency of staff turnover.

CRISP understands the goals of this project and listed use cases are ambitious. Using your knowledge of SNF health information systems and the associated data, please propose a strategy for implementation that includes the use cases you feel are realistic to implement near term and those that may require more time. Further, CRISP recognizes that the number of different SNFs will require a phased approach for integration and implementing the use cases. Please provide a plan for roll out and implementation.

RFP Process and Proposal Format

RFP Timeline

Event	Dates	Notes
RFP Released	May 6	Published on the CRISP website.
Clarifications/Q&A	May 19	Questions will be accepted until 5pm EST on May 16. This meeting will be recorded and posted on the CRISP website. More details for the meeting link will be posted on the CRISP website or contact Kevin Phillip at kevin.phillip@crisphealth.org to be added to the list.
Vendor responses due	June 6	Proposals must be submitted via email by 5pm EST.
Vendor selection and contracting	June 27	CRISP will contact selected bidder(s) to initiate contracting process. CRISP may reach out to clarify elements of responses prior to selection.
Contract execution	ASAP	Contract will begin upon execution

Response Format

Response Section	Title	Format

A	Cover Letter –1 page	Letter on company letterhead signed by representative with legal contracting capacity. No more than 2 pages.
B	Table of Contents – 1 page	
C	Executive Summary – No More than 3 pages	Vendor should provide the summary of key points.
D	Response to SNF Data Initiative Project Deliverables – No more than 15 pages	Please describe how vendor will meet the technical objectives of the scope of work and achieve the project objectives. CRISP discourages responses that are merely marketing collateral, therefore brochures or other presentations – beyond those sufficient to present a complete and effective proposal – are not desired. Proposals should sufficiently explain how your solution will achieve the goal and deliverables of the project.
E	Response to General Questions – No more than 5 pages	1. What is your company's Dun and Bradstreet number? 2. Where is your company headquartered? 3. How long has your company been in business? 4. How many employees work for the company? 5. Provide 2 references with contact information whom CRISP may contact regarding performance on past projects. 6. Describe your work with other HIEs, health data organizations, or public health agencies, if any. 7. Describe your experience in working with providers and provider organizations. 8. Describe your data security standards including any certifications, such as HITECH.
F	Workplan/Timeline – Page limit as needed	Please provide a workplan that addresses the timeline for implementation. This should include a plan for engaging CRISP staff and key stakeholder to finalize a detailed technical workplan; the development and integration process; technical implementation and testing; training; and a phased roll out process to SNFs.
F	Appendices	Pages as required
G1	Resource Resumes	Pages as required
G2	Pricing Proposal for Patient Portal – Page limit as needed	Outline your financial proposal in an excel spreadsheet and include it as Section in your response (this can be as a separate file). Please break costs down into specific categories, for example and as applicable: • Software license expense • Software maintenance and support expense • Services expense • Hosting expense • Third-party hardware and software expense

		• Implementation expense • Staff • Report development • Any other relevant specific costs Each of the line items should have the appropriate level of additional detail (such as multiple line items for service). <u>Please clearly label one-time expenses versus on-going expenses,</u> including the initial purchase and/or on-going purchase or licensing fees. Document any other costs that CRISP may incur in doing business with your company for this area of work. Also include the hourly expense for each resource type that may be engaged in this effort. In your financial proposal, detail any escalation in costs based on the inclusion of any functions that are necessary and that CRISP may not be anticipating or defining in this RFP.
G3	Acceptance of Terms	Executed copy of Acceptance of Terms (pages 4-5)
G4	Standard Contract - Page limit as needed	Standard contract used for similar efforts. Primary language of interest relates to data use, liability, indemnification, and cancellation.
*Note these items are not required, but must be included if vendor choose to provide proposal to achieve all deliverables. Additionally, the vendor's security documentation standard agreements may be requested at any time.		

Evaluation Criteria

CRISP will evaluate the technical responses by:

- Data Collection: How comprehensive, real-time and consistent is the data collection?
- Technical integration and standardization: Does the technical approach make use of data standards? Are the collected data elements provided to CRISP in a way that supports future use case development?
- Approach:
  - How well does the approach demonstrate a reasonable technical approach for data collection, normalization, and utilization.
  - Does the approach support the use cases?
  - Does the approach limit administrative and technical impact on SNFs?
- Vendor:
  - Do the vendors prior efforts demonstrate knowledge and experience in this area?
  - Does the vendor demonstrate comprehensiveness of data privacy and security?

RFP Terms and Conditions

Proposal Response

CRISP reserves the right to reject any/all responses received in response to this RFP. Any information obtained will be used, along with other information that CRISP deems appropriate, in determining suitability of proposed offer. Bidders whose responses were not accepted will be notified that a selection is made, or if it is decided, that no responses are accepted. CRISP has no obligation to explain the basis of or reasons for the decision it makes relating to the proposals and/or this RFP. CRISP may identify multiple bidders who are determined suitable and negotiate with each of them on parallel tracks, pending a final contracting decision. All responses, assertions, and commitments made in this proposal will be part of any contract.

Response Becomes CRISP Property

All responses become the property of CRISP and will not be returned to bidders.

Formal Contract

A bidder receiving a positive response to their submission should be prepared to immediately begin negotiation of final terms based on the RFP and other mutually agreed terms and conditions, provided that terms described by bidder in their response may be rejected in whole or in part and/or otherwise negotiated by CRISP in the contracting process. In addition, a positive response from CRISP does not assure a bidder that a contract will be entered into; CRISP may discontinue negotiations with a bidder at any time, in its sole discretion.

PLEASE PROVIDE A COPY OF YOUR STANDARD CONTRACT DOCUMENTS WITH YOUR SUBMISSION.

Within five (5) days of receiving a positive response, bidder is expected to notify CRISP in writing of its contract team, which shall include the individual with authority to approve and execute any final legally binding agreement with CRISP.

Until and unless a formal contract is executed by CRISP and bidder, CRISP shall have no liability or other legal obligation to bidder whatsoever, relating to or arising from this RFP, the RFP process, decisions as to awards resulting from this RFP, or otherwise.

Maintaining Pricing

Prices must remain valid for at least ninety (90) days from the closing. Contract negotiations will include price re-verification if the price guarantee period has expired. CRISP reserves the right to request that a bidder only provide a portion of the proposed deliverables or exclude certain partners. If bidders are unwilling to comply with RFP requirements, terms and conditions, objections must be clearly stated in the Cover Letter to the response.

Cost of Response Preparation

All bidder's costs of proposal preparation and any negotiation will be borne by the bidder.

The Laws of the State of Maryland shall apply, except where Federal Law has precedence. The successful individual or firm consents to jurisdiction and venue in the State of Maryland.

By the signature of its authorized representative, Bidder acknowledges that it understands and accepts the terms of this RFP.

Bidder: _____

By: _____

Title: _____

Date: _____