

RFP - Network EHR Consolidation

The Redwood Community Health Coalition (RCHC) is currently soliciting proposals from vendors to create a plan to consolidate our multi-EHR network onto a single EHR platform. The consulting services to its member health centers will be delivered in accordance with the Health Center Controlled Network (HCCN) American Rescue Plan funding.

Timeline

Activity	Timeframe
RFP Release	July 16, 2021
RFP Due	August 2, 2021
Vendor Selection	August 23, 2021*
Contracted Period	August 27, 2021 – February 28, 2022

Project Background and Overview

Formed in 1994, RCHC is a consortium of 16 health centers with the mission of improving access and quality of care for the underserved and uninsured. Our member health centers serve as the health homes for over 230,500 patients across the four county region of Napa, Marin, Sonoma and Yolo counties. RCHC formed its HCCN in 2007 with the aim of implementing health IT to support member health centers. Fifteen community health centers currently participate in the HRSA funded HCCN.

Thirteen of RCHC's HCCN member health centers are currently using separate instances of eClinicalworks EHR and two are using separate instances of NextGen. Each health center has customized its EHR instance to meet its needs. While RCHC's health centers have largely been successful at optimizing EHR instances to achieve quality and operational goals there remain many challenges for health centers in EHR management. Some of the issues we hope to explore and address in this scope of work are:

- Limitations in interoperability – In 2013 RCHC created its own internal HIE (RCHIE) in order to improve care coordination by exchanging clinical information between health centers, with large hospital systems and regional HIEs. RCHIE connects a subset of our members with each other, Providence health system and SacValley Medshare. Even though the technological connections are in place and clinical information is being exchanged it has had little impact on clinical care. The information is not being used because it is difficult to access, disorganized and often does not contain useful information. Most health centers that are not connected to RCHIE are not connected to HIE at all.
- Redundant EHR management processes - RCHC's health centers each have their own instance of their EHR that is internally customized. This makes it difficult to leverage efficiency across the network for shared workflows, training and data standards.

RCHC Request for Proposal

- Provider and care team dissatisfaction with EHR usability – Provider and care team satisfaction with EHR usability remains low for many RCHC members. Many health centers have not had the needed resources for customization, training and advocating with vendors that would help to improve usability. In recent years new providers are often coming into health centers trained on a more commonly used EHR than the one that is implemented at the health center. This has contributed to dissatisfaction with the current systems and lead to increased need for training for providers.

The COVID-19 pandemic has taught us that having needed medical history to assess risk of severe illness, and having quick access to testing and vaccine history in any clinical setting can be invaluable and even lifesaving. Having reliable, efficient and interoperable systems that help our member health centers to improve quality and coordination of care are also critical as we prepare for transition to APM.

Agency Project Goals

- Complete a high level readiness assessment for movement to a consolidated EHR platform.
- Explore the implications of consolidating all member health centers onto one EHR platform including benefits and risks to member health centers and RCHC.
- Understand any available funding opportunities that would support the member health centers in making this transition.
- Understand access to data and how it would impact our current aggregated analytics platform.
- Create a timeline and general plan for a coordinated network project.

Consulting Scope of Work

The selected vendor will work with a committee of member health center stakeholders to assess the current and desired state. Meet with health center leaders and potential funders. Create a summary including a basic plan for coordinated network project. *Selection of a vendor is dependent on approved funding.

Project timeline:

Activity	Timeline
Proposals Due	August 2, 2021
Award announced	August 23, 2021*
Project kickoff meeting with RCHC staff	Week of August 30, 2021
Midterm report to RCHC membership	November 19, 2021
Project Report to RCHC Membership	February 18, 2021 (tentative)



Serving Sonoma, Napa, Marin & Yolo Counties

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Requirements:

- Organizational capacity to complete the above work in the timeframe outlined.
- Expertise
- Previous work in assisting organizations.
- A proven track-record of working in the health field, preferably with an HCCN, federally qualified health center (FQHC) or other safety net organization.
- Ability to provide consulting services virtually.
- Complete scope of work for under budget

Submission and selection:

Submission process and instructions

Contact Information

- 1) Name of organization:
- 2) Name of proposer(s):
- 3) Address, City, State, Zip
- 4) Phone: Email: Website: Facebook page:
- 5) Company Size :
- 6) Years in operation:

Please complete the following questions:

- 1) What is your proposed approach to complete the tasks and scope of work?
- 2) What experience do you have in the areas required?
- 3) Who will be doing the work and what is their experience?

Please submit the following with your proposal:

- 1) Samples of similar projects
- 2) Two references from similar projects
 - a) If you have worked with a federally qualified health center or one of the RCHC member health centers please include them as a third reference.
- 3) Resumes of those who will be working on the project
- 4) Budget

Submit questions and proposals with attachments to:

Cynthia King, Director of Programs at cking@rchc.net.

Rating Table	Points
Expertise	10
Bilingual Spanish/English	10
Expertise	10
Experience working with health field/FQHCs	10
Personnel	10
Budget	10
References	10
Work samples	10