

The Redwood Community Health Coalition (RCHC) is currently soliciting proposals from vendors to provide patient portal technical assistance services to its member health centers in accordance with the Health Center Controlled Network (HCCN) COVID funding.

Timeline:

Activity	Timeframe
RFP Release	September 9, 2020
RFP Due	September 20, 2020
Vendor Selection	October 2nd, 2020
Contract Period	October 15, 2020 through March 31, 2021

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 233,000 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.

In response to the COVID-19 emergency, community participating health centers are providing an increased amount of services virtually. The COVID-19 related need to reduce in-person interaction may make the patient portal the primary method that patients use to interact with health center care teams. Many office visits are performed via telehealth and many of the previously in-person health center services are being provided via patient portals. For example, instead of providing work notes, forms, and immunization records in-person, health centers are needing to provide those securely online through their patient portals. While the urgency of this crisis has advanced the implementation of patient portals at many of our health centers, it has also increased the dependence on it to meet patients' needs. Although our health centers have been working to accelerate implementation of their patient portals in the past five months in response to COVID-19 they still face many challenges.

To enhance critical health information technology (IT) support to Participating Health Centers (PHC), Redwood Community Health Coalition (RCHC) will contract with 1-2 vendors to help improve implementation and operationalization of patient portals for its 15 participating health centers. The selected vendors will help the participating health centers implement patient portal features that help them to supply more virtual services to patients.

Project Goals:

1. Participating health centers will implement RCHC COVID-19 specific patient education with their electronic health record and associated patient portal.
2. Participating health centers will improve patient portal implementation as measured by increased patient enrollment or engagement.
3. Participating health centers will implement a new feature or expand the use of existing patient portal features.

Scope of Work:

The selected vendor will provide direct technical assistance consulting hours to each of RCHC's 15 health centers. The technical assistance will be focused on implementing RCHC COVID-19 specific patient education within health center patient portals AND any 1-2 of the following activities as selected by each member health center:

- Improving patient enrollment or engagement with patient portal
- Patient portal or online appointment making
- Document transmission from health centers to patients
- Telehealth embedded with patient portal
- Remote appointment check-in
- Questionnaire and surveys
- Remote monitoring tools connected to patient portals

Agreements or MOUs will be created for each health center participating outlining the focus of the consulting work. The selected vendor will work with appropriate staff at the health center to provide the assistance directly as outlined above.

Project timeline:

Activity	Timeline
Project kickoff meeting with RCHC staff	October 19, 2020
Finalize MOU / agreements with participating health centers	November 7, 2020
Work with the communication consultant to identify technical specifications for portal communication materials.	October 20, 2020 - December 31, 2020
Provide TA hours to health centers (portal content will not be available until November - December 2021)	November 8, 2020 - April 30, 2021

Project evaluation report due	May 1, 2021
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Submission and selection:

Requirements:

- Experience and expertise in configuration and support of either eClinicalworks, NextGen or both electronic health records
- Expertise improving patient engagement
- Previous work in assisting organizations with patient engagement in patient portal
- A proven track-record of working with Federally Qualified Community Health Centers
- Ability to provide consulting technical assistance virtually
- Organizational capacity to complete the above work in the timeframe outlined
- Complete scope of work for under \$34,000

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 will you be able to create that is effective and engaging for clients in this time of isolation?
- 3) What experience do you have in the areas required?
- 4) Who will be doing the work and what is their experience?

Please submit the following with your proposal:

- 1) Samples of similar projects, multi-media encouraged
- 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:

Colleen Petersen, Informatics Program Manager cpetersen@rchc.net

Rating Table	Points
EHR experience	20
Patient engagement expertise	10
Experience working with health field/FQHCs	10
Personnel	10
Budget	10
References	10
Work samples	10