

Instructions for Technology Development and Quality of Care Development RFP

GENERAL INSTRUCTIONS:

Eligibility to apply:

Applicants must be a “member in good standing” with the Charitable Healthcare Network. A Member is considered a Member in Good Standing if:

1. Annual Membership Dues are paid on time.
2. All reporting documentation is completed, including the Annual Survey
3. At least one representative who has authority to vote on behalf of your organization attends the Annual Business Meeting which will take place at the 2020 Safety-Net Symposium.

Funding Focus Areas:

There are two different funding opportunities in this RFP. One funding opportunity is for **Technology Support** and the other is for **Quality of Care Support**.

Technology Support funds can be used for the development, enhancement or expansion of technology to support Electronic Health Records (EHR) or other Health Information Technology. Uses may include the purchase of hardware, software, infrastructure such as internet and tech support.

Those clinics with no Electronic Health Record system in place are encouraged to apply for funding to implement a system in their clinic.

Quality of Care Support funds may be used to review and assess your performance and health outcomes in order to better understand what is working and what is in need of improvement to better serve the patient population. Once you know what improvements need to be made, you can then measure the effectiveness of improvement steps you implement.

You may choose to measure any of the following:

- Preventive care
- Chronic or acute care
- Utilization measures affecting health care costs

Preventive care services are routine health care services that include, but are not necessarily limited to screenings, checkups and patient counseling to prevent illness or disease.

Chronic or acute care services are important and often address long-term conditions such as diabetes, heart disease, asthma, depression, etc.

Utilization measures are those demonstrations that show resources are used judiciously to help patients receive appropriate care. These measures may include things like ER visits, potentially avoidable hospitalizations and hospital readmissions, redundant imaging or lab tests, prescribing generic medications instead of brand name medications, etc.

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Support for completing grant requests is available through Charitable Healthcare Network. Questions should be directed to Deb Miller by email: dmiller@charitablehealth.org or phone 614-869-3412.

The following sections correspond with the grant application.

SECTION 1:

This section is contact information for your clinic and some key personnel. Information in this section is straightforward and should be easy to complete quickly.

You only need to complete this section once even if you are applying for both funding opportunities.

SECTION 2:

Are you applying for the **Technology Development Grant**, the **Quality of Care Development Grant**, or **both**? Consider the amount of work that is required for each grant before applying for both grants. Continued funding will be contingent on performance measures.

If you are applying for funding from both funding sources, we may not be able to fund both requests because of limited available dollars. Please indicate your first choice funding request and your second choice funding request.

SECTION 3:

Section 3 only needs to be completed if you are applying for the Technology Development Funding.

1. Why are you applying for a Technology Development grant? Be sure to provide an explanation if you mark "Other".
2. If you currently have an EHR, why are you replacing it?
3. Describe your specific technology needs. Do you need a complete system? Do you just need to replace some of your computers? Be specific about what your needs are.
4. What are your SMART goals? Specific; Measurable; Achievable; Relevant; and Time Bound
5. Detailed implementation plan including a timeline. Be as detailed and specific as possible.
6. Key Staff and their roles. Who will be responsible and accountable for implementation, staff training, working with vendors, etc.
7. With any project there will be challenges. Thinking ahead and planning to address these challenges can help implementation go smoother.

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8. Getting improved technology will change your practice. What does that mean to you? Will you be able to see more patients because charting is more efficient? Will you have better follow-up with patients because you easily pull reports to see who is due for follow-up? Or will you need to recruit volunteer scribes in order to keep your physician volunteers? What changes can you realistically expect?
9. Provide a detailed budget for this project. Be sure to include all costs involved. If funding will be coming from multiple sources, please note that in this section.
10. Attach a copy of your board approved operating budget
11. Charitable Healthcare Network has been working with a company that may be able to provide greatly discounted IT Support. There are also opportunities for discounted hardware through Tech Soup and other companies. If you would like more information about resources, please let us know.

SECTION 4:

Section 4 only needs to be completed if you are applying for the Quality of Care Development Grant.

The following is taken directly from the Standards of Care; Standard #6; Element A

Explanation and Documentation:

- The clinic reviews its performance on a range of measures to help it understand its delivery of care system's strengths as well as the opportunities for improvement. Clinics may choose to measure any or all of the following:
 - Preventive Care
 - Chronic or acute care
 - Utilization measures affecting health care costs
- When a clinic selects measures of performance, they must document the period of measurement, the number of patients represented by the data and the patient selection process.
- Preventive services are routine health care services that include – but are not necessarily limited to screenings, checkups and patient counseling to prevent illness or disease.
- Chronic or acute care services are important and often long-term conditions such as diabetes, heart disease, asthma, depression, etc.
- Utilization measures are those demonstrations that show resources are used judiciously to help patients receive appropriate care. These measures may include things like ER visits, potentially avoidable hospitalizations and hospital readmissions, redundant imaging or lab tests, prescribing generic medications instead of brand name medications, etc.

With that in mind, complete the following questions:

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1. Provide a narrative describing the Quality of Care performance area that you want to address in your clinic. Will you address Preventive Care, Chronic Care or Utilization Measures.
2. Why is this performance area important to your practice?
3. What are your SMART goals and anticipated outcomes? Specific; Measurable; Achievable; Relevant; and Time Bound
4. Provide a detailed implementation plan including a time-line. Be as detailed as possible.
5. Baseline for the improvement measure you want to improve. Document the period of measurement, the number of patients represented by the data and the patient selection process
6. Key staff and their roles. Who will be responsible and accountable to implementation, staff training, working with vendors, etc
7. What changes do you anticipate? Planning ahead will help the process go smoother.
8. What outcomes do you anticipate? Include the measurement period, number of patients as well as the health outcome impact on those patients.
9. Provide a detailed budget for this project. Be sure to include all costs involved. If funding will be coming from multiple sources, please note that in this section
10. Please attach a copy of your board-approved operating budget for the current year.