

Board Summary - Awarded RFP

RFP Computer Assisted Physician Documentation Software (CAPD) Awarded 08/16/2022

Overview:

CAPD is an artificial intelligence software tool that analyzes physician documentation, using best practice nudges, applying clinical reasoning across the patient encounter at the point of care.

Challenges with current services:

MHS currently does not have an incumbent service for CAPD which poses a challenges and hardships with documentation today.

Current Vendor/Costs:

No current vendor cost/service.

Why RFP was issued:

CAPD software will allow for standardization, reducing overall operating expenses, improve operational efficiencies and provide best practices for physicians and mid-level providers.

Committee Members:

Name	Department
Jennifer Goldman DO	Community Health Services Administration
Joseph Stuczynski	MHM Administration
Leslie Pollart	MRH Administration
Anna Rozhkovskaya	Health Information Management
Candice Koldyke	Health Information Management
Carolyn McKinney	Health Information Management
Diane Evangelista	Health Information Management
Maggie Riesco	Information Technology
Dawnmarie Rogers MD	Information Technology/Admin
Marc Napp MD	Medical Staff Services
Ronald Ford MD	Medical Staff Services
Thomas Macaluso MD	Medical Staff Services

Daniel Edelman MD	Population Health
Jose Fernandez-Duarte MD	Team Health
John Colombo Jr MD	Centralized Utilization Review Department

RFP vendor response:

VENDOR NAME
3M Health Information Systems, Inc
Nuance Communications, Inc.

Initial Eliminations:

None

WebEx Vendor Presentations / Demonstrations:

VENDOR NAME
3M Health Information Systems, Inc
Nuance Communications, Inc.

Vendors Selected:

3M Health Information Systems, Inc

Negotiated Cost:

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
<u>Total Annual Fees</u>	\$648,745	\$570,941	\$589,468
<u>Grand Total</u>	\$1,809,154		

Board Summary - Awarded RFP

RFP Care Coordination Center Awarded 08/16/2022

Overview:

The Care Coordination Center (CCC) is a powered command center which streamlines patient flow and throughput by utilizing software, decision support and a team who is working collaboratively with the facility leadership. The CCC software will offer real-time decision support tools by providing clinicians and operations with actionable insights that will enable MHS to place the patient at the center of their care. We will demonstrate an improvement in capacity management without adding beds, reduce avoidable costs and increase efficiencies.

Challenges with current services:

- Memorial Healthcare System is committed to placing the patient at the center of care, focusing on safety and outstanding quality of care.
- We must look at opportunities to improve unbalanced utilization and patient flow inefficiencies.
- Through the Transfer Center and ED Decanting program, the system has established a strong foundation for load balancing
- A centralized Care Coordination Center will serve as an extension of our acute care facilities to drive further operational efficiencies in ED decanting, inbound/outbound transfers, bed turnover, and bed planning.
- Developing an accountability model based on performance metrics and improved communication will:
 - Decrease the workload of our acute care clinicians and leadership.
 - Improve patient experience.
 - Decrease length of stay.

Current Vendor/Costs:

There's no current vendor/service.

Why RFP was issued:

- Identify & select a software vendor to support the new Care Coordination Center implementation and ongoing operations, with a central focus on enterprise bed management, patient transitions, and care progression
- Learn what opportunities a long-term vendor partner may offer for our Care Coordination Center's future development and growth beyond patient movement in the acute-care setting

Committee Members:

Voting Committee Members	
Name	Department
Monica Puga	CCC/Information Technology
Joyce Allen-Parrish	Information Technology
Patrick Schilling	Information Technology
Cheryl Boucher	Revenue Cycle
Eddie Collado	Care Coordination Center
Rayna Ziadie	Information Technology
William Manzie	Telehealth
Veronica Bautista	MHM Administration
Jesus Diaz	Information Technology
Regina Mathison	Information Technology

RFP vendor response:

VENDOR NAME
Care Logistics, LLC
Central Logic (ABOUT Healthcare)
EPIC Systems Corporation
GE Healthcare
Technosoft Corporation dba Apexon

Initial vendors eliminated upon review of written proposals:

VENDOR NAME
Care Logistics, LLC
Technosoft Corporation dba Apexon

WebEx Vendor Presentations / Demonstrations:

VENDOR NAME
Central Logic (ABOUT Healthcare)
GE Healthcare

Vendors Selected:

EPIC Systems Corporation

Negotiated Cost:

Total Implementation Cost \$176,200.00

Board Summary - Awarded RFP

RFP Clinical Trial Management Awarded 08/30/2022

Overview:

A clinical trial management system (CTMS) is a software system used to manage all of the activities related to the setup, conduct, and closeout of clinical trials, and most importantly, for managing the research related financial components and assisting with research billing compliance.

CTMS centralizes and streamlines the way a trial is conducted, providing an end-to-end solution for managing all aspects of a clinical trial, including:

- Managing protocols and tracking/reporting any amendments or deviations;
- Streamlining participant management on clinical trials and providing real-time updates on enrollment status;
- Managing all financial aspects of clinical trials including tracking activities and invoicing sponsors;
- Tracking payments to vendors and participants;
- Maintaining billing compliance by identifying which costs are routine and which are part of research operations;
- Supporting regulatory compliance.

Challenges with current services:

MHS incumbent vendor DDOTS CREDIT is not meeting our needs for the following reasons:

- Outdated – CREDIT purchased in 2006, primarily for its competitive cost. The Research enterprise has grown significantly since 2006, in terms of scope as well as size;
- Not 21 CFR Part 11 Compliant – the system does not meet the FDA regulations for electronic records and electronic signatures
- Reporting is sub-optimal at best, thereby affecting efficiency and accuracy; reports need to be manually filtered to improve accuracy and avoid duplications.
- End-user experience is poor; the system is non-intuitive and difficult to teach
- Does not support integration with any other electronic systems including EPIC.
- Research at MHS has grown and now supports over 350 MPG physicians, Residents, fellows, nursing and pharmacy, so a much more robust system is required to support this.

Current Vendor/Costs:

Year	Cost
08/01/2021 - 08/01/2022	\$13,525.00
08/01/2020 – 08/01/2021	\$13,225.00
08/01/2019 – 08/01/2020	\$14,125.00

Why RFP was issued:

The proposed solution is anticipated to identify a vendor that meets committee-agreed minimum requirements including:

- Tools to ensure MHS research billing compliance
- Software that has robust capability to support end users' ability to track and manage participants on individual protocols
- Support integration with EPIC for bidirectional flow of information
- Provide robust and accurate research reporting metrics
- Provide efficient management of all financial aspects in clinical trial management including invoicing sponsors and paying out vendors and participants

Committee Members:

Name	Department
Candice Sareli	VP and Chief Medical Research Officer of OHR
Lydia Castillo	Business/Finance Manager
Nithya Sundararaman	Director of Research Operations
Viviane Kleva	Business/Finance Manager
Doris Alaby	Director of Clinical Research
Andres Alvarez	Director of Clinical Research
Melissa McLennon	Monitor/Compliance Officer
Claudia Masihy	Application Architect

RFP vendor response:

VENDOR NAME
Advarra Technology Solutions, Inc
Technosoft Corporation, dba Apexon
Verily Life Sciences, LLC
Velos, LLC

Initial vendors eliminated upon review of written proposals:

VENDOR NAME
Technosoft Corporation, dba Apexon

WebEx Vendor Presentations / Demonstrations:

VENDOR NAME
Advarra Technology Solutions, Inc
Verily Life Sciences, LLC
Velos, LLC

Vendors Selected:

Verily Life Sciences, LLC

Negotiated Cost:

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
<u>Total Annual Fees</u>	\$180,000.00	\$160,000.00	\$160,000.00
<u>Grand Total</u>	\$500,000.00		