

Addendum #2

Request for Proposal

The Research Corporation of the University of
Hawai'i

requests proposals for the
**Community Health Center Certified
Electronic Health Record
Implementation Project**

(RFP #TASI-GUCHC-2022-001)

for the

Pacific Health Information Exchange
Telecommunications and Social Informatics
Research Program/Pacific Health Informatics
and Data Center
University of Hawai'i
Honolulu, HI

NOTICE TO OFFERORS

To Prospective Offerors:

This Addendum #2 is issued for this RFP and is hereby incorporated as of the date of this Addendum.

Section 1.2 is modified to include additional background on the project needs and summary.

Section 2.1.4 is modified to include more information on the Guam CHC systems environment and operations.

Section 3.2 is modified to include more questions on dictation software and capabilities.

Responses to Vendor Questions received

Section 1.2 Project Summary

The UH TASI/PHIDC serves as the Technical Assistance and Research Program (TARP) of the Territory of Guam Community Health Centers (Guam CHC) under the Department of Health and Human Services (DPHSS). The TASI/PHIDC is accepting proposals to implement, train, and support an Electronic Health Record (EHR) system in the Territory of Guam.

The Guam CHC is a Health Resources and Services Administration (HRSA) Federally Qualified Community Health Center (FQHC). The Guam CHC is planning to replace the existing Resource and Patient Management System (RPMS) EHR system used by the Indian Health Services (IHS) with a ONC Certified EHR Technology system that meets Guam CHC, HRSA, and other relevant federal agency compliance. The replacement is needed to meet the requirements as a HRSA FQHC and for making enhancements under the American Rescue Plan Act (ARPA).

The version of RPMS used by the Guam CHC lacks certain features that a Certified Electronic Health Record Technology (CEHRT) system must have, such as the ability to properly generate Consolidated Clinical Document Architecture (CCDA) documents. In recent years, the Guam CHC has been unable to patch or upgrade RPMS to enable all the capabilities the system should have due to patches only being made available to IHS facilities.

Implementing a CEHRT system will aid the Guam CHC in remedying the operations and services including improving the quality, efficiency, safety, and cost of care. A CEHRT system will also support connectivity with a Health Information Exchange (HIE) in further support of care coordination. Further, the use of a CEHRT system will facilitate Guam CHC's Uniform Data System (UDS) reporting, as required by HRSA, along with other reporting requirements.

The purpose of this project is to replace Guam CHC's RPMS with a new CEHRT system in support of interoperability; the electronic capturing of clinical data; electronic transitions of care; improved clinical and revenue cycle management workflows; and patient engagement and access to records, among others.

2.1.4 Guam Community Health Center Background

The Territory of Guam is the largest and southernmost island in the Mariana Islands archipelago located in the western North Pacific Ocean. The Territory of Guam has been identified as a Medically Underserved Area by the HRSA.

The Guam Community Health Centers are multi-specialty primary care clinics. Their mission is to:

“Improve the health status of the people of Guam and provide leadership in health information and surveillance, assurance of a healthful environment, and promotion of community partnerships.”

Guam operates two Health Resources and Services Administration (HRSA) Federally Qualified Health Centers (FQHCs) under the Bureau of Primary Care Services (BPCS) of the Department of Public Health and Social Services (DPHSS). The two FQHCs are the Northern Region Community Health Center and Southern Region Community Health centers, also known as the Guam CHC. The health centers were opened in 1984 and 1998, respectively. The Guam CHC is also recognized as a Patient Centered Medical Home (PCMH).

As a multi-specialty clinic, internists and family practitioners will be available for patients seeking care to manage their chronic diseases such as diabetes mellitus, hypertension, asthma, and heart diseases (i.e., coronary artery disease, ischemic vascular disease, etc.). Pediatricians and family nurse practitioners will also be available to assist the target population in implementing other primary care services (i.e, immunization update, promotion of healthy lifestyle, etc.) for children, adolescents, and young adults. With these strategies, the Guam CHC can continue to provide continuity of care as the “safety-net” providers for Guam’s most indigent populations.

The Guam CHC is seeking a CEHRT system that will:

- Improve care coordination and transitions of care;
- Ensure complete and properly formatted clinical documentation;
- Facilitate reporting requirements such as HRSA’s Uniform Data System (UDS) reporting; and,
- Comply with HRSA, CMS, and other federal requirements and regulations.

The Guam CHC has two locations: the Northern Region Community Health Center (NRCHC) and Southern Region Community Health Center (SRCHC). The clinics are located at the following:

- Northern Region Community Health Center
 - Address: 520 Santa Monica Ave., Dededo, GU 96929
 - Phone: (671) 635-7400
- Southern Region Community Health Center
 - Address: 162 Apmand Dr., Inarajan, GU 96917
 - Phone: (671) 828-7517

Both locations provide primary healthcare, acute outpatient care, preventative care, and outreach services to the community. The CHC staff includes family practitioners, pediatricians, internists, nurse practitioners, and other health professionals who provide an array of essential primary care

services.

- Northern Region
 - Clinical Services provided: General primary care, general mental health care, family medicine, general internal medicine, general pediatrics, OB/GYN, women's health, pharmacy, counseling, men's health, maternity care, reproductive health, diabetes, hypertension, homeless healthcare, nutrition
 - Administrative Services: Patient registration, billing and account receivable/RCM, reporting
- Southern Region
 - Clinical Services provided: general primary care, general mental health care, family medicine, general internal medicine, general pediatrics, OB/GYN, women's health, pharmacy, counseling, nurse midwifery, men's health, diabetes, hypertension, homeless healthcare, nutrition
 - Administrative Services: Patient registration, billing and account receivable/RCM, reporting

The target population for the Guam CHC consists of the low income, uninsured, and medically underserved population (e.g., children, adolescents, women of child bearing age with health risk factors, pregnant women, the elderly, Federated States of the Micronesia and Marshallese and Palauan citizens, and Asian immigrants). The Territory of Guam, according to the 2020 Census, has approximately 153,836 residents. The Guam CHC clinics have about:

- Number of patients: 8,000 - 14,000
- Number of patient records annually (visits): 16,000 - 39,000

The Guam CHC has provider, nurse practitioner, and administrative users to support registration, revenue cycle management and reporting activities. The system requires the support of concurrent users. Currently there are:

- Number of users (not including providers): 70
- Number of providers: 15
- Concurrent access for existing users is needed
- The Guam CHC is planning to expand in the future, requiring additional accounts and providers (future planned): 20 total

The following summary provides a summary of the current Technical and Network Environment:

1. Current Systems and Devices
 - a. EHR: The Guam CHC currently uses the IHS RPMS.
 - b. Pharmacy: The Guam CHC currently uses Etreby but this will be replaced. Possible pharmacy solutions include Liberty.
 - c. Laboratory: The Guam CHC is planning to procure a new laboratory system. The DPHSS also supports laboratory processing on behalf of the Guam CHC patients.
 - d. Electrocardiogram (EKG): The Guam CHC currently uses the Burdick Eli 28, but is planning to purchase new EKGs.

- e. Printer, copiers, and scanners: The Guam CHC uses Cannon, HP, Kyocera, and Xerox devices.
2. Interfaces Required
 - a. ePrescribing: The IHS RPMS does not currently support eRx. However, the Guam CHC requires a CEHRT that supports the eRx latest standards.
 - b. Billing: The Guam CHC uses the ABILITY Network for supporting financial processing and medical billing.
 - c. Immunization: The Guam DPHSS supports an immunization registry (GuWebIZ).
 - d. EHDI: The University of Guam Center for Excellence in Developmental Disabilities Education, Research, & Service (Guam CEDDERS) utilizes ChildLink to support Early Hearing Detection and Intervention (EHDI).
 - e. HIE: The Government of Guam is planning to implement a Health Information Exchange (HIE).

As part of this project, the Guam CHC needs to migrate existing patient data from RPMS to the new EHR system. The Guam CHC is considering two primary data migration options as part of the system implementation process. The first option is to start from scratch (i.e., a “flash cut”), but selectively pull critical patient demographic data to manually rekey into the new system. To avoid this, the Guam CHC may opt to maintain RPMS as a data repository to retain historical patient data.

The second data migration option would involve upgrading RPMS to enable the generation of Consolidated Clinical Document Architecture (CCDA) documents, which could then be imported in bulk into the new system. In support of the second option, the new CEHRT system must be capable of ingesting data from another EHR. As part of the Request for Proposal, the vendor must provide a detailed data migration plan and be capable of performing the entire data migration process for the Guam CHC (i.e., bulk importing of CCDAs from RPMS).

Access and implementation may include the involvement with OTECH. The OTECH is responsible for the architecture, but the Guam CHC has application-specific responsibilities, such as access management. The following summarizes the technical environment of Guam CHC.

1. Sites
 - a. 2 clinics, central site (DPHSS)
2. Estimated Users per Site
 - a. Northern: 60
 - b. Southern: 25
 - c. Remote access only from outreach services and once telehealth services established (as optional service).
3. Firewalls – OTECH managed the firewalls for the Government of Guam.
 - a. Currently SonicWALL
4. Switches and routers - OTECH provides switches and routers for the Government of Guam.
 - a. OTECH has been implementing newer devices and procuring a Hyperconverged Infrastructure (HCI) for servers for nodes.
5. Workstations: The Guam CHC users utilize IBM and Dell laptops and desktops.

6. Network speed (from speed test)
 - a. Northern: 525 download and 820 upload
 - b. Southern: 525 download and 820 upload
7. Fiber: There is a fiber connection between each clinic and the main connection point with OTECH.

Section 3.2 Technical Proposal

General Functionality	The system supports data entry options (e.g., direct entry, dictation, voice recognition, structured notes, etc.). Please describe the dictation and scribe solution and integration. The Guam CHC is interested in Dragon Naturally Speaking Software. Please describe how Dragon Naturally Speaking Software can be used with the EHR for clinical notes and operations.
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Responses to Vendor Questions Received

Questions from NextGen

Question #1

Please provide a complete list of specialties that will be documenting in NextGen EHR.

Answer to Question #1

The Guam CHC provides the following services: general primary care, general mental health care, family medicine, general internal medicine, general pediatrics, OB/GYN, women's health, pharmacy, counseling, men's health, maternity care, reproductive health, diabetes, hypertension, homeless healthcare, and nutrition services.

Question #2

If providing Behavioral Health services, please provide a list of the lines of BH services that are offered.

Answer to Question #2

The Guam CHC does not offer comprehensive behavioral health services, only general mental health/depression screenings, which is currently on paper charts.

Question #3

Number of providers

Answer to Question #3

15 total

9 full time providers - 4 doctors, 3 NPs, 1 Certified Nurse Midwife (CNM)

6 part time providers

Question #4

Number of tax ID's:

Answer to Question #4

The Guam CHC's has one (1) tax ID.

Question #5

Number of medical/clinical locations:

Answer to Question #5

There are 2 clinic locations, the Northern Region Community Health Center and Southern Region Community Health Center.

Northern Region Community Health Center

- *Address: 520 Santa Monica Ave., Dededo, GU 96929*
- *Phone: (671) 635-7400*

Southern Region Community Health Center

- *Address: 162 Apmand Dr., Inarajan, GU 96917*
- *Phone: (671) 828-7517*

Question #6

Number of behavioral health locations:

Answer to Question #6

There are currently no behavioral health locations.

Question #7

What specific equipment or system interfaces are needed?

Answer to Question #7

The Guam CHC, to support patient clinical care, seeks the ability to interface with medical devices, public health systems, hospitals and HIEs. In addition, the Guam CHC requires industry standard interfaces to support billing and revenue cycle management. The Guam CHC anticipates implementing telehealth services and equipment.

- *Billing: ABILITY Network for Medicare*
- *Pharmacy: Etreby (to be replaced with Liberty Software)*
- *Laboratory: Guam CHC has Sysmex, Siemens Clinitek Status +, Labconco, and Drucker Diagnostics and Bayer DCA 2000+ devices. The DPHSS will be procuring a new system*
- *Immunization: GuWebIZ (Guam immunization registry)*
- *HIE: No Guam HIE exists yet, but is being planned.*
- *Printer, copiers, and scanners: Cannon, HP, Kyocera, and Xerox devices*
- *EKG: Burdick Eli 28 (new EKGs will be purchased)*
- *EHDI: The University of Guam Center for Excellence in Developmental Disabilities Education, Research, & Service (Guam CEDDERS) utilizes ChildLink to support Early Hearing Detection and Intervention (EHDI).*

Question #8

Which data conversions are needed? (i.e. demographics, appointments, CCDA, documents and/or images, etc)

Answer to Question #8

The Guam CHC seeks data conversion from the current IHS RPMS.

Question #9

What system(s) will the data be converted from? We assume this is RPMS because that is the current system but want to confirm.

Answer to Question #9

Yes, data will be converted from IHS RPMS.

Question #10

Will Patient Portal be implemented?

Answer to Question #10

The Guam CHC requires a patient portal.

Question #11

What 340b vendor/program do you report to?

Answer to Question #11

The Guam CHC uses the Etreby system to administer the 340B. As a Federally Qualified Community Health Center, Guam CHC reports to the Health Resources and Services Administration.

Question #12

User count by role (Please provide full-time or part-time as well as credentials, such as MD, DO, ARNP, RN, etc.)

- a) Number of IT:
- b) Number of Office Managers:
- c) Number of Front Office people:
- d) Number of Business Office people:
- e) Number of Medical Providers:
- f) Number of Behavioral Health Providers:
- g) Number of Clinical Staff:
- h) Number of Total Staff needing access to the system:

Answer to Question #12

- a) *Number of IT: 1*
- b) *Number of Office Managers: 3*
- c) *Number of Front Office people: 10*
- d) *Number of Business Office people: 9 including the Supervisor. The Guam CHC will hire 2 more classified and 3 LTAs and 1 GAS*
- e) *Number of Medical Providers: 15 total. 9 full time - 4 doctors, 3 NPs, 1 Certified Nurse Midwife (CNM). 6 part time.*
- f) *Number of Behavioral Health Providers: 0*
- g) *Number of Clinical Staff: 20 (RN, LPN, CAN, Clerks)*
- h) *Number of Total Staff needing access to the system: The Guam CHC has 85 staff in all. Additional users may be needed for the DPHSS to support other local and federal programs.*

Question #13

Do any of the staff need just limited access to the system (no documenting)? How many?

Answer to Question #13

The Guam CHC personnel require training, documentation and use of the system. The Guam CHC has 85 staff in all. Less than five (5) users may be needed for the DPHSS to support other local and federal programs.

Question #14

Will you be using our faxing solution or do you have a separate vendor?

Answer to Question #14

The Guam CHC is interested in a faxing solution as well as other secure sharing of data.

Question #15

What is the name of the hospital you would like to connect with?

Answer to Question #15

The hospitals in Guam include the Guam Memorial Hospital (GMHA) and Guam Regional Medical City (GRMC).

Question #16

What software solution does the hospital use that you would like to connect with?

Answer to Question #16

The GMHA uses the Medsphere-CareVue system.

The GRMC uses the Allscripts system.

The Government of Guam is planning to implement a Health Information Exchange (HIE) and may connect with hospitals through an HIE.

Question #17

Do you use any mobile devices currently to document or view charts (iPAD, laptop, phone, etc.)?

Answer to Question #17

No, we do not currently use mobile devices. The Guam CHC seeks the use of mobile devices with a new CEHRT.

Question #18

Do your providers dictate or use a scribe?

Answer to Question #18

No. The Guam CHC seeks the use of a dictation or scribe functionality.

Question #19

Do you have an in-house laboratory? If so, what software are they using?

Answer to Question #19

The Guam CHC in-house laboratory services are limited to hematology, urinalysis HB a1c, Wet Mount, Pregnancy Test and Rapid Strep A Screening. The Guam CHC uses the following devices: Sysmex, Siemens Clinitek Status +, Labconco, and Drucker Diagnostics and Bayer DCA 2000+. The DPHSS will be procuring a new laboratory information system.

Question #20

Is your outside lab DLS Hawaii? Any others?

Answer to Question #20

The Guam CHC uses Diagnostic Laboratory Services (DLS) Hawaii and also plans to refer laboratory services to the Guam Public Health Laboratory.

Question #21

Are there any 3rd party systems we need to interface with (i.e. PACS, Dental, Radiology, etc.)?

Answer to Question #21

The Guam CHC requires interfaces to support public health reporting and HIE. Aside from the systems mentioned above in response to question 7, the Guam CHC does not currently need to interface with any PACS, dental, or radiology systems.

Question #22

Do you need full access to the database to connect other analytic systems (i.e. Power BI, Qlik, etc.)?

Answer to Question #22

Yes, the Guam CHC seeks database connectivity to analytic software. The Guam CHC desires database connectivity through Open Database Connectivity (ODBC) to enable analytic systems including but not limited to R and SAS.