



## Professional Services RFP (Request for Proposal)

# PALLIATIVE CARE SERVICES

March 10, 2010

### 1.0 Overview

The North Broward Hospital District, d.b.a. "Broward Health" is a political subdivision established by the State of Florida Legislature in 1951 for the purpose of providing healthcare services to the residents of the northern two thirds of Broward County. Broward Health is comprised of four acute care hospitals and over 40 clinics and physician practices located throughout its geopolitical boundaries. Broward Health corporate offices are located in Fort Lauderdale, Florida.

Broward Health is extending an invitation to submit professional qualifications and information for the provision of Palliative Care Services. Details of the required information necessary to respond to this request are contained within this document.

**Each respondent must provide an electronic copy (on CD) and four (4) original hard copies of their proposal document to:**

**Dianne Whitelocke  
Manager, Contract Administration  
Broward Health  
303 SE 17th Street  
Fort Lauderdale, FL 33316**

Any questions can be directed to Mark Doyle at [M1Doyle@browardhealth.org](mailto:M1Doyle@browardhealth.org). Every effort will be made, though no guarantee is assured, to send responses to questions regarding this proposal to all responding parties. All questions should be submitted by **March 31, 2010**.

The timeline for this RFP is provided below:

<b>March 10, 2010</b>	Professional Services RFP is released
<b>March 31, 2010</b>	Deadline for questions
<b>April 7, 2010</b>	Proposals returned to Broward Health (to the address above) <b><u>no later than 3:00 PM</u></b>

## 2.0 - SCOPE OF SERVICES

The successful Contractor shall provide the Palliative Care Professional Services including management services, in-hospital physician staffing and supervision required to provide medical services to patients at our facilities identified above. The Contractor shall be responsible providing qualified physician staff specialists to facilitate the delivery of health services to patients presenting themselves at the designated Broward Health Care facilities. This care shall be provided regardless of patient's ability to pay and the selected firm shall assure consistency of service and quality of patient care while providing for the efficient use of equipment, medical supplies and personnel.

### CREDENTIALING INFORMATION

All physicians applying for staff must be approved through the respective medical center's "Credentials & Qualifications" process and approved by the NBHD Board of Commissioners prior to the implementation of contract. If credentialing applications are complete when submitted, this is a 30 to 60 day process and this should be started as soon as possible. Please note the following NBHD credential instructions:

Each physician must be credentialed through the medical staff credentialing process prior to entering any of the facilities of the NBHD. To facilitate the process all applications for memberships/privileges to the medical or allied health professional staff must be obtained directly from the respective medical staff offices. Separate applications must be submitted for each Contractor in compliance with each medical center's medical staff by-laws. Contractor shall identify core group of physicians at each medical center to facilitate credentialing process. Please note the following medical facility contact names and phone numbers.

BGMC	Margie Murillo, Regional Manager, Med. Staff Admin.	355-5614
NBMC	Linda Holsworth, Regional Manager, Med. Staff Admin.	786-6960
CMSC	Jill Tudor, Regional Interim Manager, Med. Staff Admin.	344-3143
IPMC	Pat Loya, Regional Manager, Med. Staff Admin.	776-8628

The application must be completed in its entirety accompanied by a current license, DEA certificate, curriculum vitae, training certificate, malpractice insurance, drug screening release form and pharmacy/DEA signature card; all of which must be returned to the respective medical staff offices. Applications not properly completed will be returned.

### 3.0 - CONTRACTOR REQUIREMENTS

- Contractor must be a licensed and credentialed provider for Palliative Care Services
- Contractor shall, at all times during the Initial Term of the Agreement and any Renewal Term, maintain at its cost the following minimum insurance coverage, from an insurer acceptable to Broward Health, with an AM Best “A” rating. The following have been established by Broward Health as acceptable coverages and limits. Any deviations from the limits and coverages must be acceptable to Broward Health prior to contract implementation.

Professional Liability (for the providers of care)	\$1 million/\$3 million
Errors/Omissions	\$1 million /\$3 million
Employee Dishonesty /3rd Party Liability/Crime Coverage	\$500,000
Auto Liability	\$1 million/\$3 million
Workers Compensation	Statutory Limits

Contractor shall provide Broward Health with a certificate of insurance naming Broward Health as an additional insured prior to the execution of the Agreement. All policies shall contain a provision that the insurer shall give Broward Health at least 30 days written notice prior to cancelling, terminating, or reducing the amount of Contractor's insurance. Along with the RFP submission, Contractor shall provide proof of insurance in compliance with this RFP or letter from insurance carrier that Contractor shall qualify for coverage defined above and that such coverage will be in place prior to execution of an Agreement with Broward Health.

- The provider shall consistently provide excellence and efficiency of Palliative Care to patients throughout the Broward Health.
- Physician Specialists contracted to provide Palliative Department Professional Care Services to patients shall meet the following minimum requirements:
  - a. Maintain a valid unrestricted license to practice medicine in the State of Florida as well as membership in a professional medical organization acceptable to the Broward Health, e.g., American College of Palliative Physicians or other comparable physician organization.
  - b. Must have completed an accredited residency program, acceptable to the Broward Health, accredited by the Accreditation Counsel on Graduate Medical Education or alternatively, demonstrate that they are either Board Certified or Board Eligible.
  - c. The Broward Health requires all physicians to be Board Certified by the Palliative Board within 3 years from the date of being granted privileges to provide services to the Broward Health.
  - d. Physicians must be fluent and conversant in English and meet all certification requirements necessary for the performance of their duties to the satisfaction of the Broward Health.
- Physician Specialists contracted shall provide the following services:
  - a. Routine examinations of patient; referral to physicians who, by virtue of specialized training may render appropriate care;
  - b. Perform treatment procedures in conformance with current community standards pursuant to all appropriate statutes & regulations
- A single individual shall be designated as “District Chief” contracted to provide the following services:
  - a. Shall meet all requirements for Physician Specialist and manage all assigned duties and responsibilities developing staffing patterns for Palliative Specialists compatible with patient load and for scheduling Palliative Department Professional Care Specialist coverage.

- b. Develop and maintain a quality review program meeting JCAHO and other applicable regulatory standards approved by the Broward Health; review and evaluate Physician Specialist staff reporting this information to each Chief Administrator. Educate Contractor staff to Broward Health hospital policies.
  - c. Prepare and deliver Performance Monitors; attending meetings related to the compilation and review of said Performance Monitors as requested by the Broward Health.
  - d. Evaluate drugs, equipment and educational materials to continually improve services to the Broward Health; review professional and administrative policies as needed making recommendations for appropriate revisions; assure educational forums are provided at a level meeting standards of JCAHO, the Palliative Board and the Broward Health. Scheduling monthly or more often if needed educational staff meetings
  - e. Manage Broward Health operations ensuring consistency of patient care.
- Regional Directors shall be contracted at each the four regions to provide the following services:
    - a. Available 24/7 to liaison with Medical Staff and Chief Administrator to resolve all issues; conducts educational seminars.
    - b. Appointed to Medical Council of respective facility; answers all clinical or physician complaints; working with Chief Administrator and staff to schedule and conduct necessary meetings.
    - c. Make recommendations to improve level of services concerning staff, equipment and supplies.
    - e. Implement quality review programs and ensure Performance Monitors are met.

## **4.0 - CONTRACTOR'S QUALIFICATIONS RESPONSE**

### **A. CONTRACTOR QUALIFICATIONS**

*Each Contractor must respond in the precise sequential order to each of the following line item requirements in the subsection. Inability to supply documentation acceptable to Broward Health in the sequential order requested may result in rejection of the Response*

1. Contractor shall provide a brief corporate profile including national and local location of operation including number of continuous years in business providing Palliative Care Services and an organizational detail of corporate structure and staffing to be assigned to Broward Health account. Also include any other type of services your company performs. Describe the relationship your company has with the staff personnel you would be providing to Broward Health.
2. Contractor shall provide your company's background and experience in providing to the healthcare industry. Contractor shall provide a one page Curriculum Vitae ("C.V.") of each of your principals including experience in, current education and credentials, for professionals assigned to this project, specifically those responsible for the training and education of staff personnel. Contractor shall provide who would be the primary contact with Broward Health and what are his/her qualifications
3. Contractor shall identify any judgments levied against your firm or bonding agency resulting from poor performance within the last five years. Describe the circumstances, status and outcome of all litigation from actions brought as a result of performance under prior or current contracts. Include subject matter, status and resolution.
4. Contractor shall provide its annual reports and/or audited financial statements for the past three (3) fiscal years. Firm ownership structure (individual, partnership, corporation joint venture, other) Provide names of principal partners.
5. Contractor shall detail your firm's commitment to providing Broward Health "on site" support ensuring the highest level of customer services, e.g., liaison to Broward Health's system operational issues. Detail the hiring and background check for new staff and ongoing competency.
6. Detail the level of physician staff credentialing including verification methodology for providing services for this contract.
7. Contractor shall describe your approach to establishing a program, which will focus on cost effective management of Palliative Department Professional Care Services. Provide details on your firm's initial or ongoing site assessment to be conducted for this engagement.
8. Contractor shall provide a work plan with milestones for the project and detail contingency plan for flagging problems for this project to keep it on schedule. Include "start up" time from date of contract implementation. Please identify any onsite work space requirements, i.e., desk space, telephone/fax access, computer access, etc. Specify the length of time this space would be required and the number of staff to be accommodated.
9. Contractor shall provide a list of comprehensive listing of current hospital references for dictation services. These references must include services in facilities similar in size and complexity of those required for this project. References must include medical center name, contact name and title, phone number and address. Failure to provide reference documentation will result in automatic rejection of the RFP. References will be contacted and contractor will be evaluated based on input received from references.

10. Contractor shall provide in detail the educational background for you (and each staff member), including college and medical school. Please list location and duration of any post-graduate training you have completed, include any internships and residency programs. Please indicate if you are currently licensed to practice Medicine in the State of Florida. If not, please indicate if you have ever been licensed to practice Medicine in the United States and the reason why.
11. Contractor shall provide Broward Health with a certificate of insurance naming Broward Health as an additional insured prior to the execution of an Agreement. All policies shall contain a provision that the insurer shall give Broward Health at least 30 days written notice prior to cancelling, terminating, or reducing the amount of Contractor's insurance. Along with the RFP submission, Contractor shall provide proof of insurance in compliance with this RFP or letter from insurance carrier that Contractor shall qualify for coverage defined above and that such coverage will be in place prior to execution of an Agreement with Broward Health.

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## **B. CONTRACTOR PERFORMANCE STANDARDS**

1. Contractor shall provide a dedicated Program Coordinator(s), accountable for the success of this proposed business partnership with Broward Health to coordinate all services with Broward Health Project Leader. Please include a one page Curriculum Vitae of person(s) assigned to Broward Health account demonstrating success in projects similar in scope as detailed on Page 19 of this RFP.
2. Provide implementation plan for this engagement; contractors shall submit a plan that demonstrates 24-hour coverage with back-up coverage assuring consistency of service and quality of care for all medical centers, including interventional care services coverage.
3. Define your firm's recruiting and retention program; detail your corporate plan or mechanisms to ensure the stability of your staff. Contractor shall provide "turn over" (attrition) rate for the past three years.
3. Contractor and Broward Health representative will monitor the contract via scheduled reports and formalized meetings.
4. Contractor shall provide an average of how many other clients would be supported at the same time as Broward Health. Contractor shall provide simultaneous support at multiple Broward Health sites.
5. Contractor shall provide Staff Monitoring: If you will employ staff members to perform the dictation, please indicate how you will monitor the quality of their work. Also indicate how you will train any new staff member in Broward Health dictation requirements and dictation system.
6. The Contractor shall provide at each medical center a Regional Director in accordance with the bylaw of the medical staff of the Broward Health subject to approval of the administrator of each medical center and responsible for services for services detailed in this RFP.

## **C. QUALITY ASSURANCE & EDUCATION**

1. Contractor shall detail their system to ensure that all policies and procedures are reviewed annually to meet all regulatory requirements. Define your risk management program including essential policies for your firm.
2. Provide C.V., including current education and credentials, for professionals assigned to this engagement. Detail credentials and practice operations for Broward Health's Chief and Regional Directors; detail duties, and expected protocols for interacting with Broward Health hospital management and medical staff.
3. Contractor shall provide an overview of the method that will be utilized on an ongoing basis to ensure personnel competency including meeting all licensure requirements and ongoing education and training and annual competency evaluation. Provide sample/documentation ensuring or measuring competency for each specialty area currently in place.
4. d. Contractor shall describe the comprehensive quality management plan and/or performance improvement program that would be implemented with the medical center. Provide a detailed example of a performance improvement initiative in which you were an active participant and provide measurable outcomes achieved. Key indicators will minimally include: compliance with JCAHO and other regulatory standards, compliance with controlled substance documentation, and reporting of critical episodes and mortality/morbidity at regularly scheduled departmental meetings.
5. Provide a description of any other "value added" services your firm may offer including reasons for selecting your firm for this engagement.

## **D. PROPOSAL PRICE OFFERING**

Broward Health is seeking best business alternatives that will result in a true cooperative business relationship between the successful Contractor and the Broward Health.

Contractor will be bidding on providing services to all Broward Health patients requiring Palliative Care, including indigent and self pay patients. Contractor shall be a participant and provider with all Federal (i.e. Medicare) and State (i.e. Medicaid) programs and able to bill these third parties directly. Also, Contractor shall be a participant with managed care plans for these services.