

ADDENDUM II
DATE: AUGUST 25, 2021
FOR
REQUEST FOR PROPOSAL # 21081
PATIENT EXPERIENCE SURVEY SERVICES
DATED: AUGUST 5, 2021

The above entitled specifications are modified as follows and except as set forth herein remain unchanged and in full force and effect:

Addendum to RFP documentation

Modification 1:

Date change request has been submitted for a one (1) week extension.

- Original Due Date: August 27, 2021 @ 2:00 PM CDT
- Revised Due Date: September 03, 2021 @ 2:00 PM CDT

Modification 2:

Instructions for proposal response: Detailed Specifications and Special Conditions, Section 6, Page 16-17

Proposals must be submitted in the number and manner as specified below: **All submissions are requested via email to Kyla Rogers rogersk@umsystem.edu**

Submit two separate emails for each volume listed below, with the subject lines as follows:
RFP#21081 Volume I and RFP#21081 Volume II

Volume I – Functional Section must be submitted electronically through email and contain:

- Mandatory Specifications and supplier responses,
- Desirable Specifications and supplier responses,
- Exceptions to General Terms and Conditions & Instructions to Respondents,
 - Redline any exceptions and return for review/approval.
- **No pricing information should be included in Volume 1.**

Volume II – Financial Section must be submitted electronically through email and contain:

- Authorized Respondent Representation.

- Financial Summary including additional costs, if any, for Desirable Specification Compliance, functional or technical.
- Attachment A - Supplier Diversity Participation Form.
- Attachment B – Supplier Registration Information.
- Attachment C- UM System IdP Integration Questionnaire
- IT Security Questionnaire excel spreadsheet
- Financial statements, if required.
- Any supplier related contract documentation that must be signed as part of doing business, it should also be included in this section.

Respondent must complete and return the University Proposal Form with proposal response. Vendor quote sheets are not acceptable forms of bidding and could cause rejection of response.

QUESTIONS AND ANSWERS: The following questions and answers are provided as a matter of information to clarify issues raised about the RFP. All responses are noted below in red.

Vendor Clarification Questions

1. Will the University accept electronic delivery of responses? **Yes, the University will accept electronic submissions. Please see the addendum to RFP documentation at the beginning of the Addendum.**
2. The RFP references the vendor to provide patient experience surveys as well as CAHPS surveys. Which CAHPS surveys are mandatory (HCAHPS, CG CAHPS, etc.)? **HCAHPS**
3. The RFP mentions 5 hospitals and 58 outpatient clinics, as well as affiliates. Are the affiliates a part of the scope? If so, which CAHPS surveys are they running? **At this time the affiliates are not included in the scope of the project. However the RFP will be open for affiliate use in the future if desired.**
4. The RFP references MU Health Care partners with Cerner Corporation. Is Cerner the EMR system MU Health Care uses? **Correct, Cerner is the EMR system that is used MU HealthCare.**
5. If the affiliates are a part of the scope, are they also using Cerner for their EMR system? If not Cerner, then who? **Affiliates will not be included in the scope of this project.**
6. So we can understand the sample size for CAHPS, how many annual discharges are projected across all hospitals, outpatient facilities, and affiliates that are included in this scope of work? **~21000 adult inpatient discharges**
7. What other service lines, if any, are included besides discharges? **Pharmacy and the Person-Centered Primary Care Measure ([Measures — The Larry A. Green Center \(green-center.org\)](https://www.green-center.org/))**
8. How many CAHPS programs are you running? **1**

9. What is the estimated annual patient census for each CAHPS program? ~21000 adult inpatient discharges
10. Where do you intend to run non-mandatory surveys (clinics, ancillary departments, emergency dept, etc)? Non-mandated portion of adult inpatient, inpatient behavioral health, pediatric inpatient, emergency department, clinics, outpatient testing, outpatient surgery, outpatient rehab, urgent care, pharmacy
11. For non-mandatory surveys, how many providers would you like provider-specific feedback for? ~800 providers
12. For non-mandatory surveys, do you have any locations where you would like location-only feedback on? Non-mandated portion of adult inpatient, inpatient behavioral health, pediatric inpatient, emergency department, outpatient testing, outpatient rehab
13. Is this a procedural/compliance-driven RFP that MU Health is required to do every 4-5 years, or is this being driven by an immediate business need to find a more suitable partner? The RFP is being executed due to contract term is ending.
14. In order to provide pricing, we will need the following from MU Health:
 - Current list of survey types (by area); including number of locations using each survey type.
 - Current methodology being used (by service line)
 - For any service lines using mail or phone (non-IVR) surveys, please provide the current number of annual outgo and/or completed surveys for each service line.
 - For medical practice surveys, please indicate how many providers are currently being surveyed.
 - HCAHPS: phone (non-IVR), 6707 sampled in last fiscal year, 1713 returned
 - Adult Inpatient (non-HCAHPS): phone (non-IVR), 10304 sampled, 2609 returned
 - Inpatient Behavioral Health: 4 units, email and IVR, estimate <2000 outgo based on 144 sampled and 15 returns in July 2021
 - Pediatric Inpatient: 3 units, email and IVR, 1527 sampled, 335 returned
 - Emergency Department: 2 locations, email and IVR, 24235 sampled, 3412 returned
 - Emergency Department Observation: 1 location, email and IVR, 971 sampled, 217 returned
 - Medical Practice: 92 clinics, email and IVR, 272470 sampled, 86859 returned, 669 providers
 - Outpatient Rehab: 11 locations, email, 10603 sampled, 1585 returned
 - Outpatient Surgery: 3 locations, email, 6906 sampled, 1723
 - Outpatient Testing: 34 locations, email, 43918 sampled, 10028 returned
 - Urgent Care: 1 location, email and IVR, 22866 sampled, 4403 returned
 - Pharmacy: 10 locations, email, 39768 sampled, 5165 returned
 - Person-Centered Primary Care Measure: 9 clinics, email, 46554 sampled, 4857 returned
15. Does this Patient Experience RFP also include the need/requirement to provide Provider Transparency services? Press Ganey is also willing to provide discounted pricing on both PX and

Provider Listings/Reputation management solutions, if contracted together. (Note: We responded to this separate RFP on 6/23/21). **The award of the RFP's referenced will be separate.**

16. Does MU Health want Press Ganey to provide recommendations around survey sampling, CAHPS requirements, methodology, or do you want us to bid on this work by mirroring your existing approach? **Mirroring existing approach**
17. Is MU Health interested in loading historical HCAHPS data from NRC Health into Press Ganey's online reporting tool? **No**
18. Is MU Health interested in having Press Ganey help support either virtual or onsite education/training for MU Health leaders to get them acquainted with key reports and best-practice strategies for improving patient experience? **Not for reporting, but possibly for the best-practice strategies depending on what they are.**
19. In reference to p. 17 – Confidentiality of Information: Will it be acceptable to provide a list of items that are exempt from public record? We do understand that this information is due to you in a separate envelope. **Please note/identify all items that would be considered exempt from public records with your submission. Submissions will be accepted via email, so please note on the documentation.**