THE CURATORS OF THE UNIVERSITY OF MISSOURI
ON BEHALF OF
UNIVERSITY OF MISSOURI HEALTH CARE

REQUEST FOR INFORMATION # 22012

DIABETIC BLOOD GLUCOSE DATA MANAGEMENT SOLUTION

DATED: 19 OCTOBER 2021
DUE DATE: 10 NOVEMBER 2021
TIME: 1:00 PM CDT

Introduction

The Curators of the University of Missouri on behalf of MU Health Care is requesting information for a Diabetic Blood Glucose Data Management Solution. The purpose of this RFI is to identify vendors that can provide a solution to manage diabetic blood glucose data and capable of addressing the needs of MU Health Care.

The University reserves the right to make an award as an outcome of the request for information.

Please complete this RFI and return it by 1 PM CDT on November 10, 2021. Responses must be submitted by email to rogersk@umsystem.edu, Subject Line: RFI #22012.

Organization Profile

The University of Missouri has provided teaching, research, and service to Missouri since 1839. It was the first publicly supported institution of higher education established in the Louisiana Purchase territory. Today, the University of Missouri is one of the nation's largest higher education institutions with more than 73,000 students, 28,000 faculty and staff on four campuses, an extension program with activities in every county of the state, comprehensive distance learning services and an established academic healthcare enterprise with an extensive health care delivery network.

MU HEALTH. The University of Missouri-Columbia consolidated its health care units in September 2008 to better align their missions of providing patient- and family-centered care, education, and research to Missouri and beyond. The reorganization created MU Health, a comprehensive academic health system that includes MU Health Care, the MU School of Medicine, MU Sinclair School of Nursing and MU School of Health Professions.

MU HEALTH CARE. As part of the state's premier academic health system, MU Health Care offers a full spectrum of care, ranging from primary care to highly specialized, multidisciplinary treatment for patients with the most severe illnesses and injuries. Patients from each of Missouri's 114 counties are served by approximately 640 faculty physicians and an additional 200 healthcare providers. The full complement of clinical staff includes a total of 6,000 physicians, nurses, and health care professionals at MU Health Care. With initiatives such as the Culture of Yes and healthy lifestyle challenges, MU Health Care is a premier destination not only for patients, but also for job seekers.

MU Health Care is comprised of five hospitals: Ellis Fischel Cancer Center, the Missouri Orthopaedic Institute, the Missouri Psychiatric Center, University Hospital, and Women's and Children's Hospital, as well as 58 outpatient clinics. The inpatient hospitals have a combined 595 beds. Affiliates of MU Health Care include Capital Region Medical Center, Columbia Family Medical Group, Columbia Surgical Associates, Health Network of Missouri, MPact Health and Rusk Rehabilitation Center. MU Health Care also partners with Cerner Corporation, a Missouri based supplier of health information technology solutions, services, devices, and hardware through the Tiger Institute for Health Innovation. The Tiger Institute serves as MUHC's IT function along with working alongside MUHC clinicians and staff to develop innovative

improvements to Cerner technology products. The health system is consistently ranked as a top performer in information technology advances. MU Health Care is one of only two tier-one safety net health systems in Missouri (the other being Truman Medical Center in Kansas City). MU Health Care has a 25-county service area in which approximately 85% of its inpatients reside. This service area has a population of approximately 800,000.

<u>Goals and Purpose</u>

MU Health Care (MUHC), an academic health system with a mission to save and improve lives, seeks proposals from qualified vendors to provide a proven data management solution for diabetic blood glucose monitoring.

Patients with diabetes (Type 1, Type 2 and Gestational) utilize blood glucose meters (BGM), continuous blood glucose (CGM) monitors and insulin pumps as an integral part of their ongoing management.   These devices save patient data which includes glucose levels and with pumps – insulin administration.

Historically, the challenge of data downloading has been that information on blood glucose meters (BGM), CGMs, and insulin pumps have been handled in a very siloed way. Companies have designed devices to work only with proprietary hardware and software, making it inconvenient to download in the first place and even more difficult to integrate data from different devices (e.g., a pump and a meter).

Currently at the Cosmopolitan International Diabetes & Endocrinology Center (CIDEC) two stand-alone desk top computers are utilized to download information and print for provider review. CIDEC uses software from at least 10 separate vendors to download from patient devices.   The printed information is sent to medical records to be scanned.

The goal is to utilize a 3rd party vendor's software for all devices. Vet this software for HIPPA and security clearance. Make available for use system wide for clinics who manage diabetic patients. The patient can download information at home to support telehealth virtual visits or to make in-clinic appointments contactless.   Determine a method to make this paperless and get information into the EMR.

A longer-term goal is to be able readily identify participating patients who are consistently falling out of designated blood sugar levels.   Staff would be able to proactively contact these patients for early intervention to prevent an impact to the condition of their health.

The program will support telehealth by allowing the provider access to patient information needed for diabetic management without them presenting to clinic with the device.

Deliverables to include at a minimum:
  a. Utilizes Bluetooth technology to communicate with devices.
  b. A mobile application that is available on both the apple and android app stores.

    c. Accept data from major manufacturers of Continuous Glucose Monitors (CGMs) to include the following but not limited to:
        i. Dexcom
        ii. Libre
        iii. Medtronic
    d. Accept data from major manufacturers of Blood Glucose Meter to include the following but not limited to:
        i. Accu-Check
        ii. Abbott
        iii. One-Touch
        iv. Ascensia
    e. Accept data from major manufacturers of Insulin Pumps to include the following but not limited to:
        i. Medtronic
        ii. Omnipod
        iii. Tandem

Acknowledgement

Please acknowledge receipt of this document by sending an electronic letter of receipt to Kyla Rogers, rogersk@umsystem.edu

Questionnaire

1) Provide a general overview of your company's experience in providing the request solution within Goals and Purpose section of the RFI. Specifically illustrate experiences similar in size and scope to MUHC.
2) What do you consider your market differentiator(s) for your company's Solution? (i.e., what features/functions set your product apart from other vendors?)
3) Provide four (4) references of your customers that have purchased products and services like that being proposed in the RFI. Include contact names, telephone numbers, and physical addresses.
4) Can you give examples of how your product has improved the experience for all users?
5) Provide an overview of the workflow process within your solution.
6) MU Health uses Cerner's Electronic Medical Record platform. Is your solution capable of interfacing with this platform? If so, describe integration successfully employed by other clients.
7) Briefly describe your organizations policies, procedures and protocols to data security and client confidentiality.

8) Describe and provide examples of measurement, assessment and report tool capabilities based on usage and data.
9) Describe and provide an example implementation timeline with milestones, project plan, estimated deliverables and support resources to be offered.
10) Provide a list and brief description of the reporting platform and reports that can be run out of your Data Management Solution.
11) Does your system provide the ability to dynamically search all data, create, and modify custom reports? If so, explain the process. Can report templates be saved?
12) Does your system interface with third party reporting applications and/or reporting tools (e.g., Excel, data dumps, etc.)? If so, please describe.
13) Describe your solution's self-help resources for troubleshooting with the application.
14) Provide your solution's standard service level agreement.
15) What are the support hours, methods of support (phone, email, live chat, portal for FAQ, on-site), levels of support, escalation procedure and issue priority determination? Where are your support facilities located?
16) Describe or include your product's foreseeable enhancement roadmap.
17) How often is your software updated? Describe the update process. How do clients provide feedback or updates and how is that feedback incorporated in future updates? Please list dates and code release notes for releases for the prior two years.
18) What resources are dedicated to our account post go-live?
19) How is data stored, protected, and housed (remote or local hosting)?
20) Provide a detailed list/explanation of your organization's relationship with various manufacturers of devices that are compatible with your solution.
21) Do the manufacturers openly share technology to download to their software?
22) What is the process to add new devices?
23) What is the typical timeline for adding new devices once available to patients?

Pricing

1) Provide pricing detail for the requested solution and additional features offered. Include Implementation, Training, Support, Integration fees associated with the project.

Questions and Contact Information

If you have questions about this RFI please contact Kyla Rogers (rogersk@umsystem.edu).

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