

**University of Missouri Health Care**  
**REQUEST FOR INFORMATION # 23060**  
**PHYSICIAN RELATIONSHIP MANAGEMENT**  
**TOOL DATED: DECEMBER 27, 2022**  
**DUE DATE: JANUARY 27, 2023 @ 12:00 PM CDT**

## **Introduction**

The Curators of the University of Missouri on behalf of The University of Missouri Health Care is requesting information to aid in identifying a Physician Relationship Management Tool.

## **Overview**

As MU Health Care strives to advance its position as the market leader and achieve scale, we must be equipped with the necessary tools and data to best drive our growth initiatives. In order to improve our efforts, the Network Development, Strategic Initiative and Business Development teams must have access to comprehensive outpatient data to inform these strategies. Additionally, the ability to track Return on Investment for these strategic growth efforts is vital.

In the state of Missouri, it is mandatory to report inpatient data but not outpatient data. The majority of our competitors operate out of freestanding (physician-based) centers. That, coupled with the increasing shift from inpatient to outpatient care, puts our planning and business development departments at a disadvantage. To better understand and identify strategic growth opportunities, it is essential that we have access to both inpatient and outpatient data.

Overall solutions minimum qualifications:

- Minimum of 5 years to offer the requested service.
- Ability to log practice development activities, events, and issues.
- Create dashboards to track Network Development activity by department, division, provider, and activity.
- Create dashboards to track issues by department, division, and reason.
- Database of physicians and claims for entire state of Missouri. Database should include physician name, title, specialty, practice name, hospital affiliation, address, county, license number, email.
- Multiple sources of physician claims data with site of service, Payor name (not just 'bucketed' i.e. Commercial, Medicaid, Medicare) and accurate physician referral algorithms based on underlying, complete claim detail.
- Must include freestanding (physician-based) facilities
- Claims updated monthly, with new claims/data available for analysis within 60 days of encounter.
- The availability of claim line, multi-level ICD and CPT code detail.
- Ability to query data using custom filters.
- Ability to download the complete set of claims data to Excel and CSV. Ability to query results and download via PowerPoint.

- “Big data” data management, processing technologies and architecture (e.g., Cloudera/Hadoop, HDFS, HBase, Kafka, Samza, newest-generation IBM Netezza infrastructure), ideally with integration/connectivity with a Microsoft Azure data platform.
- Supports HL7: Near real-time HL7 (ADT) data ingestion.
- Open APIs: Open system allows for integration/partnering with best of breed solutions and being agnostic as appropriate.
- State-of-the-art firewalls, intrusion detection systems (IDS), Anti-Virus (AV), data encrypted at rest, comprehensive access & authorization controls, patch & change management, log management & auditing, event monitoring, secure data backups, and regular vulnerability scans.
- Training support and dedicated liaison throughout the entirety of the contract.

Virtual presentations/demos may be requested for the selected top vendor candidates. These services have the option to be utilized by all University of Missouri System offices and affiliates as determined by department needs. It is at the discretion of the University if a contract award will be made because of this request.

Submit responses to Kyla Rogers @ [rogersk@umsystem.edu](mailto:rogersk@umsystem.edu) no later than 12 PM CDT on January 27, 2023.

### **Company Experience and References**

1. Provide a general overview of your company’s experience in providing a Physician Relationship Management Tool to Academic Medical Centers that are similar in size and scope to the University of Missouri.
2. In detail, identify how your solution can meet the minimum qualifications listed above in the overview. Provide an overview of the features/functions that your solution has to offer.
3. Provide a list of existing clients that you have provided a PRM tool with support/maintenance. A minimum of three (3) references will be required. Please provide the following:
  - a. Organization Name
  - b. Contact Name
  - c. Contact Email Address
  - d. Phone number
  - e. Years of service provided
4. Please provide any ROI documentation that will help in determining the advantages to moving to your proposed solution.

5. It is desirable that the respondent can log practice development activities, events, and issues. Explain your solution's ability to provide the desired request.
6. Describe your solution's dashboard and query capabilities and features.
7. Describe the implementation and set up process if we were to contract with your company for the requested solution.
8. It is desired that a dedicated liaison for MU Health Care will be provided. Describe the staff resources that will be assigned for implementation of your organization's solution and future support.
9. Provide an example implementation timeline with set up process, implementation, and estimated deliverables. Include the details around any training and deployment assistance offered.
10. Provide standard support and maintenance agreement options and example terms of each.
11. Provide your solution's standard service level agreement.
12. Describe or include your product's foreseeable enhancement roadmap.

### **Costs**

1. Provide a budgetary estimate for a Physician Relationship Management Tool to include:
  - a. Software
  - b. Hardware if required
  - c. Support/maintenance agreements or any ongoing use costs
  - d. Warranty costs if applicable
  - e. Training and implementation
  - f. Travel costs if applicable
  - g. Tier-based pricing for volume discounts
  - h. Any additional costs not specifically listed

### **Questions and Contact Information**

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