



REQUEST FOR PROPOSALS (RFP)

CHAMPLAIN REGIONAL CLIENT AND CAREGIVER ENGAGEMENT PROJECT

Proposal Submission Deadline: September 14, 2015

1. GENERAL INFORMATION

PURPOSE OF THIS RFP

The purpose of this RFP is to invite prospective bidders to submit a proposal to provide consulting services for the 'Champlain Region Client and Caregiver Engagement Project' (CRCCEP). This project will involve working with the lead agency Pinecrest-Queensway Community Health Centre, the Champlain LHIN and regional stakeholders including clients and caregivers.

The deliverables include:

- a) An online bilingual Patient/client/caregiver toolkit for use by Health Service Providers to support the engagement and involvement of patients/clients and caregivers in the planning and design of health services at the system, organizational and service level. The tool kit will include but is not limited to:
 - a. Patient/client/caregiver job description to support their engagement;
 - b. A readiness assessment to be used by Health Service Providers and/or planning structures in terms of engagement of patient/client and caregivers
 - c. A patient/client/caregiver Handbook
 - d. A patient/client/caregiver Interview question template
 - e. Examples of patient/client/caregiver engagement models
- b) Lead and support the development and implementation of a Regional patient/client/caregiver engagement forum which will be held in early March 2015.

By issuing this RFP, the Customer aims to evaluate:

1. Bidders on their capabilities to deliver the scope of work within required timeframes;
2. Value added capabilities; and
3. Pricing.

2. BACKGROUND:

The importance of engagement of patients, clients and caregivers in the planning and delivery of health care services is receiving more attention. Their input is critical to supporting the Ministry of Health and Long Term Care's directions as outlined in their report 'Patient's First: Action Plan for Health Care'.

There are a number of initiatives and tools across the health sectors that focus on patient, client and caregiver engagement both regionally, provincially and beyond. . The engagement of patient, client and/or caregivers can be at a number of levels, for example:

- Engagement at the governance level by serving on Board of Directors of Health Service Providers
- Engagement at the planning level through representation at health care planning committees
- Engagement at the service design level through involvement with health links
- Engagement at the patient/client care delivery level through input into quality improvement initiatives
- Engagement in their own care plans through involvement in their care

The Champlain LHIN has provided funding for an online 'toolkit' to further support the introduction and enhancement of patient/client and caregiver engagement at all levels of the health care system. This toolkit is intended for Health Service Providers (e.g. hospitals, primary care practices, Community Support Services etc.), Health Links and networks (e.g. chronic disease networks). In consultation with stakeholders and building upon the tools and resources that are available regionally, provincially and beyond the consultant will create this toolkit and ensure it is accessible online and in both official languages¹.

3. **PROJECT SCOPE:** The Consultant will work, through the lead agency and in consultation with the Champlain LHIN and regional stakeholders to:

- a. Developing a toolkit based on current leading/best practices and including but not limited to:
 - i. Patient/client/caregiver job description to support their engagement;
 - ii. A readiness assessment to be used by Health Service Providers and/or planning structures in terms of engagement of patient/client and caregivers
 - iii. A patient/client/caregiver Handbook
 - iv. A patient/client/caregiver Interview question template
 - v. Examples of patient/client/caregiver engagement models
- b. Creating an online formatted version of the toolkit
- c. Supporting the development of a regional Patient/client/caregiver forum that would be held in March 2015. The forum will help to launch the toolkit, engage HSPs and patients/clients/caregivers in learning more about how to enhance engagement opportunities across the system.

¹ Note: Translation of the tool kit will be covered through the Champlain LHIN.

4. PROJECT DELIVERABLES:

Activity	Deliverable
Development of regional on line patient/client/ caregiver engagement tool kit	Active engagement and input from: <ul style="list-style-type: none"> • The lead agency • The Champlain LHIN • Patients, clients/caregivers • Other health service providers that can help to inform the work Tool kit draft submitted to Champlain LHIN by December 31, 2015
Creation of an online formatte version of the toolkit	English Online version available February 1, 2015 (note: this then goes to the LHIN for translation)
A regional patient/client and caregiver forum	<ul style="list-style-type: none"> • Provide leadership and support to the design of the forum in consultation with the lead agency and the LHIN including but not limited to: <ul style="list-style-type: none"> ➤ Overall program design; ➤ Guest speakers ➤ Facilitation of outreach to engage participation from both patients/clients and caregivers and HSPs ➤ Preparation of summary forum report and recommendations Forum date early March 2015
Provision of narrative summaries of project status	<ul style="list-style-type: none"> • Two interim project status narrative summaries on progress to date, the first to be delivered to lead agency by October 23, 2015 and the 2nd by January 8, 2016

5. SUPPORTS AVAILABLE TO ASSIST IN THE DELIVERABLES INCLUDE (BUT NOT LIMITED TO):

- ✚ Existing materials that relate to patient/client and caregiver engagement that have been collected by the Champlain LHIN;
- ✚ Engagement of lead at Champlain LHIN (Jessica Searson) and lead agency in supporting the project

6. PROPOSAL REQUIREMENTS:

The funding for the consulting services to support this Project is in the amount of \$9,500². The Proposal should not be more than five pages in length and should include indication of understanding of the project requirements, the approach and

² Note: funding costs for the forum (with exception of consultant time as outlined in this RFP) is covered through a separate budget.

methodology the Consultant(s) would use, time frames, and fees. The proposal should also include an attachment summarizing the experience of the Consultant(s), particularly as it relates to this project.

7. SUBMISISON DEADLINE:

RFP process: Key dates	
RFP issues	September 2, 2015
Bidder response submission due	September 14, 2015 (4 pm)

8. BIDDER QUALIFICATIONS:

The following are minimum Bidder qualification requirements:

- ✚ Knowledge of the health care system in the Champlain region
- ✚ Experience/understanding in working within/supporting initiatives that engage patients/clients and caregivers
- ✚ Proven experience in project management
- ✚ Interpersonal skills
- ✚ Time management/organizational skills
- ✚ Focus on achieving objectives and able to meet timelines
- ✚ Can work within prescribed budget
- ✚ Layout and design skills (or access to)

9. PRICING AND PAYMENT

It is expected that the project will not exceed \$9,500CDN

Proposal will include itemized list of the resource requirements, the per diem rate(s), and the #of days/item as per following table:

Resource	Rate (CDN)	#Days	Total
Indicate resource name and role	Per Diem rate	Bidder's estimation of work days (expected and max)	
TOTAL			Total Cost estimated for project

The successful bidder will be asked to invoice upon completion of each project deliverable.

The invoice will only reflect the actual days/hours worked in completing the deliverable but not exceeding the maximum days/hours as agreed in the signed Agreement.

Invoices will itemize the activity and time spent to complete the task. Invoices will include applicable taxes. Payment will be made upon satisfactory acceptance of the deliverables as determined by the lead agency.

10. Proposals should be sent **electronically on or before September 14, 2015** to:

Wanda MacDonald
Chief Executive Officer
Pinecrest-Queensway Community Health Centre
1365 Richmond Road, Ottawa ON K2B 6R7
613-820-4922 ext. 3375

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