DECISION SUPPORT

REQUEST FOR PROPOSAL

Submitted package should be addressed to:

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Hospital:_______________________________________________________________
Address:_______________________________________________________________
__________________________________________________________________________
City __________________________________ State ____________ Zip ____________
Proposal Due: ______ / ______ / ______
Time:________________________________________

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The objective of this Request for Proposal (RFP) is to assist in selecting a Decision Support vendor. The general requirements for this system include evidence-based appropriateness criteria, secure web-based user and administrator access, CPOE integrations, audit trails, and back-end analysis capabilities. The system is expected to contribute to the efficiency and effectiveness of services provided by Referring Physicians and the Diagnostic Imaging Department.

The Decision Support application should offer simple upgrade capabilities to accommodate future departmental expansion. It should also cover the normal range of management information tasks. The application should be complete, including the hardware and software necessary to provide uninterrupted service to the users. All hardware and software requirements should be individually specified. If your application has the ability to be used remotely, please document all appropriate costs and equipment. Your company must identify each piece of equipment and interfaces necessary for your system to be fully integrated and operational.

**Hospital Background Information**

1.1 Description of current environment.

Annual high-tech diagnostic imaging exam volume (CT, MRI, MRA, MR Breast, PET/CT, Cardiac Stress Test).

Number of physicians.

Number of clinical support staff.

Current EMR/CPOE.

Current HIS, RIS, PACS, dictation systems.

1.2 RFP Timeline.
Vendor Information

1.1 Name and address of your company.

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1.2 Please indicate the name, title, address, phone, and email address of the company’s primary representative/contact.

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1.3 Is your company privately or publicly owned?

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1.4 How long has your company been in the business of developing and marketing your products?

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1.5 How many people does your company employee?

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1.6 What percent of revenue did your company expend for R&D on your proposed products during the last three fiscal years?

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1.7 Does your company support formal user groups?

☐ YES ☐ NO

1.8 Please describe your companies training and support offering.

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Radiology Offering/Strategy

2.1 Please describe your product roadmap and indicate if your company offers other solutions that integrate with this solution for end-to-end documentation and communication? Are those other solutions owned by your company or only available from a third party?

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2.2 Does your company offer data mining and outcomes analysis tools that integrate with your decision support platform for performing utilization management and ordering pattern trending?

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2.3 Please describe how your solutions integrate with our facilities existing IT infrastructure.

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2.4 Please describe your companies experience integrating with third party solutions.

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2.5 Please describe your market experience and expertise.

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System Requirements

3.1 Do you offer a turnkey, as well as a software-only solution?

3.2 Does your system provide automatic upgrade for all client workstations?

3.3 What appropriateness criteria does your solution use? Does your company have exclusive rights to this criteria?

3.4 What is the update release interval for rules enhancements/changes?

3.5 Does your solution integrate with existing physician ordering systems?

3.6 Provide a description of your system’s overall technical architecture. Include an architectural diagram that depicts your proposed solution.

3.7 Provide information on the database and file structures used by the proposed system(s).

3.8 Does your solution offer web technology that can be used to support remote clinic and outreach users? If yes, please explain in detail.
4.1 Please describe the security options available with your application - strong passwords, password expirations, auto-logoff, etc.

4.2 Does your system offer LDAP authentication?

4.3 Does your system support VPN access for remote users?

4.4 Provide a detailed description of the control and security features found in the system. Include the level at which users access to data is restricted, how security is administered in the system, and how system access is monitored (i.e. audit trail logs, change of passwords, etc). What reports do you provide for audit trails? Does your system provide limited administrator rights with restricted access to site-defined functionality?

4.5 Describe the process for adding a new user to the system.

4.6 Describe the reporting features provided by your system including your systems’ capability to run and access the reports via the web.
Application Feature Requirements

5.1 Is your system web-based?

5.2 Does your system allow for multiple site selection and various forms of patient look-up?

5.3 Does your system allow users to add new patients?

5.4 Does your system allow users to add insurance carrier data?

5.5 What is the basis for your decision support criteria (ACR, UKRC, CAR, etc)?

5.6 How many rules are in your decision support database?

5.7 Does your system capture indications that correlate to ICD-9 codes?

5.8 Does your system offer ordering screens that are customized by procedure selection?

5.9 Does your system offer free-text entry in addition to structured data capture?

5.10 Does your system offer duplicate exam warnings?

5.11 Does your system offer the option to set orders as pending?
Application Feature Requirements (cont.)

5.12 Does your system allow for revisions during the same ordering session?

5.13 Does your system display insurance company data?

5.14 Does your system allow ordering providers to search order history?

5.15 Does your system offer data mining capabilities for utilization management and ordering pattern analysis? If yes, what data is available?

5.16 Does your system capture iteration/audit data?

5.17 Does your system allow collections of “reasons for ordering on low” scores? Are these “reasons” customizable?

5.18 Does your system provide a “digital receipt” for every order?

5.19 Please describe your scoring/rating system.

5.20 Please describe the various implementation options available (provider-based ordering, call center approach, etc).