

Innovation Partnership
Procurement by Co-Design

Sinai Health System; Pre-registration
Challenge Brief



Contact name

George Jewell

Response deadline

October 20, 2017

Phone number

416 586 4800 x2624

Challenge Brief reference #

SHS-001

E-mail

george.jewell@sinaihealthsystem.ca

Maximum procurement budget

\$ \$50,000

Note: this does not obligate provider to procure any solution

Project Team

Carolyn Farquharson Director for Patient Flow/Admitting
Lily Yang Director Quality and Patient Experience
George Jewell Senior Manager Sinai Solutions

The Challenge

Maximum of 1200 characters

All vendor responses must be made via completion of an “Innovator Brief” template and forwarded to the above contact via email by the response deadline, with a cc to designchallenge@marsdd.com.

We are seeking a solution that will improve the registration experience for both patients and staff and increase the use of private and semi-private rooms that focuses on encouraging more patients to pre-register before coming to the hospital

Staff are spending time doing low value activities with all patients vs spending more time helping the patients that require more time at registration; ESL, people with disabilities etc. Staff time could also be diverted to more high value patient centric work. (Financial benefit)

Hospitals have wards, semi-private and private rooms. Insurance companies may pay for semi and private rooms as may patients or family members but may not be informed of options, costs and value. We believe that having patients review options and request “preferred accommodation” in advance will help generate additional monies for the hospital and make increase patients satisfaction.

We also want to empower patients to enter their own personal, demographic and private insurance data as part of the patient registration process. It will provide the tool for patients to complete the Health Equity Survey in private.

We think a solution could be allow will patients the opportunity to view material and make decisions online, in advance of their visit to the hospital. Quite a lot of review was done on the registration process and all members of the team felt that pre-registration would be the key area that would have the most impact on the desired outcomes. In their mind “application to be used at registration” Kiosk/tablet provided to patient/family would be a potential component of pre-registration app (just a different data entry tool).

Many hospital and some clinics will face similar challenges

We have considered building it in house but this is not core hospital IT work. If built internally it may not get the attention required to develop ongoing enhancements. Commercial service would me more likely to stay current. We have not seen any current solutions on the market that meet our needs.



Desired Outcomes

Maximum of 3 outcomes based specifications (OBS)

OBS specify the ultimate outcomes and performance desired by the end user, allowing for flexibility in determining how a specific need can be met.:

OBS #1: 33% of the pilot group complete “preregistration” in advance of arriving at hospital over the test period.

OBS #2: Increase patient satisfaction compared to the status quo. A baseline metric will be established during pretrial, and a minimum of 30% increase in patient satisfaction over the status quo is expected from the solution over the test period..

OBS #3: Decrease administrative load as measure by time saved and by a minimum of 25% over the test period.

Evaluation Criteria

Criteria to be used for vendor selection (NOT to evaluate solutions).

IMPORTANT: Below are evaluation categories for provider's use.

Company – 20 % weight

Has the company demonstrated the competency to act as partner? Do they have an innovative vision? Do they have a strong leadership team? Do they have strong references?

Proposed approach – 30 % weight

Is the proposed approach to the challenge innovative? Do you agree that it can solve the challenge proposed? Will it have a significant impact on the end user (staff, patients, etc)?

Ability to execute- 25 % weight

Has the company demonstrated the ability to deliver a solution to other complex challenges? What has been the outcomes of solutions they have implemented?

Ability to produce validation data- 10 % weight

Has the company demonstrated their ability and expertise to produce validation data? Have they shared an example of data they have produced for any of their products or prototypes? Is the quality of that data sufficient enough to make a procurement decision?

Experience of project team - 15 % weight

Does the team have experience working on innovative solutions? Did the company propose the right type of project team to take on this engagement?

Key Dates

The following is a summary of key dates in the RFP process. Program sponsor (MaRS) and provider may change any of the dates below, in its sole discretion and without liability, cost, or penalty.

Key Dates	Milestones	Duration
Sept 28, 2017	Program launch, providers invited to download and complete a Challenge Brief	2 weeks
Oct 16 - 20	All challenges posted online, vendors begin to respond with Innovator Briefs	1 week
Oct 23 - 27	Vendors have all submitted Innovator Briefs. Providers shortlist vendor selection.	1 week
Nov 6	Dialog day. Each provider will hear their selected vendor pitches. Final vendor selection completed.	1 day
Nov 7 - 10	Teams prepare and submit co-design grant application.	1 week
Nov 13 - 17	External judging panel reviews grant applications. Meets on 17th to make final decision. Co-Design grant winners announced.	1 week
Nov 20	Co-Design Workshop #1: Discovery. Teams sign collaboration agreements.	1/2 to 1 day
Nov 20 - Dec 15	Teams work on discovery phase.	4 weeks
Jan 15, 2018	Co-Design Workshop #2: Ideation & Concept testing	1/2 to 1 day
Jan 15 - Mar 3	Teams work on ideation and concept testing phase.	8 weeks
Mar 5 - 8	Design review sessions. 1 - 2 hour sessions with each team to review learnings from discovery and concept testing results.	1 week
Mar 9	Co-Design Workshop #3: MVP prototyping and evaluation framework.	1/2 - 1 day
Mar 9 - Jun 15	Teams work on MVP development and evaluation phase.	14 weeks
Jun 18 - Jul 5	Teams make procurement decision and formalize agreements.	3 weeks
Jul 9 - 13	External judging panel conducts site visits.	1 week

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Jul 20

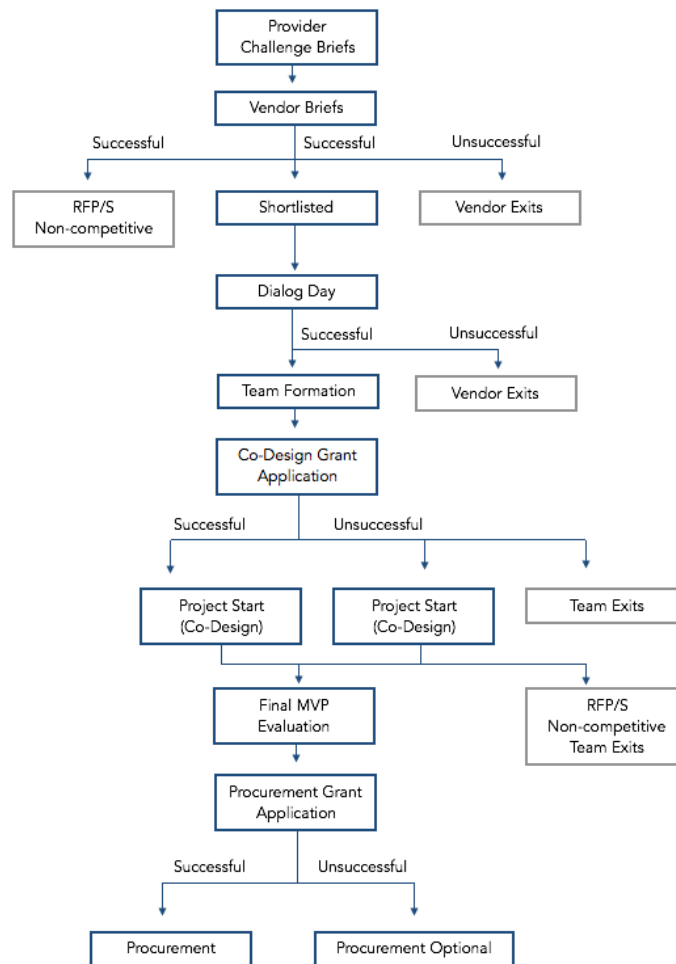
Final solutions day. Judges award up to \$50k for procurement.

1 day

Terms and Conditions

1. The “Innovation Partnership: Procurement by Co-Design” program may or may not lead to a procurement. There is no requirement for procurement at the end of the program, and procurement is at the discretion of the Provider. There are a number of potential outcomes from participation in this program (see figure below).
2. This Design Challenge document is issued to invite vendors who are able to develop solutions within the program timelines or have existing solutions that require refinement or validation, to respond and partner with the Provider to solve the proposed challenge.
3. The process will be in four phases:
 - a. Phase 1: Challenge Brief
 - i. Proponents prepare a submission in response to OBS
 - ii. Providers evaluate submissions based on evaluation criteria published in Challenge Brief, and generate a short list of qualified proponents
 - b. Phase 2: Dialogue Day
 - i. Short listed proponents are invited to present on submissions
 - ii. Providers evaluate presentation/discussion based on published criteria (to be made available to short listed proponents) and a proponent is selected. There are now two possible outcomes:
 1. Proponent may find an ideal solution and decide to pursue an RFP/S or non-competitive procurement strategy
 2. Proponent may form a team to pursue co-design
 - c. Phase 3: Co-Design
 - i. Selected proponent and provider form a team to co-design a solution and evaluate a minimum viable product, and decide whether to apply for the co-design grant. There are now three possible outcomes:
 1. Co-design moves forward with grant funding
 2. Co-design moves forward without grant funding
 3. Co-design does not move forward
 - d. Phase 4: Procurement
 - i. Providers evaluate success of the minimum viable product based on published desired outcomes
 - ii. Providers determine whether to move forward with a procurement, and whether to request the additional grant from IPPCD. There are now three possible outcomes:
 1. Procurement moves forward with grant funding
 2. Procurement moves forward without grant funding
 3. Procurement does not move forward

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4. Questions related to the Challenge being proposed must be directed to the Provider, and questions that modify the Challenge will be posted publicly for all potential proponents. Questions related to the Innovation Partnership: Procurement by Co-Design Program must be directed to MaRS (designchallenge@marsdd.com)
5. Submission requirements (mandatory requirements; proponents who do not meet the mandatory requirements will be disqualified)
 - a. Interested proponents must respond via submission of an Innovator Brief document, available online on <https://www.marsdd.com/systems-change/procurement-co-design>
 - b. The Innovator Brief document must be submitted directly to the Provider by the due date listed on the cover page of this document, with a cc to designchallenge@marsdd.com.
 - c. The submission must include proof of necessary licenses.
6. Bid disputes must be directed to the Provider, and will be managed according to the Provider's published bid dispute resolution process.

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