

Innovation Partnership
Procurement by Co-Design

Markham Stouffville Hospital- Physician
Onboarding
Challenge Brief



Contact name

Adam Erwood

Response deadline

September 26, 2016

Phone number

905-472-7373 ext 6193

Challenge Brief reference #

MSH CB01

E-mail

aerwood@msh.on.ca

Maximum procurement budget

\$ 20,000

Note: this does not obligate provider to procure any solution

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.

Project Team

Enter Full Names And Roles

Project Sponsor: May Chang, Executive Vice President and Chief Administrative Officer

Project Lead: Jaclyn Bell, Director, Medical Administration & Family Medicine

Physician Lead: Dr. David Austin, Chief of Staff

Procurement Lead: Elena Pacheco, AVP, Corporate Services

The Challenge

Maximum of 1200 characters

Describe your challenge

Markham Stouffville Hospital (MSH) is a community hospital located in Markham, Ontario. After an expansion in 2014, MSH doubled in size, added over 100 new inpatient beds, opened 8 new operating rooms, tripled the size of the emergency department and welcomed almost 100 new highly skilled physicians. In addition, MSH welcomed about 300 new employees. Measures were put into place to handle the growth of the organization from an employee perspective through the human resources department, but no such measures have been put in place to account for the significant, ongoing physician growth. Engagement, quality, transparency, onboarding and leadership structure are all key objectives for the organization with respect to the physician group. As a growing organization MSH needs to address these areas with the physician group to increase engagement, transparency, and retention as well as decrease the risk to the organization. Surveys have demonstrated that there is significant room for improvement in the communication channels between physicians and the organization.

We are seeking a solution that would allow for physicians to be onboarded, access vital hospital information, complete required documentation, review leadership structure etc. all remotely to address these areas, increase knowledge transfer and help foster the relationship between physicians and administration.

Desired Outcomes

Maximum of 3 outcomes based specifications

Describe outcomes

1. The solution will reduce the time required to onboard physicians by 50% via process improvements and automation once operational
2. The solution will ensure 100% of physicians have access to information required to practice at the hospital and required for onboarding regardless of time, day, and location
3. 20% increase in physician satisfaction with the onboarding process within the areas of knowledge transfer, ease of use, and engagement

Evaluation Criteria

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

Company

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 solution vision

Is the proposed solution 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.)?

Total cost of ownership

Is the typical cost of ownership of the proposed solution over a 3 year period realistic? Is it competitive? Is it comprehensive?

Ability to execute

Has the company demonstrated the ability to deliver this solution to other clients who have similar challenges? How do the outcomes of previous implementations of the solution panned out?

Strength of supporting validation data

How strong is the data that supports the solution's proposed ability to meet the provider's desired outcomes?

Experience of project team

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

Staffing and Resources

Does the team have sufficient staff/resources to undertake the project and deliver on time

Co-development

Does the company have any interest in working with MSH beyond the end of the project to further develop this or other related technologies as identified in the design phase?

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
Aug 15, 16	Program launch, providers invited to download and complete a Challenge Brief	5 weeks
Aug 25, 16	Info session #1	
Aug 29, 16	Info session #2	
Sept 2, 16	Info session #3	
Sept 12, 16	Last day to submit Challenge Brief, all challenges posted online, vendors begin to respond with Innovator Brief	2 weeks for vendors to respond
Sept 26, 16	Last day for vendors to respond. Providers have all submitted Innovation Briefs. Providers begin initial screening and vendor selection	1 week for initial vendor screening
Oct 10, 16	Short-listed vendors notified by providers, invited to participate in a pitch & dialogue day (September 19)	1 week for selected vendors to prep
Oct 18, 16	Pitch & dialogue day at MaRS. Each provider will	1 day

hear their selected vendor pitches. Final vendor selection completed.

Nov 9, 16

Official design and prototyping phase begins:
Discovery and Design

8 weeks

**Nov 9, 16 -
Jan 11, 17**

Discovery, Design and Prototyping basics
workshops

**3
workshops**

Jan 11, 17

Progress pitch day at MaRS + judging. Grants of up
to \$25k for further prototyping and testing.
Commence prototyping and testing

24 weeks

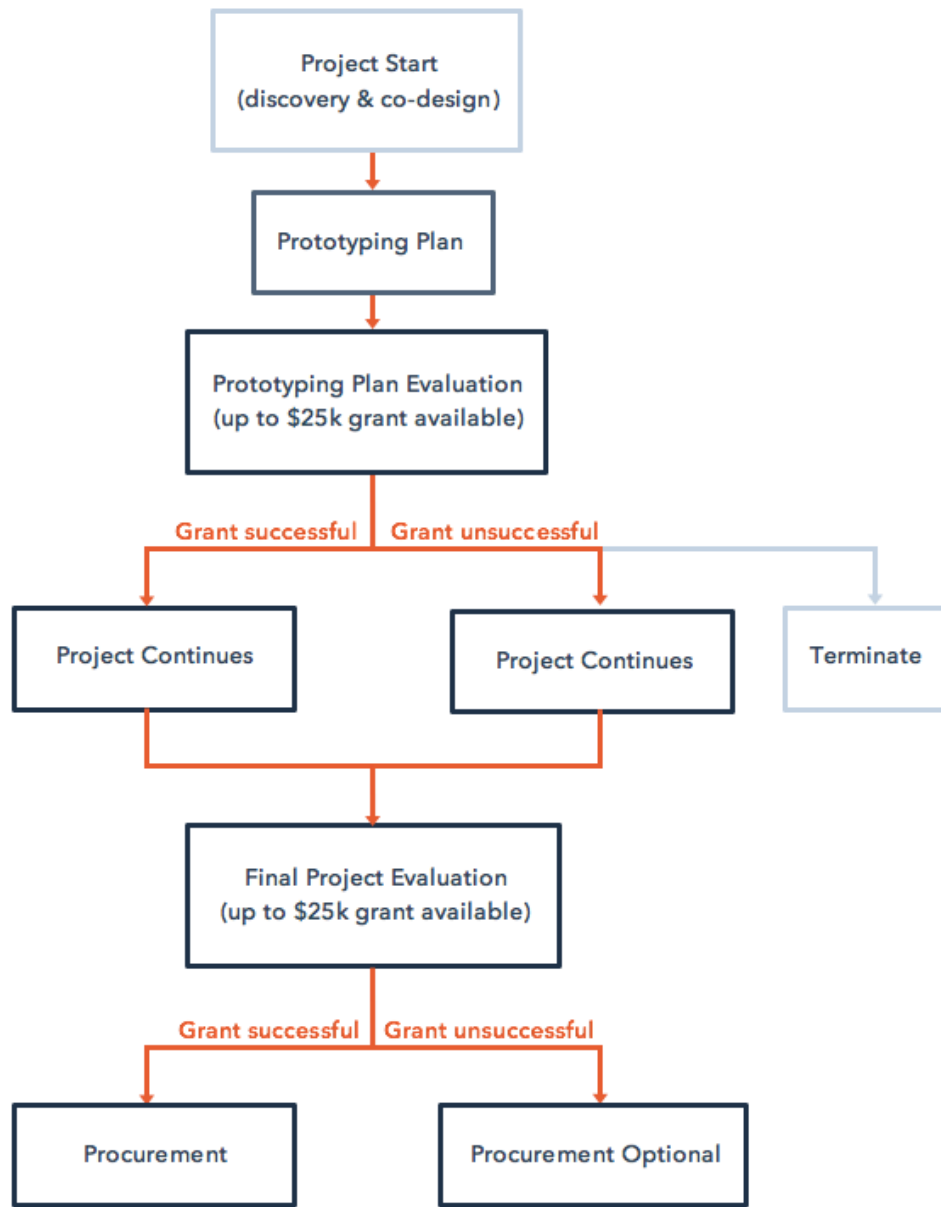
July 5, 17

Final demo day. Judges award up to \$25k for
procurement

1 day

Terms and Conditions

1. The “Innovation Partnership: Procurement by Co-Design” program may or may not lead to procurement. There is no requirement for procurement at the end of the program, and procurement is at the discretion of the provider.
2. This Design Challenge document is issued to invite vendors that have existing solutions (or have the competency to develop a solution within the program timelines) to respond and partner with the provider to solve the proposed challenge.
3. There are a number of potential outcomes from participation in this program, and are summarized by the figure below.



4. Interested vendors must respond via submission of an Innovator Brief document, available online on <https://www.marsdd.com/systems-change/procurement-co-design/>
5. Innovator Brief document must be submitted directly to the provider by the due date listed on the cover page of this document.
6. Questions related to the Challenge being proposed must be directed at the provider. Questions related to the Innovation Partnership: Procurement by Co-Design Program must be directed at MaRS (designchallenge@marsdd.com)