

Innovation Partnership  
Procurement by Co-Design

Southlake Regional Health Centre  
**Challenge Brief**



**Contact name**

Patrick Clifford

**Response deadline**

September 26, 2016

**Phone number**

905-895-4521 ext. 2387

**Challenge Brief reference #**

SRHC CB003

**E-mail**

[pclifford@southlakeregional.org](mailto:pclifford@southlakeregional.org)

**Maximum procurement budget**

\$ 30,000

Note: this does not obligate provider to procure any solution

**Project Team**

Kim Storey, Director, Emergency and Patient Flow  
Dr. Marko Duic, Chief of ER  
Tim Pemberton, Chief Technology Officer  
Patrick Clifford, Director, Research and Innovation

**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.

Serving the geographical area of northern York Region and South Simcoe County, Southlake Regional Health Centre's Emergency Department (SRHC) provided emergency care to approximately 106,000 patients in 2015-2016. It is considered the "front door" of the Hospital, where 50% of all in-patient admissions originate.

The illnesses treated in the department range from minor to life threatening. The Emergency department provides 24-hour service, 7 days a week, 365 days of the year. In the majority of cases, the ER staff do not know how many people will arrive for service in any given day, or in any given time period during the day. Aside from advance notification of EMS arrivals, the bulk of the approximately 300 people per day who arrive at the SRHC ER, do so unannounced.

Southlake is looking for an innovative solution that would allow SRHC better manage expected flow into the ER. One potential solution could allow patients to notify the ER that they were on their way to hospital, why they were coming and provide answers to several key screening questions used by all hospitals across the province to identify those with risk factors for respiratory illness. Southlake is open to evaluate other ideas and solutions as well

This solution will not only benefit SRHC, but is a scalable technology suitable for adoption by Emergency Departments across the province and across the county.

## Desired Outcomes

Maximum of 3 outcomes based specifications

Demonstrate an eHealth solution that:

1. Improve patient flow in the ER (over an established baseline) and helps SRHC anticipate arrivals
2. Reduces the triage/registration process by 10 minutes or more.
3. Improves patient experience measured by survey results by 20%.

## 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 SRHC beyond the end of the project to further develop this or other technologies and if so, what types of business models would the company be open to with SRHC?

## **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.

<b>Key Dates</b>	<b>Milestones</b>	<b>Duration</b>
<b>Aug 15, 16</b>	Program launch, providers invited to download and complete a Challenge Brief	<b>5 weeks</b>
<b>Aug 25, 16</b>	Info session #1	
<b>Aug 29, 16</b>	Info session #2	
<b>Sept 2, 16</b>	Info session #3	
<b>Sept 12, 16</b>	Last day to submit Challenge Brief, all challenges posted online, vendors begin to respond with Innovator Brief	<b>2 weeks for vendors to respond</b>
<b>Sept 26, 16</b>	Last day for vendors to respond. Providers have all submitted Innovation Briefs. Providers begin initial screening and vendor selection	<b>1 week for initial vendor screening</b>
<b>Oct 10, 16</b>	Short-listed vendors notified by providers, invited to participate in a pitch & dialogue day ( <b>September 19</b> )	<b>1 week for selected vendors to prep</b>
<b>Oct 18, 16</b>	Pitch & dialogue day at MaRS. Each provider will hear their selected vendor pitches. Final vendor selection completed.	<b>1 day</b>
<b>Nov 9, 16</b>	Official design and prototyping phase begins: Discovery and Design	<b>8 weeks</b>
<b>Nov 9, 16 – Jan</b>	Discovery, Design and Prototyping basics workshops	<b>3 workshops</b>

## Innovation Partnership Procurement by Co-Design

**11, 17**

**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**

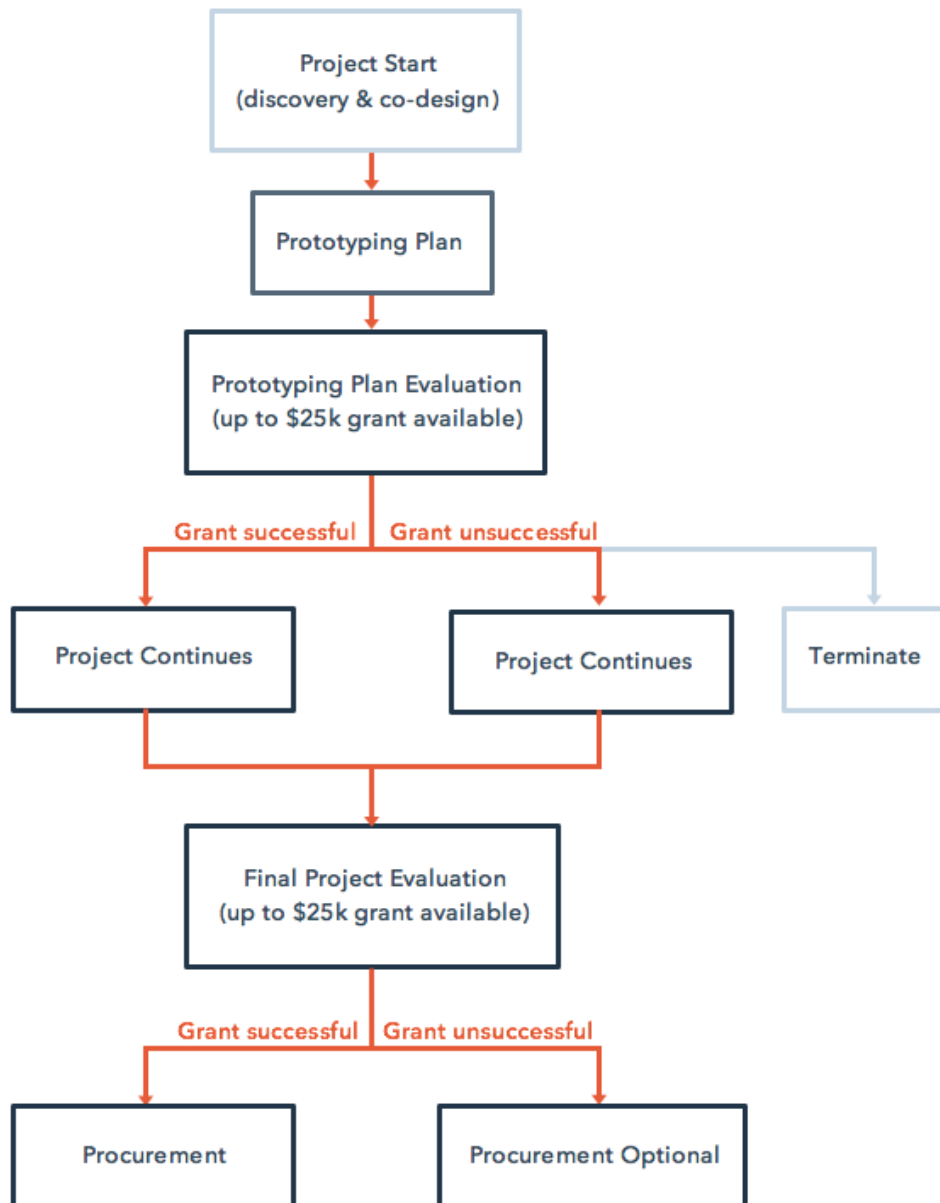
**July 5, 17**

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](mailto:designchallenge@marsdd.com))