

Innovation Partnership
Procurement by Co-Design

Southlake Regional Health Centre
Challenge Brief



Contact name

Patrick Clifford

Response deadline

September 26, 2016

Phone number

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Challenge Brief reference #

SRHC CB007

E-mail

pclifford@southlakeregional.org

Maximum procurement budget

\$ 10,000

Note: this does not obligate provider to procure any solution

Project Team

Sharon Code, Coordinator DEC
Rosalyn Gamble, Manager, Chronic Diseases
Patrick Clifford, Director, Research and Innovation
Tim Pemberton, Chief Technology Officer

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.

Most hospitals across the province of Ontario provide not only in-patient services but also out-patient or ambulatory services to patients related to specific needs for follow up and monitoring that can best be provided by a hospital program or service. Southlake Regional Health Centre offers many of those ambulatory programs, clinics and services for patients who require specialized supports either post discharge or as an alternative to being admitted.

The Diabetes Education Centre (DEC) is one of those services. The Southlake DEC received approximately 2,300 referrals in 2015-2016 from physicians to assess, educate, treat and support individuals newly diagnosed and/or living with Diabetes. The Southlake DEC scheduled approximately 13,000 patient visits in 2015-2016 and of that number, recent data has shown an approximate 30-35% “no show” rate. This is a typical number in such ambulatory clinics. No show appointments are costly to the hospital and health care system overall. First and foremost, other patients in need of services are unnecessarily delayed when available appointments with clinician’s are not left empty and when scheduled again for a second or subsequent time. In addition, health care resources booked but not utilized drive cost and lack of efficiency in utilization.

Southlake is looking for an innovative solution which will drive down “no show” appointments, decrease system and hospital costs and increase utilization efficiency.

Desired Outcomes

Maximum of 3 outcomes based specifications

The following three outcomes are identified:

1. Reduce no-shows by 10% over a 3 month test period
2. Increase patient throughput (i.e. see more patients) by 10% in a 3 month test period
3. Not increase SRHC clinician or clerical time with manual tasks to achieve intended results

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.

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 hear their selected vendor pitches. Final vendor selection completed.	1 day
Nov 9, 16	Official design and prototyping phase begins: Discovery and Design	8 weeks
Nov 9, 16 – Jan	Discovery, Design and Prototyping basics workshops	3 workshops

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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

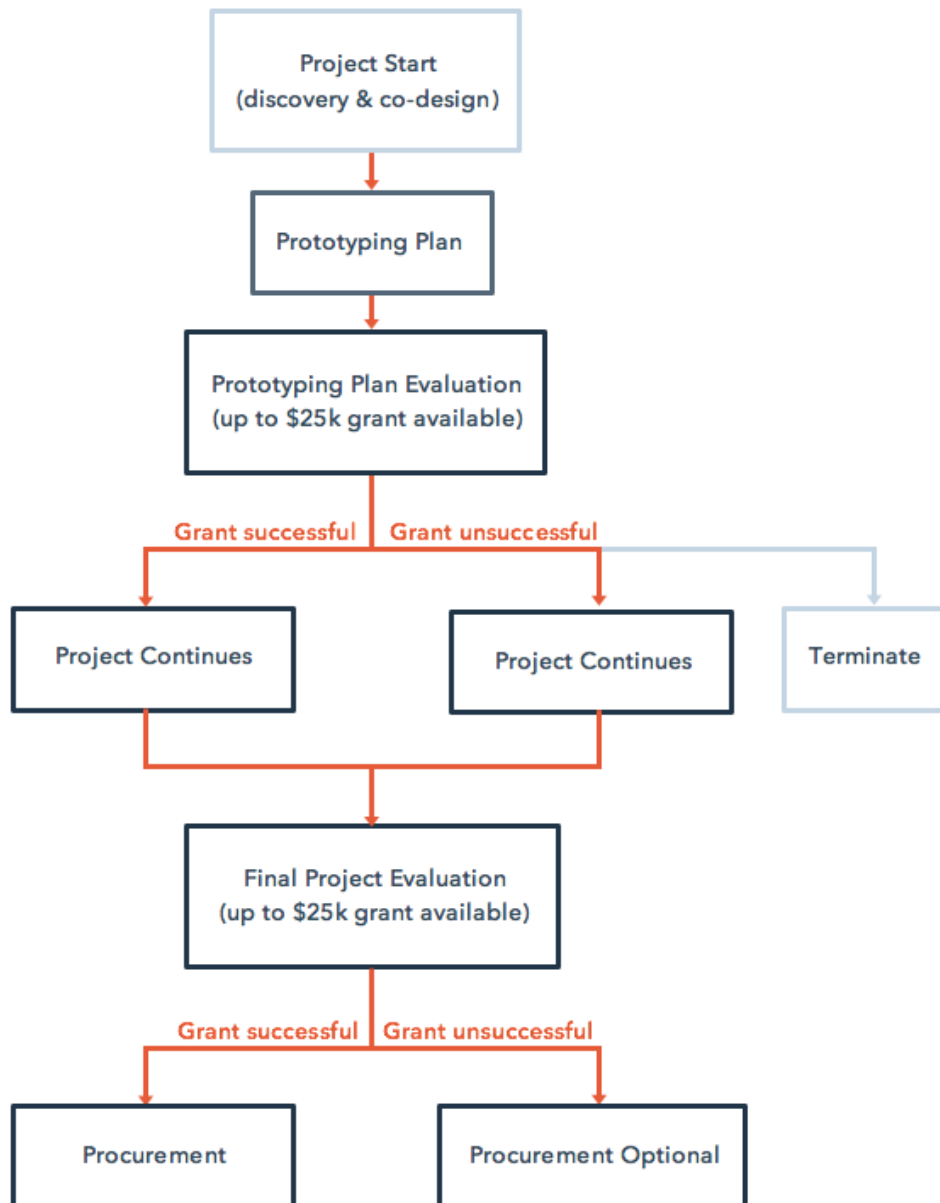
July 5, 17

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)