



NBHP

Network of Behavioral Health Providers

**The Network of Behavioral Health Providers
Houston/Harris County Community Coordination of Care Initiative**

REQUEST FOR INFORMATION:

Data Sharing & Care Coordination Platform

August 31, 2018

SECTION 1: BACKGROUND ON THE NETWORK OF BEHAVIORAL HEALTH PROVIDERS AND THE COMMUNITY COORDINATION OF CARE INITIATIVE

Founded in 2004, the Network of Behavioral Health Providers (NBHP) is a nonprofit collaborative whose membership includes over 40 mental health and substance use providers in the greater Houston area. The purpose of the Network is to provide a forum for the behavioral health leaders in the community to work together on issues of common concern.

The NBHP's latest project, the Community Coordination of Care (C³) Initiative, aims to create the blueprint for a coordinated, system-wide, person-centered continuum of care that integrates medical, behavioral health and social services while addressing the social determinants of health. Funded by the Episcopal Health Foundation, the C³ Initiative currently is in the middle of a 12-month planning phase that has engaged over 80 health (including behavioral health) and social service organizations. At the end of the planning phase, the Initiative expects to issue a report that will include an overview of the necessary landscape for a coordinated system of care in Houston/Harris County, as well as the implementation plan for a coordinated care pilot project.

The goals of the pilot project will be to: 1) improve client and community outcomes, 2) reduce service duplication, 3) maximize resource efficiency and 4) generate cost savings. One of the key elements that will determine the success of the pilot program is a shared platform that will allow pilot organizations to share information among one another in order to better coordinate the care of their clients. The pilot project is expected to commence in the early summer of 2019.

SECTION 2: REQUEST FOR INFORMATION GOALS & OBJECTIVES

The overall goal of this Request for Information (RFI) is to solicit responses from the vendor community that will help us determine the potentially available platforms that could be used in the C³ Initiative pilot project. In general, we are hoping to: 1) learn about the various platforms/products that could meet our needs for sharing information, coordinating client's care, and locating available resources/services in the community to which clients can be connected; and 2) learn about any other current technologies and best practices that can assist with care coordination.

In determining any potential future procurement activities, the responses to the RFI will be reviewed within the framework of the following guiding principles:

- **Interoperability**—the ability to work with diverse systems currently in use among partner organizations so as to minimize the need for duplicated data entry
- **Adaptability**—as the partnership grows, being able to adapt to any changes that need to be made to better serve our partners
- **Ease of Use**—a system with a simplified dashboard that is easy to use, even by those with a minimal technology background

SECTION 3: CONTENT OF RESPONSES

1. Platform Capabilities

The NBHP C³ Initiative is seeking products that include one or more of the following capabilities:

- Data sharing and management among participating pilot project organizations
- Electronic client consent/authorization exchange
- Assigning granular permission to access information
- Historical & Data Analysis
- Communication and care coordination capabilities between participating organizations
- Care/treatment plan development between participating organizations
- Text or other one-way communication capability with patients or other outside users
- Online resource list of periodically updated medical, behavioral health and social services in Houston/Harris County with filtering ability
- Geospatial mapping of Houston/Harris County medical, behavioral health and social services
- Mobile-friendly public interface for medical, behavioral health and social services resource location and geospatial mapping
- Tools for awareness, navigation, coordination of services, and ad hoc reporting

2. RFI Requirements

Please include the following items in your response:

A. Company Overview

Please describe your company, its history, a brief overview of your platform, and other health care and social service organizations or collaboratives (and their locations) that have used your platform.

B. Platform Capabilities

Please describe your product(s) that meets one or more of the above capabilities and include a detailed description of how it meets each of the capabilities. For each capability, please also include any industry best practices that your product includes in meeting that capability.

C. Privacy

Please describe how the product(s) ensures compliance with HIPAA, 42 CFR Part 2, FERPA, and other state & federal privacy laws.

D. Interoperability

Please describe how your product(s) can interoperate with various database management systems (including, but not limited to, Electronic Health Records systems). Please specify the types of systems with which your product(s) can interoperate.

E. Training and End-User Engagement

Please describe the type, breadth and duration of training/consultation that your company provides to end-users of its product(s). Please also describe any mechanisms through which end-user feedback is incorporated into product revisions or updates.

F. Demos

To the extent possible, please include screenshots, links to online demos and/or examples of how your clients/customers have used the product(s).

SECTION 4: ADMINISTRATIVE TERMS AND CONDITIONS

1. RFI Coordinator

Please submit responses to the C³ Project Manager *via e-mail only* to:

Andrea Usanga
Project Manager, C³ Initiative
Network of Behavioral Health Providers
NBHP.Andrea@gmail.com

2. Response Format

Please submit responses in Microsoft or Adobe formats only. Zipped or compressed files also will be accepted.

3. Questions

All questions about the RFI should be submitted at:
<https://docs.google.com/forms/d/10EqPNkG9t9qmiWBegggFJuwD4HTYjhSGloundQb8nux0/>
no later than September 7, 2018. Answers to the questions will be posted at:
<http://www.nbhp.org/data-sharing-platform-rfi.html>.

4. RFI SCHEDULE

Release RFI	Friday, August 31, 2018
Vendor Questions Due by 5:00 pm CT	Friday, September 7, 2018
Vendor Submissions Due by 5:00 pm CT	Monday, September 24, 2018

5. Response Property of NBHP C³ Initiative

All materials submitted in response to this RFI become the property of the NBHP C³ Initiative. The NBHP C³ Initiative has the right to use any of the ideas presented in any response to the RFI.

6. Proprietary Information

Any information contained in the response that is proprietary or confidential must be clearly designated as such.