



**REQUEST FOR PROPOSAL # 3GI  
PALLIATIVE CARE INTEGRATION/PCMH INTEGRATION**

**TECHNICAL ASSISTANCE FOR IMPLEMENTATION**

**REQUEST FOR APPLICATIONS**

**PALLIATIVE CARE**

**KEY DATES**

<b>RFP RELEASE DATE</b>	<b>10/27/2017</b>
<b>LETTER OF INTENT AND QUESTIONS DUE</b>	<b>11/13/2017</b>
<b>APPLICANT WEBINAR</b>	<b>11/15/2017</b>
<b>QUESTIONS, ANSWERS AND UPDATES POSTED</b>	<b>11/17/2017</b>
<b>APPLICATIONS DUE</b>	<b>12/29/2017</b>
<b>CNYCC CONTACT NAME AND ADDRESS</b>	<b>CENTRAL NEW YORK COLLABORATIVE CARE, INC 109 OTISCO STREET, SYRACUSE NY 13207 EMAIL: <a href="mailto:INFO@CNycARES.ORG">INFO@CNycARES.ORG</a></b>

**INQUIRES:**

**FROM THE ISSUANCE OF THIS REQUEST FOR PROPOSAL (RFP) ALL CONTRACTS CONCERNING THIS RFP WITH STAFF OF CENTRAL NY CARE COLLABORATIVE, INC (CNYCC), EXCEPT OTHERWISE SPECIFIED HEREIN, MUST BE MADE THROUGH:**

**Tammy Van Epps**

CNYCC Project manager

Via Email Only: [tammy.vanepps@cnycares.org](mailto:tammy.vanepps@cnycares.org)

Email Subject Line: 'Palliative Care Technical Support RFP'

*Organizations will submit inquiry questions which will be answered on the 11/15/2017 Inquiry Webinar (registration required). All inquiry responses will be posted to the CNY Care Collaborative website. Final inquiries are due by the close of business 11/17/2017*

**CNYCC 3GI**  
**PALLIATIVE CARE INTEGRATION/PCMH INTEGRATION**  
**TECHNICAL ASSISTANCE FOR IMPLEMENTATION**

<b>APPLICATION DUE DATE</b>	12/29/2017
<b>ANTICIPATED AWARD ANNOUNCEMENT DATE</b>	1/15/2018
<b>PROJECTED CONTRACT START DATE</b>	2/1/2018
<b>CONTRACT LENGTH</b>	1 year
<b>TOTAL FUNDING AVAILABLE</b>	\$392,000
<b>MAXIMUM FUNDING PER APPLICANT</b>	\$130,000
<b>NARRATIVE</b>	CNYCC is issuing this targeted RFP for the purpose of securing technical support for primary care practices (PCPs) implementing the CNYCC approved palliative care model.
<b>ELIGIBLE APPLICANTS</b>	Applicants must be able to demonstrate an expertise in Palliative care, palliative care service delivery and practice implementation and must also have the knowledge of the current Patient Centered Medical Home standards of care for primary care practices.
<b>TARGET POPULATION(S)</b>	Patients with life limiting illness
<b>SERVICE AREAS(S)</b>	Support for primary care practices (PCPs) implementing the CNYCC approved palliative care model within the six Central NY counties: Cayuga, Madison, Lewis, Oswego, Oneida and Onondaga.

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## 1. SUMMARY AND BACKGROUND

### a. Introduction

The Central New York Care Collaborative, Inc. (CNYCC) is a New York not-for-profit corporation created to serve as the lead entity for the Performing Provider System (PPS) implementing the Delivery System Reform Incentive Payment (DSRIP) program in six Central New York counties: Cayuga, Madison, Lewis, Onondaga, and Oswego. As such, CNYCC is the lead of a collaboration of more than 1,400 healthcare and community based service providers working together to create a better system of care for all patients in our region – specifically focused on the Medicaid and uninsured individuals.

Through a New York State DSRIP initiative, CNYCC is supporting the integration of services, collaboration on patient care, improvements in regional healthcare quality and the shift toward lower cost of care over a five year period.

One of the eleven projects selected by CNYCC is the “Palliative Care Integration” project (3gi). The overarching goals of this project are to support:

- Integration of primary palliative care into primary care practices (PCPs) that have or are working toward Patient Centered Medical Home (PCMH) or Advanced Primary Care Model (APCM) recognition;
- Collaboration among primary care providers, palliative care experts, community based professionals offering supportive emotional, spiritual, medical, and non-medical holistic services; and
- Primary Care Practices’ achievement of PCMH or APCM recognition

Work in this project has included the development of clinical guidelines and work flow (see Appendix B). These were created by a CNYCC Palliative Care Work Group comprised of representatives from primary care practices (including clinicians and DSRIP Coordinators), as well as experts in palliative care service delivery (including Hospice organizations). The guidelines include patient identification, implementation of the NYS Department of Health’s (NYSDOH) required Integrated Palliative Outcome Scale (IPOS) to assess the needs of palliative patients and determine an appropriate intervention, and defining primary palliative services for CNYCC PPS. There are 7 discrete services identified within this project. These include:

1. Medication Management
2. Further Patient Assessment
3. Symptom/Pain Management
4. Counseling
5. Support Referrals
6. Patient Education
7. Exploration of Care Treatment Options (Advanced Care Planning/Goals of Care, Molst/eMolst)

Integration of primary palliative care has been shown to improve medical outcomes and patient experiences and to increase available options for patients with life-limiting illnesses. This Request for Proposal (RFP) is developed to obtain proposals from various organizations to support the implementation of primary palliative care services and best practices within primary care, PCMH or APCM settings across the six counties of the CNY Care Collaborative PPS: Cayuga, Lewis, Madison, Onondaga, Oswego, and Oneida. CNYCC seeks to provide funding to support the integration of primary palliative care for organizations in early phases of palliative care implementation and to strengthen and improve processes and services with/for those PCPs that have currently implemented the Standards of Care for the palliative care project.

b. Purpose and Funding Availability

This RFP is for the purpose of securing technical assistance and support for primary care practices implementing the CNYCC approved palliative care model within specific targeted regions of the CNYCC PPS. Successful candidates will be required to provide technical assistance and supports for PCPs in beginning stages of implementation. These will be inclusive of: implementation of best practices for palliative care and Patient Centered Medical Home models; on-site, in-person instruction and assistance to participating PCPs; and accessibility for support provided remotely via phone conference, webinar or tele-conference. Technical assistance and supports will also be given to PCPs that have already implemented primary palliative care and will include: review of current processes, as well as recommendations for practice improvements related to integrating primary palliative care. Candidates will also be required to assist with on-going development of the framework for primary palliative care integration throughout the PPS. Finally, those awarded will each develop and deliver 1 regional full day training, for CNYCC partners participating in the 3gi project on topic(s) specific to palliative care and operationalization.

Total funding for this initiative is \$392,800. CNYCC anticipates the issuance of 3 separate awards. Applicants may apply for a maximum of \$130,000 funding for the course of a year.

c. Term of the Contract

The contract awarded to successful applicants as a result of this RFP will be for 1 year. Those awarded will be expected to cooperate with an abbreviated but rigorous contract development process leading to an anticipated contract start date of 02/01/2017. Awarded entities will receive 75% of the funds immediately following completion of the contract. The remaining 25% will be paid out in equal installments throughout the contract year.

d. Eligible Applicants

Eligible applicants for this RFP must be able to demonstrate an expertise in Palliative Care, palliative care service delivery and practice implementation, and must also have knowledge

of the current Patient Centered Medical Home standards of care for Primary Care Practices. Further, eligible applicants must possess understanding and knowledge on Advanced Directives and Electronic Medical Orders for Life Sustaining Treatment (eMOLST) and be able to guide PCPs in the use and implementation of the respective documentation.

If the applicant is a non-safety net organization as defined by NYS Department of Health, such applicant must sub-contract for the RFP services with a CNYCC partner who is a safety net organization.

## 2. PROJECT SPECIFICATIONS

### a. Requirements

- i. As mentioned above, the CNYCC Palliative Care Project has approved Standards of Care and work flow (See Appendix B). It will be required that successful candidates adhere to these Standards of Care and work flow. Any technical support and training that is developed and delivered for/to PCPs will be centered on these approved CNYCC Palliative Care Standards of Care and work flow.
- ii. NYS Department of Health requires that Primary Care Practices implementing Palliative Care, utilize the Integrated Palliative Outcome Scale (IPOS). IPOS is used to help assess the various needs of the palliative patient, ranging from physical symptoms, emotional and spiritual needs, as well as supports for patients. In addition, it can be used to help track patient well-being as well as the interventions offered in response to patient identified concerns. The CNYCC approved work flow includes IPOS as a key element for implementing the Palliative Care project. There are 3 NYS DOH approved IPOS surveys that PCPs can use: IPOS Dem (for patients with dementia), Staff Version, and the Patient Version (See Appendix C). IPOS integration and the completion and submission of IPOS surveys to CNYCC is a requirement for successful implementation of the palliative integration project.
- iii. Integration of Advanced Directives and MOLST or eMOLST (preferred) will be required for this project.
- iv. Development and delivery of a Palliative Care training is a requirement of this project. Training must include at least one regionally based, full day training for participating partners to attend in-person.
- v. Demonstration of collaborative efforts are a requirement for this project. The NYS DOH requires that PCPs integrating primary palliative care develop partnerships with local community resources and Managed Care Organizations (MCOs) for the purpose of delivery of supports and services for patients eligible

for palliative care. These partnerships may include but are not limited to: Hospice programs, other community palliative experts, behavioral health providers, care management organizations, Health Homes, MCOs, and alternative supports (yoga, meditation, spiritual resources).

- vi. Development of an Evaluation Plan that details:
  - Processes developed for implementation
  - Impact of developed processes/systems on patient experience and outcomes

b. Required Proposal Contents

Each proposal must include the following information:

- The history of your organization and a description of the organization's qualifications to meet the requirements of this project
- A detailed description of your organization's expertise in palliative care and experience with similar projects, including past and current work
- A description of your organization's experience in working with the target population of palliative care eligible patients
- A description of the geographic region that your proposal is seeking to serve
- A description of how you plan to meet the requirements of this RFP
- A description of your plan for developing and implementing technical supports within PCMH or APCM PCP settings
- A discussion of how your plan will:
  - Address The NYS DOH and CNYCC goals for community collaboration
  - Address health literacy and cultural competency
  - Support the goal of integration of primary palliative care within PCPs who are working towards or have achieved PMCH recognition or APCM certification
  - Support the overarching DSRIP goal of reducing preventable hospitalization use
  - Support PCP development of policies and procedures to ensure patient identification, IPOS implementation, CNYCC approved palliative care services delivery, and implementation of Advanced Care Planning and MOLST/eMOLST.
- Identify the staff that would be completing the work of this project, their roles and responsibilities within the project, and their qualifications and/or credentials.
- Describe the plan for evaluating the developed program to include:
  - Impact evaluation
  - Process evaluation

Successful proposals will demonstrate:

- A replicable model for offering technical support across regions
- The ability to promote the patient centered approach to care

- Leadership in palliative care service delivery

If the organization submitting a proposal must outsource or contract any work to meet the stated requirements, this must be clearly stated in the proposal. Additionally, any and all costs included in proposals must include the outsourced or contracted work. Proposals that include outsourcing or contracting work must include the name and a description of those contracted organization(s).

### **3. PROPOSAL GUIDELINES/RFP FORMAT**

#### **i. Applicant Responsibilities**

It is the applicant's responsibility to meet the entire intent of the project specifications. Applicants shall examine the terms of this document and shall judge for themselves all of the circumstances and conditions affecting their RFP. Failure on the part of any applicant to make such examination and to investigate thoroughly shall not be grounds for any declaration that the applicant did not understand the terms and conditions herein. CNYCC shall not be liable for any costs associated with the preparation, transmittal, or presentation of any response or materials submitted in response to the RFP. It is the responsibility of each applicant to:

- Examine the RFP documents thoroughly
- Consider federal, state and local laws and regulations that may affect your proposal
- Visit the site(s) and examine schematics to become familiar with local conditions that may affect your proposal, if appropriate

#### **ii. Format**

In order to be considered, all proposals must adhere to the following format:

- No more than 10 numbered pages, not including the Cover Sheet or attachments
- Double spaced, 1" margins
- 12 point, Times New Roman font

All proposals must be clearly labeled and organized in the following order:

- Cover and Applicant Information Sheet
- Required program details
- Project Specific Requirements
- Attachment 1: Budget
- Attachment 2: Organization Chart with proposed changes under this project clearly identified
- Attachment 3: Fiscal Audit
- Attachment 4: Position Descriptions and Resumes

### **Proposal Submission Process**

Please send items requested in a sealed envelope marked “Palliative Care Integration, Technical Assistance for Implementation RFP” to the address below:

ATTN: Elizabeth Fowler

Central New York Care Collaborative, Inc.

109 Otisco Street, 2<sup>nd</sup> Floor

Syracuse, NY 13204

Any proposals received after the specified due date and time will not be considered. All proposals must be signed by an authorized representative of the organization submitting the proposal.

All proposals must include:

- Cover Sheet (Appendix A)
- Budget (Template Provided)

Evaluation of proposals will be conducted by a third party agency. If additional information or discussions are needed with any applicants during this window, the applicant(s) will be notified.

Upon notification, the contract negotiation with the winning applicant(s) will begin immediately.

As noted above, if the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

Contract terms and conditions will be negotiated upon selection of the winning bidder(s) for this RFP. All contractual terms and conditions will be subject to review by CNYCC legal representation and will include scope, budget, schedule, and other necessary items pertaining to the project.

## **4. EVALUATION, DATA AND REPORTING REQUIREMENTS**

All awarded applicants will be required to develop a program evaluation plan that details and explanation of:

- Process Evaluation
  - How the delivery of your program will be assessed
  - How your organization will ensure process improvement

- Impact Evaluation
  - How your organization will measure the impact that the developed technical supports program has on organizations integrating palliative care
  - How your organization will measure the impact your developed program has on client outcomes
- Detailed Inventory/Listing of delivered services

*All awarded applicants will be required to submit completed CNYCC developed quarterly reporting templates. Quarterly payments will be contingent upon completion of this activity.*

## 5. BUDGET

Proposals must provide a detailed and accurate budget. There must be a clear budget explanation, budget items must reference project specific topics. Budget explanation is expected to be realistic with a budgeting total that is within CNYCC proposed funding availability (Detailed in Section 1).

Template for budget is provided as an attachment to this document. Budget template must be used for submission- budget explanation is required for all budget line items.

**NOTE:** All costs and fees must be clearly described in each proposal.

## 6. PROPOSAL EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- Overall proposal suitability: proposal must meet the scope and needs included herein and be presented in a clear and organized manner
- Organizational Experience: Applicants will be evaluated on their experience as it pertains to the scope of this project
- Previous work: Applicants will be evaluated on examples of their work pertaining to the nature of the work described
- Value and cost: Applicants will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project
- Technical expertise and experience: Applicants must provide descriptions and documentation of staff technical expertise and experience. Append resumes of current staff who would complete functions under this project and job descriptions for any new positions
- Sustainability: Applications will be evaluated on the plan for service continuation after the project end date

**APPENDIX A  
APPLICATION COVER SHEET**

**PROJECT 3GI PALLIATIVE CARE INTEGRATION  
TECHNICAL ASSISTANCE FOR IMPLEMENTATION**

CNYCC RESERVES THE RIGHT TO REJECT ANY OR ALL PROPOSALS

The undersigned hereby certifies that he/she has examined and fully comprehends the requirements and intent of the Notice, Information, Specifications and RFP for **Palliative Care Integration Technical Assistance for Implementation** and offers to fulfill the activities as shown on the attached RFP for the cost specified in the budget section.

I hereby certify that the information in this proposal is correct to the best of my knowledge, and that I am an official of the organization identified below authorized to sign and submit this proposal.

\_\_\_\_\_  
Organization Name

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
County/Counties Served in Proposal

\_\_\_\_\_  
Type or Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

Individuals to be included in RFP communication:

\_\_\_\_\_  
Name/Title

\_\_\_\_\_  
Email

\_\_\_\_\_  
Name/Title

\_\_\_\_\_  
Email

\_\_\_\_\_  
Name/Title

\_\_\_\_\_  
Email

\_\_\_\_\_  
Name/Title

\_\_\_\_\_  
Email

**APPENDIX B**  
**3GI STANDARDS OF CARE AND WORKFLOW**

Please click the following link to access the document:

[https://cnycare.org/media/2491/appendix-b\\_3gi-standards-of-care-and-workflow\\_10-24-17.pdf](https://cnycare.org/media/2491/appendix-b_3gi-standards-of-care-and-workflow_10-24-17.pdf)

**APPENDIX C**  
**INTEGRATED PALLIATIVE OUTCOME SCALE (IPOS) SURVEYS**

Please click the following link to access the document:

[https://cnycares.org/media/2492/appendix-c\\_3gi-ipos-surveys\\_10-24-17.pdf](https://cnycares.org/media/2492/appendix-c_3gi-ipos-surveys_10-24-17.pdf)