

Request for Proposal for the Operation of a General Practice Medical Clinic in Point Roberts, Washington

Section I - General Information

Introduction

Point Roberts, Washington (the Point) is a remote part of Whatcom County lying on the 49th parallel, and accessible to the mainland United States only by water, private plane, or driving through Canada. It is located the southwestern tip of British Columbia, bordered by Canada to the north and surrounded on three sides by Boundary Bay and the Salish Sea. It is 25 miles south of downtown Vancouver, BC, and 25 miles from the closest U.S. border crossing at Blaine, Washington. The land area of Point Roberts is 4.9 square miles.

As of the 2010 census, the permanent resident population was 1,314 people. During the summer the population swells to approximately 4500, with most of the increase due to the large number of Canadians who own summer cottages on the Point.

A small general-practice medical clinic was opened in 2003 with a 3-year Federal Rural Grant that that allowed the community to develop ways to continue operations. In February 2005, residents voted to establish the Point Roberts Public Hospital District (PRPHD) to create ongoing funding using allocated property tax revenues for clinic operation.

The Point Roberts Clinic continues as a general medicine practice, employing a physician's assistant/nurse practitioner, a Phlebotomist/MA, and a receptionist. The Clinic is open three days per week.

Back-up 24-hour emergency services are provided by the Point Roberts Fire District paramedics and first responders and two Whatcom County Sheriff Deputies stationed fulltime on the Point. All firefighters in the District are certified as First Aid/CPR, First Responders, Emergency Medical Technicians (EMT) or Paramedics (EMT-P).

The Circle of Care, a local 501c3 charitable organization, assists individuals recovering from illness and injury with housekeeping services, rides to medical appoints, pet care, garden care, grocery shopping, and loan of medical equipment for home use. They also assist the long-term homebound in securing in-home care providers.

Beginning in 2006, the PRPHD has contracted out all aspects of clinic operations to a Service Provider. Contracted services include Practice Management, Billing Services, Financial Reporting Services, Personnel, and IT, including software updates. In addition, the Service Provider manages procurement and purchasing of all medical equipment and supplies, as well as maintenance and repair of all medical and office equipment.

While the Service Provider has the responsibility to deliver day-to-day operations of the Clinic, it is understood that collaboration with the PRPHD is essential to the delivery of effective healthcare to the community.

The purpose of this Request for Proposal (RFP) is to acquire information regarding potential Service Providers beginning January 2021. The PRPHD would like to explore potential providers and based on the responses received in the RFP process, the PRPHD will determine a Service Provider.

RFP Coordinator/Communications

Upon release of this RFP, all communications should be directed in writing to the Coordinator listed below. Unauthorized contact regarding this RFP with other PRPHD or Point Roberts Clinic employees may result in disqualification. Any oral communications will be considered unofficial and nonbinding.

Barbara Wayland, Superintendent
Point Roberts Public Hospital District
P.O. Box 164
Point Roberts, WA 98281
360-945-5040
superintendent@prphd.org Contact by email preferred

Required Schedule

These dates are estimates and are subject to change by the PRPHD.

Event Dates

Release of RFP – Wednesday, July 1, 2020

Requests for Information needed to prepare responses/notice of interest in responding to RFP – Wednesday July 15, 2020

Deadline for submission of Proposals & supporting documents – Friday, July 31, 2020, 4:00 pm

Response Format

Proposal responses should be prepared simply and provide the information requested.

Submittal response Date and Location

Submittals must be emailed to superintendent@prphd.org no later than July 31, 2020 at 4:00 p.m. Please use the ‘read receipt’ option on email to ensure delivery.

All submittals and accompanying documentation will become the property of the Point Roberts Public Hospital District and will not be returned.

Faxed submittals will not be accepted.

Vendor’s Cost to Develop Request for Proposal

Costs for collecting information and developing responses to this RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to the PRPHD.

No Obligation

This RFP imposes no contractual obligation whatsoever on the part of the PRPHD or Service Provider.

Section II - Background & Scope of Operations

The PRPHD is organized as a municipal corporation under Chapter 70.44 RCW for the purpose of providing health care services to the residents of Point Roberts.

The PRPHD is obligated to its taxpayers to provide affordable, primary medical services. The clinic provides services to a variety of clients through Commercial Insurance (53.9%), Medicare (22.9%), Medicaid (9.2%), and self-pay (14%). These figures are based on full-year data for 2019.

The PRPHD is currently contracted with a Service Provider, who provides for the clinic in the following manner:

The Service Provider operates a medical clinic in Point Roberts providing primary health care services to the community under the operating name “SuperTrack Point Roberts Clinic”.

The Service Provider operates the Clinic a minimum of three days per week for primary medical services, one of which days includes evening hours to 6:00 p.m. EMT services are provided by the Point Roberts Fire District.

The Service Provider also provides medical help-line services via telephone and in-person at their Bellingham location.

The Service Provider stocks pre-packaged frequently needed prescription medications (non-controlled substances only) on site so treatment can begin without delay for such things as infections.

The Service Provider offers a sliding fee scale policy and accepts patients regardless of payment source.

The Service Provider is obligated to engage all such personnel as reasonable and necessary. All personnel are hired and employed by Service Provider.

Personnel include the following:

- a. Advanced Registered Nurse Practitioner and/or Physician Assistant-Certified, or Physician
- b. Medical Assistant/Phlebotomist
- c. Receptionist/Clerical Person

The Service Provider is responsible for the procurement, purchasing, maintenance and repair of all medical supplies, equipment, office supplies, and clinical supplies as are reasonably necessary to provide the health care services.

The facility and office furniture are provided by the PRPHD.

The Service Provider is responsible for all aspects of Practice Management and Billing Services including hardware and software. It obtains and maintains all necessary licenses, provider numbers, credentialing, certifications or other items necessary to bill for services provided at the Clinic. The Provider bills and collects all fees for professional services.

The Service Provider supplies annual financial reports to the PRPHD.

The PRPHD requires an annual business review/plan which includes the following:

- a strategic assessment of the Clinic's services, growth opportunities and requirements;
- a report on Clinic personnel management including a review of succession planning, salaries, reviews and objectives
- reports on the efficiency and quality objectives and goals, as well as progress towards and status of achieving such objectives and goals; and
- an operating and capital budget reflecting in reasonable detail the anticipated revenues and expenses of the Clinic for the following calendar year.

Section III – Vendor Response

Task 1 – Information Gathering

Interested vendors are encouraged to work with the PRPHD to develop an understanding of the current organization and operations of the Point Roberts Clinic by identifying community needs, current communication channels, reporting relationships and the responsibilities of clinic staff.

It is the vendor's responsibility to ensure that a full review of current operations is completed in order that there is understanding of the scope of services and expectations for health services.

The vendor will be provided background information necessary to fully understand these expectations and the scope of the services to be provided. To the extent that this information is available, the PRPHD will provide the following:

1. Mission, goals, objectives, performance standards and community expectations of the Clinic
2. Position descriptions
3. Current and prior year's budgets/finances
4. Staffing levels, including resource allocation and utilization

5. Certifications and credentials held by various staff members
6. Equipment inventories owned and provided by the PRPHD
7. Current workload and workload trend information

Task 2 – Prepare an Assessment and Proposal

With the information gained during the information gathering in Task 1, the vendor shall provide the following information within the RFP response:

1. Summary of previous experience in remote practice management.
2. Company's objectives as it relates to the provision of remote health services.
3. Financial information demonstrating their viability to perform over the life of the contract.
4. Evidence of their capability of managing the administrative functions, including credentialing and billing

Assessment - Prepare an assessment of the current Clinic operation model.

Proposal - Prepare an outline of the proposed Clinic operations (which may or may not be the same as current operations) including all elements outlined in Section II (Background and Scope of Operations).

Transition Plan - A timeline and proposed schedule to transition into clinic operations.

Cost - A cost proposal which will outline cost obligations of the PRPHD to the Service Provider.

Selection Criteria

1. Thoroughness and understanding of the services to be provided.
2. Experience and reputation in providing remote clinic services.
3. Understanding of the community.
4. Staff expertise and overall experience of support personnel including billing and verification of insurance coverage.
5. Head Office support model.
6. Responsiveness to requirements of the project.
7. Cost.

The PRPHD is seeking Service Providers with experience and a keen interest in the operation of remote community medical services. The ideal Service Provider will have experience and expertise in practice management, an understanding of the challenges of providing remote services, and will be willing to invest in the necessary community relationships and the development of collaborative approach for delivering health services with the PRPHD.

It is expected that the selected candidate will enter into a two-year contract with the PRPHD not later than September 15, 2020 and commence patient services on the first business day of January 2021.