

Request for Proposals: Evaluation of Data Collection Process for Innovative Patient Safety Program

Extended Deadline: April 1, 2022

About the Oregon Patient Safety Commission

The Oregon Patient Safety Commission (OPSC) is a semi-independent, non-regulatory state agency with the mission to reduce the risk of serious adverse events occurring in Oregon's healthcare system and encourage a culture of patient safety. OPSC promotes shared learning and candid dialogue to reduce the risk of patient harm across Oregon's healthcare system.

We believe patient safety thrives in a just culture—one focused on shared accountability rather than blame and on prevention rather than punishment. Our overarching goal is to help organizations build a culture of patient safety as the foundation of their efforts to prevent serious harm and raise Oregon's standard of care.

One of the ways we fulfill our mission at OPSC is through administration of the Early Discussion and Resolution (EDR) process.

About the EDR Process

Though healthcare organizations and providers put the safety of their patients above all else, serious harm or death sometimes occurs. When it does, the patient or their healthcare provider can initiate a voluntary conversation using the EDR process. EDR establishes confidentiality protections¹ for these important conversations to encourage participants to talk candidly about the harm that occurred and seek reconciliation outside of the legal system. EDR conversations may also shed light on ways to make care safer for all Oregonians.

OPSC collects data and information throughout administration of the EDR process. See Appendix I for an overview of the EDR Process.

Project Overview

OPSC seeks the services of an evaluator to review our current EDR data collection process and suggest changes. At present, data collected throughout administration of the EDR process is not consistent and is sometimes incomplete. Additionally, the data that is collected is often difficult to interpret.

¹ [Oregon Laws 2013, Chapter 5, Section 4](#) establishes confidentiality protections for written and oral discussion communications. EDR protections do not change other protections afforded by state or federal law.

We would like an independent contractor to evaluate our data collection process, including when, how, and what is collected, along with recommendations for how to improve our process to yield more consistent, usable data. We believe that improving the quality of the data we collect will also improve our ability to learn from collected data and make recommendations for best practices related to resolving patient harm events.

There are several features of the EDR process and data that make this work a particularly unique and interesting challenge.

- EDR is a voluntary process and at any point in the process, any party may choose not to participate. Submitting data is also voluntary throughout the process.
- There is a lot of variation in the number and make-up of parties that could be involved in an EDR Request for Conversation as well as the number and nature of any conversations that may result from the request. This creates interesting dilemmas for both data collection and basic counting.
- Some healthcare organizations have their own internal processes for responding to patient Requests for Conversation that do not incorporate EDR. Even though the Request for Conversation is made through EDR, OPSC does not necessarily receive information on the outcome in these cases.

Project Completion Date

Our tentative completion date for this project is **September 30, 2022**. See Proposed Timeline for addition detail.

Project Scope

The evaluator will lead the design, facilitation, and analysis of the data collection process evaluation and provide recommendations that include:

- When in the process we should collect various pieces of information.
- How we should collect various pieces of information.
- Revisions to question text.
- Integration of health equity, both to ensure we are collecting information that can be used to understand the equity of the program and to ensure information is collected in an equitable way.
- Description of how recommended questions/process connect to current questions/process.

The evaluator should understand the whole EDR process, though their focus will be on data collection.

Deliverables

Contract deliverables include the following, and they may be revised together with the contractor as part of scoping the project:

- Recommendation for revised data collection processes.
- Recommendation for a revised data collection tool(s)
- Results of environmental scan to understand what other tools organizations are using to collect data on similar processes and the effectiveness of those tools.

Deliverables do not include the implementation of the recommendations to the data collection process or tools or the development of new data collection tools. OPSC Staff will provide the evaluator with background and process information necessary to complete identified deliverables.

Proposed Timeline

Timeline dates are subject to modification and discussion with the selected contractor.

- March 2022: Identify evaluator
- March – April 2022: Onboard evaluator and develop project plan
- April – August 2022: Evaluate existing data and data collection process
- August – September 2022: Complete and submit final evaluation recommendations to OPSC

Regular check-ins with OPSC project team, as determined in partnership with evaluator, will be ongoing throughout the life of the project and are not reflected on the timeline.

Submission Requirements

To be considered for this contract, applicants must submit a succinct proposal that addresses the following topics, totaling no more than ten (10) single-spaced pages (excluding appendix materials).

A. Cover Letter

Please highlight the contents of the proposal and include a description of your interest in performing this evaluation. The cover letter should be signed by a person authorized to offer a proposal on behalf of the applicant and their organization (if any).

B. Overview

Please include your, or the organization's (if any), background information and provide details of personal and/or organizational experience with similar projects. This section should also include an overview of your business or academic philosophy, values, practices, and areas of expertise and specialization that distinguish you and/or your organization from other potential candidates. Include information about your unique capacity to perform this project, including the method by which your client's needs are understood and integrated into project designs.

In addition, please identify if you and/or the organization is certified by the Oregon Certification Office for Business Inclusion and Diversity as a disadvantaged business enterprise, minority-owned business, woman-owned business, a business that a service-disabled veteran owns or an emerging small business.

C. Project Staffing

Please detail your, or the organization's, professional expertise and experience as it relates to this specific evaluation. If other staff will be working on this project, please tell us their names, titles, and what their roles will be. Include relevant experience and what responsibilities they will be assigned for this project. Identify one (1) individual who will lead and manage the contract work. Staffing changes may be made through the mutual consent of the selected contractor and OPSC after the contract award. Include the CV or resume of all staff who will be working on this project.

D. Project Proposal

In a narrative, outline, and/or graph form, set out the proposed plan to accomplish the Scope of Work.

- Explain the methodology proposed and how it meets the needs of the project.
- Identify the milestones to be achieved and the projected completion dates.
- Discuss anticipated issues related to the Scope of Work and ways to prevent or mitigate them.
- Describe what communication methods you will use to keep OPSC informed on the status of work and of deliverables.

E. Budget Proposal

Outline costs associated with the proposed project, including:

- Personnel costs for each phase of the project
- Material production costs for each stage of the project
- Indirect cost rates
- Miscellaneous expenses

Note that the contractor will be expected to provide their own space and equipment to conduct work on the project and may be expected to cover ordinary and necessary business expenses.

F. Sample Work Product

Please provide copies of up to three (3) recent, related project or evaluation reports the lead contractor has conducted. In situations where evaluation reports are not available, please provide copies of up to three (3) relevant work products.

G. References

Provide three (3) references who can speak to the lead contractor's experience conducting related work or other experience that would prepare them to lead this work. A few examples of references are current or former clients, professors, or current or former supervisors.

How to Submit

Submit proposals via email to:

Sydney Edlund, Director of Analytics and Research
sydney.edlund@oregonpatientsafety.org

Extended Deadline

All proposals must be submitted by **April 1, 2022**.

Public Records

All proposals are public record and are subject to inspection after OPSC has entered into a contract with an applicant. If the applicant believes that any part of its proposal is a trade secret under ORS Chapter 192.345(2) or otherwise is exempt from disclosure under the Oregon Public Records Act (ORS 192.311 through 192.478), the applicant must indicate that in the proposal. If no exemption from disclosure is asserted by an applicant, any future claim of non-disclosure will be considered waived. OPSC suggests that all applicants consult with their own legal counsel regarding disclosure issues.

Proposal Evaluation

OPSC will evaluate proposals based on their quality and adherence to the proposal elements described above. OPSC may request further information or clarifications from an applicant to gain additional understanding of a proposal.

This is a request for proposal only and is not a bid process requiring OPSC to make any final selection. OPSC may reject any and all proposals in whole or in part or may modify or cancel this request for proposals at any time when the rejection, modification, or cancellation is in the best interest of OPSC, as determined by OPSC.

Notification

OPSC will notify all applicants at the conclusion of the process as to whether they have been selected.

Contract Compensation

The compensation range is \$12,000 to \$25,000 (all inclusive). Contract compensation is dependent on project proposal components.

OPSC's Request for Proposal Contact

Please direct all questions to:

Sydney Edlund, Director of Research and Analytics

sydney.edlund@oregonpatientsafety.org

Appendix I. The Early Discussion and Resolution Process

When a patient is harmed by medical care (i.e., serious physical injury or death), either a patient (or a patient’s representative), a healthcare provider, or a facility can initiate Early Discussion and Resolution (EDR) by completing a Request for Conversation, through the Oregon Patient Safety Commission (OPSC), to talk to the other party about what happened and move toward resolution. If both parties agree to participate, they will come together for an open conversation coordinated by the healthcare provider or facility.

- Patient (or patient’s representative)
- Healthcare provider and/or facility
- Patient and healthcare provider and/or facility

