

Measurement Based Care Software to Track Outcomes

Organization:

Mind Springs Health, Inc.

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Grand Junction, CO 81501

www.mindspringshealth.org

Procurement Contact:

Dan Weller, MS, LAC

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Introduction

Mind Springs Health, Inc. is a behavioral health care provider that serves our communities in Northwest Colorado. We believe that mental health treatment and addiction recovery care are an integral part of every thriving community. In each of our ten counties we serve, we have community mental health centers that provide an array of treatment options, including offering telehealth to receive services from our other offices. In addition to outpatient services, we have several notable inpatient programs as well. In Grand Junction, we have a licensed psychiatric hospital, a women's recovery residential unit, Circle substance recovery residential unit, and a social withdrawal management/detox program.

Proposed Services & Deliverables

Mind Springs Health will be purchasing software to increase measurement based care, verify clinical care aligns with trained evidence based practices (EBP), and to produce metrics from clinical sessions to ensure high quality patient care is being delivered at our mental health center.

Features of the software should include:

1. Record and analyze therapy and treatment sessions.
 - 1.1. In session audio recording of treatment
 - 1.1.1. Suggestions for clinical note documentation based on audio recording.
 - 1.2. Store audio playback of therapy and treatment sessions for 60 days.
 - 1.3. Allow playback of audio files by specific users of the software.
 - 1.4. EBP Metrics
 - 1.4.1. How often EBPs are used in treatment?
 - 1.4.2. Which modalities of EBPs are used in treatment?
 - 1.4.3. Was the EBP provided by the clinical staff in the correct clinical method?
 - 1.4.4. How many EBPs does the software support?
 - 1.5. Other Metrics
 - 1.5.1. Cultural sensitivity of treatment (e.g., Spanish speaking, LGBTQA+, veterans, cultural sensitivity)
 - 1.5.2. Percentage of time talking, listening, pausing.
 - 1.5.3. Identify target key phrases that can be adjusted over time
2. Metrics, Reports, Dashboards

- 2.1. Standard set of real time dashboards and metrics that come with the software.
3. Electronic Data Interchange (EDI) and Patient Identifiers
 - 3.1. Ability to store or link with Mind Springs internal Patient Identifier
 - 3.2. Ability to send and receive data from the Mind Springs Health data warehouse through a secure file transfer protocol.
 - 3.3. Data from vendor will be loaded into our data warehouse to provide further analysis of results and display metric on internal dashboard software.
4. Integration with Network and EHR
 - 4.1. Single Sign On capabilities
 - 4.2. Integration with our electronic health record, Netsmart MyAvatar.
 - 4.3. Ability to integrate with Zoom conferencing.
5. Sustainability
 - 5.1. Initial Project costs must be within budget.
 - 5.2. Mind Springs is able to maintain the software with minimal maintenance costs after completed deployment.
 - 5.3. If integrated with our electronic health record, Mind Springs can modify setup to reflect changes in clinical documentation requirements.
6. Other uses for software
 - 6.1. Are there non-clinical uses available for the software? Use case: recording front desk interaction to provide quality metrics on interactions with clients.

Selection Schedule

RFP Posted: March 30, 2022

Deadline to submit Request of Information: April 15, 2022

Deadline to submit final proposal: April 30, 2022

Selection of top proposals: May 15, 2022

Demonstrations by top vendors: May 15, 2022 - June 15, 2022

Final Selection by Mind Springs Health: June 30, 2022

Request for Quote and Contract Signed: July 31, 2022

Time and Place for Submission of Proposals:

Proposals should be emailed to Dan Weller, dweller@mindspringhealth.org, by 9:00 pm EST on April 30, 2022 to be considered for selection.

Timeline Notes:

After selection, our organization would like to have a pilot project completed within in 6 months after the contract is signed.

Elements of Proposal:

Vendors should submit a description of how their software meets the requirements listed in the Proposed Services & Deliverables section.

Budget:

\$89,030