

# ENTERPRISE-WIDE PHYSICIAN ON-CALL SCHEDULING APPLICATION

## REQUEST FOR INFORMATION

### NOTIFICATION

Please note that the due date for Request for Information submissions has been extended as indicated below:

**REVISED DUE DATE:** Prior to 3:00 P.M., Tuesday, March 28, 2023

### Q & A

1. How many physicians would actively be using the scheduling system across the enterprise?  
**Approximately 2,500 physicians and Allied Health Practitioners.**
2. How many users in total will access the application: include, schedulers, providers, admin, leadership?  
**Approximately 3,000 (for viewing purposes)**
3. How many schedulers will utilize the application? **Approximately ten for updating physician schedules, and approximately 40 for use of the application to schedule patients.**
4. Will these providers utilize the Provider mobile application? IF you mean a mobile application to see who is on call or to update their call schedule- **Yes if functionality is available.**
5. Integration capability to communication platform
  - Is there a specific messaging platform you are using today that you would like us to integrate with? **Cerner CareAware Messenger and Epic Secure Chat.**
    - **VENDOR XYZ offer a secure communication platform that works hand in hand with our scheduling solution. You don't have to purchase both, but would you like us to include information in the RFI with pricing for both? Yes, and potential for integration with Cerner CareAware Messenger and Epic Secure Chat.**
6. I believe you are on Cerner. Are you using Careaware connect for secure messaging? **Currently, yes.**
7. Is it a long-term strategy of Broward Health to integrate all workforce solutions for optimal reporting?  
**Ideal, but not guaranteed.**
8. Has Broward identified a solution for the Kronos Workforce Central sunset? **Yes.**
9. Communication platform integration:
  - Is there a specific clinical communications vendor you would like to confirm integrations with?  
**Cerner CareAware Messenger and/or Epic Secure Chat.**
  - **VENDOR XYZ offers a HIPPA compliant clinical communications solution integrated with the proposed physician scheduling platform.**

- Does Broward Health want to include this platform as an integrated offering together or as an optional add-on? **Both, and potential for integration with Cerner CareAware Messenger and/or Epic Secure Chat.**

10. Can you provide a list of desired features or functionality?

- Mobile app for viewing & updating schedule.**
- Direct physician calling from mobile app.**
- Direct Physician texting from mobile app**
- Direct physician voice message from mobile app**
- This is a four-hospital health system with separate call schedules for each hospital**

11. How are your physicians currently being scheduled today?

- Is their centralized or de-centralized scheduling? **De-centralized**
- What is the current solution or process in place? **Paper/Manual**

12. Additionally, it looks like Vocera is used for clinical communication at Broward Health. Is this accurate?  
**No.**

13. Are there any other clinical communication vendors being used at Broward Health? **We currently use Cerner's CareAware Messenger for secure texting but may be moving to Epic Secure Chat.**

14. How many providers does Broward Health employ versus how many are contracted in/affiliated? An estimate is fine. **Approximately 2,500 total credentialed staff, approximately 300 are employed.**

15. What does your current On-Call process look like?

- How do your departments currently build their On-Call schedules and who in the department is responsible for building it (admin, physician, etc.)? This varies, but primarily each individual office creates their schedule and submits to the med staff office for that hospital, who then posts it to a central location and makes any updates.**
- Once the department's call schedule is built, who does the department send them to? Med Staff offices.**
- Does someone centralize all the departmental call schedules? Yes.**
- Are there any additional systems that the call schedule needs to be manually input into? Yes**
- When there are updates to the department call schedules, how are the departments updating all the areas of the hospital with that information? Med Staff updates central location and there is an email to admin staff.**

16. What HRIS system is being used? **Infor implementation is in progress, implementation completion date: 7/2023.**

17. What system are you using for Credentialing? **Simplr.**

18. Are there timelines in mind for when you would like to be live on an On-Call solution? **2025 at latest**

19. What is the expected timeline from RFP award to implementation to go-live date? **Note this is a Request for Information (RFI) not an RFP.**

20. What is the expected duration of the contract award? **3,5, or 9 years.**
21. Is there a publicly available award budget set aside for this application? **N/A.**
22. What integrations will be included in the scope for this project? **TBD.**
23. Who are the other vendors being invited to respond to the RFP? **This is a Request for Information (RFI) not an RFP and it is open to the public.**
24. When will a decision be made? **The goal is before the end of the year.**
25. What are the qualifications/criteria for evaluation? **Overall functionality, ease of use, integration, cost, etc.**
26. What are Broward's key goals and objectives to achieve through a unified scheduling system? **Improved efficiency for providers and staff, improved communications, fewer delays in care.**
27. What are the scheduling solutions / methods used today? **Paper/manual.** What are the areas of concern and challenges with these solutions/methods? **Inefficient; not linked to provider notifications with provider.**
28. Are you able to share the departments and titles of those involved in the decision-making process? **Most likely IT, Med Staff, Physicians, Nursing, Admin**
29. For the requested integrations with asynchronous communication platforms, is Broward Health wanting to share/filter PHI through the scheduling solution? **NO** Are you able to share more information about the requested integrations and how they would be used so we may address this in our response? **Looking for potential to see on call provider name on and send a message directly to that on-call provider about the consult.**
30. If our solution's embedded communication center is comparable to Broward Health's current communication platforms, would you consider consolidating platforms and using our internal messaging center? **Possibly**
31. Are we speaking specifically to physician on-call scheduling or is there a potential for nursing, ancillary, and clinics to be included as well? If so, how many facilities or areas will be included? **Physician on-call scheduling is current scope; this is for four distinct hospitals.**
32. We like to understand the scope of the project before we deliver pricing estimates. If you can provide more information about the number of departments and facilities, we will be able to provide a more accurate estimate. If this is not known at this time, will Broward Health allow us to provide an estimate when that information is made available? **There are four distinct hospitals within Broward Health. This would be the physician on-call schedule (by site)**
33. May we share this RFI with our OEM and service partners? **Yes.**
34. Has budget been allocated for this RFP? If yes, for what fiscal year? **Not yet.**

35. What, if any, technologies are currently being used for on-call physician scheduling? Have any risks been identified? **N/A – currently paper/manual.**
36. What workforce management system is currently in place? **N/A for provider schedules.**
37. Will there be a need to upgrade any infrastructure or security? **Unknown.**
38. What existing HIPAA-compliant text and voice recording platforms are already in use and need to be integrated with? **Cerner CareAware Messenger and/or Epic Secure Chat**

**END Q&A**