REQUEST FOR PROPOSAL - DEADLINE: March 14, 2014

Title: Evaluation of the Role of the eHealth Champion in Nursing Order Set Implementations

RFP Launch Date: February 21, 2014

Question Cut-Off Date: Friday, March 7, 2014

Deadline for Submission: Friday, March 14, 2014

Contract Period: Monday March 24, 2014 – August 8, 2014

Statement of Work

The Registered Nurses' Association of Ontario (RNAO) is seeking the services of a bilingual (English-and-French) consultant to conduct an evaluation to assess the impact of using eHealth Champions in the pilot project *Nursing Order Sets: Supporting Technology-Enabled Best Practice Guideline Implementations Across Health Care Sectors*.

The consultant may be required to travel to three different sites throughout Ontario, in which case travel costs will be the responsibility of the consultant.

Background

RNAO is the voice of Registered Nurses in Ontario, Canada, with the mandate of speaking out for nurses, health and quality health care. Our mission is to pursue healthy public policy and promote the full participation of registered nurses in shaping and delivering health services now and in the future. We believe health is a resource for everyday living and health-care a universal human right.

We cultivate knowledge-based nursing practices and promote quality of work life through the development and dissemination of Best Practice Guidelines (BPG). To date, 38 clinical and 9 healthy work environments guidelines have been developed. RNAO actively supports the adoption of its BPGs using a multi-pronged approach that includes a focus on individual capacity development through the Best Practice Champion Network® and RNAO Institutes. RNAO also promotes BPG implementations at the organizational level through its Best Practice Spotlight Organization® and nursing order sets initiatives.

RNAO's nursing order sets are comprised of actionable evidence-based nursing interventions derived from its clinical BPGs. They can be used as a paper-based tool or integrated within an electronic medical record or clinical decision support system, irrespective of the vendor. The development of these nursing order sets is being funded by eHealth Ontario as part of the RNAO Nursing and eHealth Project.

The mandate of the RNAO Nursing and eHealth Project is to enhance nurses' eHealth knowledge across all health-care sectors; promote their involvement in all aspects of eHealth; and, encourage greater nursing leadership in the adoption and utilization of electronic medical

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records and other eHealth applications. The pilot project *Nursing Order Sets: Supporting Technology-Enabled Best Practice Guideline Implementations Across Health Care Sectors* is currently a major focus of the Nursing and eHealth Project.

There are three health-care organizations participating in this pilot project. They are referred to as Pilot Proof of Concept Sites (PPOCS). Each PPOCS is committed to implementing three RNAO nursing order sets. They have the option of embedding the content in their existing electronic medical record or implementing the order sets using EntryPoint, an eHealth software application provided for the project. There are two eHealth Champion roles at each PPOCS:

1) *eHealth Champion-Team Lead* who will:
   a) Champion the project and communicate its benefits to the organization.
   b) Support the eHealth Champion-Super Users and IT Staff in project-related activities.
   c) Act as the liaison between the RNAO eHealth Project Team and their PPOCS Implementation Team gathering and communicating information as required.
   d) Assume responsibility for change-management and stakeholder engagement.
2) *eHealth Champion-Super Users* who will:
   a) Serve as the liaison between their PPOCS Implementation Team and the staff who will be impacted by the implementation of the three nursing order sets.
   b) Help to disseminate key messages about the project—what it is, the benefits and why now.
   c) Assume the role of "go-to resource" in their clinical setting, helping their peers to acquire the necessary skills and knowledge to effectively integrate EntryPoint and the nursing order sets into their daily practice.
   d) Provide implementation and post-implementation support.

This pilot project will contribute significantly to RNAO's growing understanding of the impact of using eHealth Champions to lead and support technology-enabled BPG implementations. Detailed information on RNAO's BPG Program, related resources and projects are available at www.RNAO.ca/bestpractices.

Required Key Activities/Deliverables

All activities will take place between March 24, 2014 and August 8, 2014.

Deliverables
1. Development of an evaluation plan that includes: ▪ Program logic model detailing project activities, outputs and outcomes. ▪ Key evaluation questions pertaining to all levels and elements of the logic model. ▪ Data collection methodology including relevant tools (or a plan to develop a project-specific tool), relevant data sources and key indicators to address these questions. ▪ Timelines and a detailed budget.

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2.	Implementation of the evaluation plan at each of the three PPOCS
3.	Analysis of the data collected
4.	Detailed evaluation report with an executive summary
5.	Summary of the key messages and themes

Required Proposal Elements & Evaluative Weighting

All proposals will be evaluated based on the degree to which they satisfy the elements shown in the table below:

Proposal Elements	Evaluative Weighting
Bilingual (English-and-French)	20%
Knowledge and experience in conducting a multi-site, multiple indicator evaluation in the health care sector and writing related reports.	20%
Quality of the evaluation plan including logic model, design, data collection methodology, evaluation questions and proposed indicators.	40%
Feasibility of project completion based on the timelines, schedule of fees and related costs, including travel.	20%
Total	**100%**

Proposal Selection Criteria

In addition to the weighting of the proposal elements on the evaluation criteria noted above, the following would be considered an asset:

- Willingness to travel throughout Ontario to meet project deliverables
- Client references
- Samples of previous evaluation reports developed

Proposal Submission Process:

All questions or inquiries concerning this RFP must be sent by **EMAIL ONLY before 4pm on March 7, 2014** and be submitted to Rita Wilson at rwilson@RNAO.ca. An email response to the inquiry will be provided by RNAO. A list of Frequently Asked Questions will be accessible on the RNAO website http://rnao.ca/ehealth-champions-order-sets-rfp. Verbal responses to any inquiry cannot be relied upon and are not binding on either party.

Written proposals addressing the statement of work and the requirements listed above **must be received by email, before 4pm on March 14, 2014.**

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Please address all proposals and questions to:

Rita Wilson, eHealth Program Manager
Nursing & eHealth Project
Registered Nurses Association of Ontario
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PROPOSALS RECEIVED AFTER THE EXACT TIME AND DATE NOTED ABOVE WILL NOT BE ACCEPTED.