



eClinicalWorks - Request for Information

Summary: The Community Health Care Association of New York State (CHCANYS) is looking to identify a consultant to assist CHCANYS and its members with monthly eClinicalWorks (eCW) EHR webinar sessions and technical assistance needs. The majority of Community Health Centers in the CHCANYS network use the eCW platform and it is our goal to be able to fully support their needs as they arise. In addition, the eCW consultant will make themselves available to answer vendor-related questions from Community Health Centers who are participating members of the CHCANYS Association and its activities.

CHCANYS will use the information submitted for this RFI to identify a consultant to provide these services in collaboration CHCANYS staff.

Dates: Responses must include the information identified below and must be received by 9/30/2021. Responses to this RFI are voluntary and should not be construed as an obligation on CHCANYS' part to enter into any contract or make any purchase. Responses received after the deadline will be kept on file for future reference. CHCANYS operates on a Federal Fiscal Year (FFY) funding cycle that runs from August 1st through July 31st. This RFI identifies services that will be provided from November 1, 2021 to July 31, 2022. Continuation of services beyond the 2022-2023 FFY will be dependent upon performance, the needs of the NYS-HCCN, and HRSA funding availability.

Addresses: Responses should be submitted to RFIcontact@chcanys.org with "eClinicalWorks RFI" in the subject line.

For further information: Contact RFIcontact@chcanys.org with "eClinicalWorks RFI questions" in the subject line.

Background: CHCANYS was established in 1971 as the "Association of Neighborhood Health Centers" to give voice to Community Health Centers (CHCs) as providers of primary care for medically underserved areas. In 1984, the name was changed to the Community Health Care Association of New York State, with membership growing as health centers expanded in urban and rural geographies. CHCANYS opened an office first in New York City and later in Albany to address the needs of the statewide membership and works closely with state government.

Designated by the federal Bureau of Primary Health Care (BPHC) to be the state Primary Care Association (PCA), CHCANYS provides training and technical assistance (T/TA) to help health centers improve programmatic, clinical, and financial performance and operations. In 2012, the BPHC selected CHCANYS to operate the New York State Health Center Controlled Network (NYS-HCCN). HCCNs exist throughout the country helping Federally Qualified Health Centers improve quality of care and patient safety through the use of health information technology to enable care coordination, data analytics, quality measurement and performance improvement. Over time, CHCANYS has developed capacity and fostered relationships to efficiently and effectively deliver tools and information community health centers need in order to succeed.



COMMUNITY HEALTH CARE ASSOCIATION of New York State

CHCANYS' mission is to champion community-centered primary care through leadership, advocacy, and support of Community Health Centers so that every New York State community has primary care that encompasses all aspects of each patient's health and well-being.

CHCANYS provides services and support to approximately 70 member organizations that serve 2.4 million patients (1 in 9 New Yorkers) at 800 care delivery sites statewide. These member centers provide health care to individuals and families that would otherwise not have access to primary care. Located in medically underserved neighborhoods, these centers serve any individual who walks through their doors, regardless of immigration status, insurance status, or ability to pay.

Member centers serve diverse populations, with programs created specifically to support pregnant women and children, Veterans, people with behavioral health needs and substance use disorder, homeless individuals and families, people with physical and developmental disabilities, and immigrants. In addition to medical care, centers operate WIC programs and connect patients with social services in their communities, including housing and food programs.

Statement of Need: The NYS-HCCN Network consists of (51) Community Health Centers who work with a total of (9) electronic health record systems. CHCANYS has observed huge utilization of eCW with more Centers migrating over to this system.

CHCANYS is looking to identify opportunities to increase the HCCN Network's knowledge of the eClinicalWork's electronic health record system. The purpose of this RFI is to solicit information from consulting firms that have the capability of working with CHCANYS to develop and deliver training and technical assistance.

HCCN Participating Health Centers benefit from EHR-specific user groups that run on a monthly, bimonthly, or quarterly cadence along with many other services that are provided to support HIT operational and clinical excellence. Centers may have specific needs that are conducive to ad hoc training and support or individualized technical assistance. Unless otherwise indicated, Centers are able to access user groups, training and technical assistance provided by CHCANYS at no cost.

The eClinicalWorks consultant will be expected to perform work commissioned by CHCANYS including but not limited to providing monthly group trainings and individualized technical assistance to participating Centers currently on the eCW platform and create training materials as needed. This may take the form of remote support via phone, videoconference or email with key contacts at CHCANYS and the Centers around the use of eCW to enhance NYS-HCCN goals such as improving the patient or provider experience, advance interoperability, use data to enhance value, and/or otherwise optimize the EHR. Professional service hours are to be allocated according to the needs and preferences expressed by PHCs to support or optimize eCW to advance NYS-HCCN goals. Depending on PHC interest, hours may be applied to:

- eClinicalWorks related webinars around various topics related to NYS-HCCN goals
- Q&A or other ad hoc support for eCW
- Creation of eCW training materials

Qualifications: Organizations must have experience working with the eClinicalWorks EHR and have demonstrated experience supporting health centers with workflow, reporting, and optimization needs. Organizations must be willing to comply with Federal procurement policies. Demonstrated history



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of providing training and technical support is also required. Experience working with Federally Qualified Health Centers (and/or NYS FQHCs) is a plus.

Response Format: To facilitate a timely and comprehensive evaluation of all submitted responses, responses must be submitted using the format requested in this RFI. Any deviation from this format may lead to the rejection of the response. Vendors should limit the answers to the following questions to four pages. A limited number of supplemental materials may be provided, but for the purposes of this RFI, less is more. CHCANYS may request an interview with potential candidates prior to making the final decisions about contract awards.

Information Requested: Vendor responses should include the following information in the sequence identified below on letterhead exhibiting the organization's branding.

1. Organizational Information

- Name, title, address, telephone and e-mail for the primary point of contact and hours of operation
- Outline general organizational background information (include MWBE status if applicable)
- Include a high-level description of client base for similar services and types of activities provided

2. Relevant Experience

- Describe experience with eClinicalWorks software, service lines and any specific areas of specialty. Examples may include but are not limited to;
 - Experience with clinical and billing workflows
 - Optimization of Patient portal and patient engagement functionalities,
 - EBO Reporting
 - Use of Telehealth
 - Promoting Interoperability
 - Social determinants of health & screening tools
 - General EHR optimization
- Outline healthcare background or experience working within the healthcare sector
- Discuss experience working with Federally Qualified Health Centers (include center names and indicate whether NYS-based or other) and related programs (i.e. UDS, PCMH, Meaningful Use, etc.)
- Include any other relevant experience related to the content included in this RFI (i.e., potential value-added services, etc.)

3. Approach to Training & Technical Assistance

- Discuss experience facilitating individual and/or group training sessions and process of developing targeted training and technical assistance
- Discuss tools/services/equipment needed to host trainings/presentations and if there is need to access patient data in production, what the process is to do this in a HIPAA compliant manner



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- Provide lead time to prepare trainings, minimum/maximum number of attendees for webinars/trainings
- Discuss process for ongoing support or follow-up questions post-training
- Provide examples of training materials previously developed

4. Fee Structures and Invoicing

- Outline potential and/or preferred fee structures (i.e., hourly rate, retainer, flat/fixed fee, time and materials, combination or other, etc.) and indicate any service minimum amounts
- Outline invoicing and payment process
- Discuss standard method of tracking hours, and handling travel and other expenses (i.e., built into fee structure, billed at cost, etc.)

5. Client Recommendations or Testimonials

- Include 2-3 client recommendations or testimonials

Selection Process: CHANYS will obtain Information from a minimum of (3) firms with the experience outlined above. Upon review of submissions and completion of informational interviews, CHCANYS will use the information provided to determine a final candidate. All information submitted will be considered with an emphasis placed on overall experience working with EHR/EHR vendor, experience working within the healthcare sector and with FQHCs, costs, fee structure, and past performance (if applicable).