



Date: July 22, 2024
To: Potential Vendors
Subject: Request for Quotations #FY 25-0028

The East Hawaii Region, Hilo Benioff Medical Center (“HBMC”), a division of the Hawaii Health Systems Corporation, an Agency of the State of Hawaii, is soliciting quotations for:

“STAR Rating Quality Consultants”

If your company is interested in providing a quotation please provide a written quotation and response no later than **4:30 PM HST, August 14, 2024** The quotation must address and contain, at a minimum, the following:

1. A list of relevant experience with similar projects
2. Resumes of consultants proposed to work on this project
3. A detailed cost quotation outlining all costs, broken out by line item, with a lump-sum maximum amount to perform the services.

1.0 The Project’s **SCOPE OF SERVICES** is as follows:

1.1 Hilo Benioff Medical Center recently fell from 4 stars to 2 stars in the CMS Hospital Star Rating. We are a “5 measure” group hospital as we provide range of inpatient and outpatient services in our 190 bed safety-net hospital. The executive and quality teams are requesting an depth review of all Star measures to improve understanding of the change in results. We need the assistance with validating our internal assessment and identifying areas of opportunities we may have over looked and the assistance with a focused plan to successfully move forward.

The hospital hopes for a system based approach to include a focus on the submission methods and processes (individuals and companies).

- Claims
 - Coding for quality
 - Risk adjustment



- Risk exposure
- Severity of patients, how we code, how the doctors document (appropriate or not).
 - Example: look at pneumonia outliers to determine if documentation and coding capture was appropriate to the clinical presentation.
- Abstracted Core Measures (Vendor Medisolv used with outsources abstractors from Vendor Direct Difference w/ internal oversight). Review our internal and external processes for any gaps.
- eCQM Core Measures (Meditech EHR, internal mapping team with vendor Medisolv) to review and assess our eCQM process for any gaps.
- Infection Control (NHSN) process – review how NHSN data is entered and make sure it is accurately/appropriately done.
- Review and assess our HAC/HAI process (pre-final coding) to ensure best practices are followed.
- How we do our data
- Goal: to know what our problem(s) is and what and how to fix it. Tell us why we are underperforming and if it is a data issue vs a quality of care issue, then how to make sure we do better. What in our system needs improved?
- What we are not looking for
 - data system to predict/monitor star rating. An organization may need to connect with our data to be able to have the information required to assess the organization. We have Premier Star Watch so we do not necessarily need another data vendor.
 - We don't want them to tell us how to provide nursing care –example, how to do turn people to prevent pressure injuries, rather, tell us what we don't know. Plus, we have other resources for this.

GENERAL REQUIREMENTS:

4.0 Quotations are to be addressed to:

HHSC / Hilo Benioff Medical Center

Contract Management

1190 Waianuenu Avenue

Hilo, Hawaii 96720

Attn: Sam Nelson Regional Compliance and Contracts Officer

5.0 Quotations should be submitted via email to snelson1@hhsc.org or facsimile (808-933-2973) prior to the due date and time. One hard copy of the proposal is required. HMC



will not provide any reimbursement for the cost of developing or presenting quotes in response to this RFQ.

- 6.0 Included for your review are the General Conditions and Special Conditions which will be part of any subsequent contract that may be awarded.

VENDOR SELECTION

- 7.0 Quotations received will be reviewed on a “Best Value” basis with the contract award being offered to the vendor whose quote is deemed to be in the best interest of HMC. Vendor selection will be based on the following criteria:
- A. Firm’s qualifications and experience
 - B. Qualifications, experience and location of key technicians
 - C. Price/fee response
 - D. Value-Added
 - E. References (If requested)

Please direct all inquiries pertaining to this request for quotation to my attention via email at snelson1@hhsc.org. We hope your company will consider submitting a proposal.

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Regards,

Sam Nelson
Regional Compliance and Contracts Officer
East Hawaii Region

Enclosures



HILO BENIOFF MEDICAL CENTER
HONOKA`A HOSPITAL
KA`U HOSPITAL
Y. OKUTSU STATE VETERANS HOME

1190 WAIANUENUE AVENUE
HILO, HAWAII 96720
PHONE (808) 932-3000
FAX (808) 974-4746

SPECIAL CONDITIONS

The GENERAL CONDITIONS are hereby amended with the following:

1. The parties to this Agreement certify that they shall not violate the Anti-Kickback Statute or the Stark Law with respect to the performance of this Agreement.
2. The CONTRACTOR must provide written notice to East Hawaii Region's Contracting Officer upon receipt of notification that the CONTRACTOR has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity. The Contracting Officer may, upon receipt of such written notice, immediately terminate this Agreement if the Contracting Officer or HHSC determine that the CONTRACTOR has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor of any public procurement unit or other governmental body.