

Mountain Park Health Center

Provider Recruiting Services

Request for Proposal



Mountain Park Health Center – Corporate Office
3003 N. Central Ave. Suite 1600

Phoenix, AZ 85012

SECTION 1: GENERAL INFORMATION

1.1 INTRODUCTION

Mountain Park Health Center (MPHC) is seeking quotes from qualified respondents to provide recruitment services for providers. After this process, MPHC anticipates entering into agreement with qualified companies. This document is a Request for Proposal (RFP) for the services described below and the RFP establishes minimum requirements a Respondent must meet to be eligible for consideration, as well as information to be included in the Respondent's bid response.

1.2 OWNER

MPHC is an Arizona nonprofit corporation (incorporated January 1984). MPHC operates eight Community Health Center clinics in the greater Phoenix area, along with various state and federal programs. Among other resources, MPHC operates with the assistance of grants awarded by the U.S. Department of Health and Human Services (DHHS) under authority of Public Law 95-626, Section 330. Grant funds are subject to periodic review by DHHS. Mountain Park has approximately 800 employees. This Scope of Work (SOW) is supported, in part, by the Health Resources and Services Administration (HRSA) of DHHS under various grants. This information and conclusions are those of MPHC and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, DHHS or the U.S. Government.

1.3 SCHEDULE

Event	Date/Time
RFP Release	October 2 nd , 2018 5:00 PM
Respondents Questions & Request for Clarification Due	October 9 th , 2018 3:00 PM
MPHC Answers & Clarifications Issued	October 12 th , 2018 5:00 PM
Dead Period	October 12 th – October 18 th , 2018
Proposals Due (No submissions accepted after due date/time)	October 18 th , 2018 3:00 PM
MPHC Internal Review of Proposals & MPHC Questions and Request for Clarification	October 19 th - October 30 th , 2018
Respondents Presentations, If Applicable	October 31 st & November 1 st 2018
Notifications	November 6 th 2018

MPHC reserves the right to extend or otherwise modify any portion of the schedule. The organization will notify all firms that have submitted a proposal of any changes to the schedule.

1.4 SINGLE POINT OF CONTACT (SPC)

The SPC for this RFP is Richard Akowuah, Director of Supply Chain. Questions and clarifications regarding the RFP process, scope of work, data requests, or evaluation process should be addressed to 602 323 3276 or rakowuah@mphc-az.org.

Please copy Bronda Reed @ breed@mphc-az.org on your responses.

1.5 IRREVOCABLE OFFER

Proposal shall constitute an irrevocable offer for 90 business days following the deadline for its submission. Reference to a certain number of days in this RFP shall mean business days unless otherwise specified.

SECTION 2: SCOPE OF WORK (SOW) & DELIVERABLES

Respondents must demonstrate proficiency in recruiting providers and be able to conduct active recruitment efforts for all MPHIC authorized unfilled position requests for the full duration of the contract term. MPHIC is seeking recruitment companies that provide full recruiting services, from candidate identification through final appointment.

- Respondents should describe their recruitment process from candidate identification through final appointment including;
 - Timelines for candidate identification through final appointment (for all providers)
 - Typical tenure for candidates placed by respondents
- MPHIC reserves the right to decline to interview or hire any candidate. MPHIC is not required to interview all candidates before selecting. MPHIC reserves the right to make all final determinations of hiring and/or terminations.
- Respondents must assure that providers possess a current license/registration/certification and are able to practice in Arizona. Physicians will require DEA (Drug Enforcement Administration) certification.
- For this RFP, Providers include;
 - Physicians
 - Non-Physicians - Nurse Practitioners, Registered Dietitians, Dentists, Dental Hygienists, Social Workers and Psychologists, Physician Assistant, etc.
 - **ESSENTIAL DUTIES AND RESPONSIBILITIES OF PHYSICIAN**
 - Diagnoses and treats all patients presenting in both outpatient and inpatient settings while maintaining expected medical standards.
 - Makes recommendations to ensure that all programs have adequate medical input prior to their utilization.
 - Advises management on performance deficiencies of medical auxiliary personnel.
 - Evaluates patients in a timely and courteous manner.
 - Hospitalizes patients with serious conditions necessitating in-patient care.

- Interacts politely and as a team player with all levels of staff, other providers, patients, and public.
- Contributes to the training and proficiencies of clinical personnel, including medical students.
- Abides by all MPHIC Policies and Procedures not otherwise addressed in employment contract.
- Participates in quality improvement program that will assure that patients receive quality care in the office and from other providers of health care service, using peer review, medical records audits, grievance and other mechanisms as appropriate.
- Attends medical staff meetings and other meetings as advised by Vice President of Department.
- Participates in development and implementation of annual health plan.
- Participates in MPHIC activities such as health fairs.
- Must be able to embrace differences among people and able to interact with internal staff as well as external contacts in a culturally competent and respectful manner.
- Other duties as assigned.

○ **ESSENTIAL DUTIES AND RESPONSIBILITIES OF NURSE PRACTITIONER**

- Assumes responsibility for the primary care patient (i.e., health and social histories, physical examinations, handling of acute and chronic illnesses, differential diagnosis and treatment according to policies and procedures.
- Manages, through agreement and collaboration with physician, that part of care of a complicated patient which is appropriate to the ability and experience of the nurse practitioner.
- Collaborates and consults with other allied health professionals to give complete patient care.
- Assesses own professional abilities and functions and participates in peer review of nurse practitioner practice.
- Maintains professional competence through participation in continuing education and other appropriate learning experiences.
- Contributes to the understanding of nurse practitioner through public relations and interagency planning activities.
- Conducts and participates in research related to nurse practitioner and allied health fields.
- Maintains awareness of trends in primary care, making recommendations for appropriate changes in nurse practitioner practice.
- Practices and promotes a philosophy of self-responsibility, and self-development.
- Interacts politely and as a team player with all levels of staff, physicians, patients, and public.
- Must be able to embrace differences among people and able to interact with internal staff as well as external contacts in a culturally competent and respectful manner.
- Other duties as assigned.

○ **ESSENTIAL DUTIES AND RESPONSIBILITIES OF REGISTERED DIETITIAN**

- Provides medical nutrition therapy to patients.
- Obtains nutrition/dietary histories of patients on referral, records and analyzes finding, evaluates the patient's dietary and nutritional needs, in consultation with clinical staff, suggests changes as indicated; at appropriate intervals re-evaluates the patient's dietary/nutritional needs/maintains adequate records.

- Plans educational programs and curricula which include: written objectives, methods, content and evaluation. Implements the educational program for patients: prepares, reviews and uses a variety of audio-visual materials.
- Provides information needed on nutritional component for MPHIC grants.
- Must be a Registered Dietitian and member of the American Dietetic Association.
- Demonstrates knowledge of developmental changes in age and adjusts prescribed treatment accordingly.
- Assures that appropriate nutrition education materials are distributed and assessable to patients and staff in each department.
- Provides nutrition consultation and in-service education to professional and paraprofessional staff (as well as to the staff of other agencies which relate to the Center) when requested.
- Participates in MPHIC and community health fairs when invited as scheduling permits.
- Participates in studies/grant evaluations and updates. May initiate nutrition studies as appropriate.
- Attends in-house staff meetings/committee meetings.
- Knowledge of nutrition and dietary principles. Able to apply this knowledge in providing high quality nutritional care.
- Knowledge of relationship between nutrition and disease. Able to explain this relationship to patients at an appropriate level, prescribe relevant dietary changes.
- Possesses good communication skills.
- Can establish and maintain effective working relationship with staff and the public.
- Serves as a resource person for MPHIC staff and patients regarding nutrition information.
- Performs other duties as assigned.
- Must be able to embrace differences among people and able to interact with internal staff as well as external contacts in a culturally competent and respectful manner.
- Other duties as assigned.
- **ESSENTIAL DUTIES AND RESPONSIBILITIES OF DENTISTS**
- Delivers high quality dental care in a clinical setting and to a diverse patient population according to the following five life cycles: (a) prenatal, (b) pediatric, (c) adolescent, (d) adult, and (e) geriatric.
- Fosters the dentist-patient relationships and motivates patient cooperation towards the delivery of dental care.
- Uses the problem-oriented method of recording patient treatments in the dental chart.
- Makes recommendations to ensure that all programs have adequate dental input prior to their utilization.
- Return patient calls daily.
- Advises management on performance deficiencies of dental auxiliary personnel.
- Evaluates and treats patients in a timely and courteous manner.
- Contributes to the training and proficiencies of clinical personnel, including dental students.
- Works with staff in a positive, constructive, and congenial manner.
- Abides by all Mountain Park Health Center (MPHC) Policies and Procedures not otherwise addressed in employment contract.

- Participates in quality improvement program that will assure that patients receive quality care in the office and from other providers of dental care service, using peer review, dental records audits, grievances and other mechanisms as appropriate.
- Attends medical staff meetings and other meetings as advised by Vice President, Dentistry.
- Participates in development and implementation of annual dental care plan.
- Participates in Center activities such as health fairs.
- Performs other duties as assigned.
- Must be able to embrace differences among people and able to interact with internal staff as well as external contacts in a culturally competent and respectful manner.
- Other duties as assigned.

○ **ESSENTIAL DUTIES AND RESPONSIBILITIES OF DENTAL HYGIENIST**

- Hygienist will take x-ray image using a Phosphor Storage Plate (PSP) and scan digital film with Scan-X Intraoral Digital Scanning System. Using the Visix Imaging Software, the patient's name, DOB, date images were taken, and type of images will be saved to patient record in Electronic Dental Record.
- Provide clinical oral hygiene services including dental prophylaxis, scaling, root planning, sealant application, polish teeth and fluoride application, administer local anesthesia when necessary consistent with accepted professional practices and standards in compliance with applicable state law. Assist providers with all procedures that Arizona state law specifies can be carried out by a dental assistant (e.g. placement of rubber dam, fabrication, and cementation of temporary crowns).
- Assist the providers in patient care by practicing accepted four-handed dentistry techniques.
- Record providers' findings as outlined in procedure DEN 3.09.01 Charting.
- Obtain baseline oral hygiene assessment data, based upon accepted principles of oral hygiene and periodontal care. Assist in the oral health management of all clinic patients.
- Upon referral from the dentist, examines patient's surrounding tissues and teeth to determine extent of abnormal condition requiring treatment and determines dental hygiene treatment plan.
- Perform independent procedures as delegated and directed by a dentist in accordance with state regulations and law as well as dental department protocol and directives.
- In post-operative care of oral surgery and periodontal surgery patients, performs suture removal, changes dressings, applies topical anesthetics, and instructs patient in home care therapy and proper diet as it relates to oral health.
- In oral cancer patients, takes impressions for construction of mouth guards, applies fluoride using tray technique, and maintains recall system for careful follow-up of each patient. Educates patient on daily oral health and fluoride treatment needs.
- Performs additional procedures such as recording medical and dental histories, reviewing patient's dietary habits, administers caries prevention agents, desensitizes root surfaces, root planning, and takes and pours impressions for study casts.
- Record patient-hygienist transactions in the patient's dental record to assure the dental record accurately and completely reflect the nature of the contact, the condition of the patient, and the care or treatment provided.
- Instruct patients at chair-side on oral hygiene. Plans and adapts instructions in home care techniques and selects appropriate adjuncts (i.e. floss, proxobrush, period-aid), tailoring them to the oral hygiene needs and oral problems of individual patients. Explains to patients the causes of periodontal disease and tooth decay, risk factors

for periodontal disease, and the importance of diet as it relates to oral and systemic health.

- Instructs the nurses, health educators, and social workers, nursing assistants, community health representative and other medical staff in the proper techniques of oral hygiene to be applied to young patients, the bedridden, handicapped, disabled and chronically ill patients. Presents lectures and demonstrations in oral health care to various patient and community groups.
- Integrate appropriate patient dental hygiene care with other health care professionals involved in the patient's health care management.
- Participates in the Quality Improvement program of the dental department.
- Assist in the maintenance of all dental areas in compliance with department directive and policies as well as SLFHC policies and procedures relative to infection control, exposure control and safety issues.
- Insure the proper disposal of all contaminated or potentially contaminated materials in accordance with department directive and center policy, as well as state and federal regulations. Assure compliance with the clinic's exposure control plan.
- Maintain patient records as directed by dental operations director and dental director.
- Relate information, instructions, and directions to the patients and/or parents or guardians of patients regarding dental treatment at the direction of the dentist.
- Obtain informed consent from patients for specified dental procedures before start of procedure (endodontia, exodontia, fixed and removable prosthodontics, nitrous oxide sedation, passive restraint of minors).
- Take and record blood pressures on patients according to established procedure MED 6.09.01 Blood Pressure Techniques and Guidelines.
- Work well with people of varied cultural and socioeconomic backgrounds
- Wash, sterilize, and prepare all instruments and work areas according to the Infection Control Protocols when sterilization technician is not available.
- Clean and maintain the dental equipment and instrumentation.
- Must be computer literate.
- Inform lead assistant when supply inventory is low according to established protocols.
- Perform other duties as assigned.
- Must be able to embrace differences among people and is able to interact with internal staff as well as external contacts in a culturally competent and respectful manner.
- Assists with Pediatric Dental screenings as needed.
- Other duties as assigned.

- **ESSENTIAL DUTIES AND RESPONSIBILITIES OF SOCIAL WORKER/PSYCHOLOGIST**
- Provides brief, evidence based, solution focused behavioral interventions with active development of psychotherapeutic / psychoeducational behavioral change planning for patients of Mountain Park Health Center (MPHC).
- Screening, assessment and diagnostics for integrated behavioral health patients referred by medical providers of MPHC.
- Cultivates education, administration and self-management skills for targeted populations with psychological or behavioral health issues.
- Provide individual, couple and family intervention
- Group facilitation to address biopsychosocial issues impacting medical issues.

- Collaborates and co-manages the patient’s behavioral health care with consistent, expeditious feedback to referring providers.
- Provides quality clinical consultation to providers and staff in areas of individual, family, child and adolescent, regarding mental and behavioral health related issues.
- Promotes MPHC Provider's knowledge of patient behavioral health issues and provides education to assist with enhancing primary care utilization of behavioral health interventions.
- Promotes a smooth interface between medicine and specialized mental/behavioral health care throughout the organization.
- Provides on-site availability for crisis triage and intervention.
- Documents the clinical behavioral health aspect of patient interventions and tracks the patient referrals to specialty behavioral health care.
- Attends monthly department staffing and weekly supervision meetings.
- Must be able to embrace differences among people and is able to interact with internal staff as well as external contacts in a culturally competent and respectful manner.
- Other duties as assigned.

○ **ESSENTIAL DUTIES AND RESPONSIBILITIES OF PHYSICIANS ASSISTANT**

- Provides diagnostic, therapeutic, and preventive health care services as delegated by a physician.
- Works as member of the health care team, by taking medical histories, examining patients, ordering and interpreting lab tests and x-rays and making correct diagnosis.
- Records progress notes, instructs and counsels patients, carries out therapy prescribed by physician.
- Collaborates and consults with physician and other health professionals to give complete patient care.
- Maintains professional competence through participation in continuing education and other appropriate learning experiences.
- Practices and promotes philosophy of self-responsibility, and self-development.
- Confer with supervising physician as needed.
- Signs off on route slips with signature and name of supervising physician.
- Complies with all billing requirements for physician assistants.
- Other duties as assigned.

SECTION 3: PROCUREMENT REQUIREMENTS & EVALUATION

3.1 SUBMISSION REQUIREMENTS

Respondents shall submit proposals to the SPC via email. No faxed copies will be accepted. Emailed proposals should include “MPHC Provider Recruitment Services” in the subject line. To ensure consideration, proposals must be submitted by the deadline and Respondents are encouraged to verify receipt with SPC. Proposals received after the deadline will not be considered. Proposals must be in Microsoft Word or PDF format and cannot exceed 10MB. Incomplete responses may not be considered.

3.2 QUESTIONS/REQUESTS FOR CLARIFICATION

All inquiries, whether relating to the RFP process, administration, deadline or method of award, or to the intent or technical aspects of the RFP, must be emailed to SPC. Please refer to the specific page of the RFP being questioned (i.e. page and section). All inquiries must be received by the deadline for Questions/Requests for Clarification identified in the Schedule.

3.3 RESPONDENTS' PRESENTATIONS

Following the initial review and screening of the quotes, several Respondents may be invited to participate in the final selection process, which may include participation in presentations and/or submission of any additional information as requested by MPHC. Presentations can be done in person at the MPHC Corporate Office or by Teleconference. MPHC reserves the right to waive presentations altogether and select a successful bidder based upon submissions only.

3.4 EVALUATION CRITERIA

Evaluation of proposals will be based on the following objectives (the weight of each objective to be determined by MPHC, in its sole discretion):

- Respondent's Qualifications – Describe the respondent's experience in, knowledge of, and resources to provide the services described in this RFP. Include a brief history of your firm including a minimum of three (3) client references.
- Team Profile – Describe the team that will support the MPHC account
- Pricing – Provide schedule of fees.
- Other Value Items – Include any additional products and/or services available that vendor currently performs in their normal course of business that is not included in the scope of the solicitation that you think will enhance and add value to this contract.

3.5 SCORING OF PROPOSALS

MPHC will score all proposals on a "PASS" or "FAIL" basis.

3.6 REJECTION OF PROPOSALS

MPHC reserves the right in its sole discretion to reject any or all proposals in whole or in part... All proposals will be reviewed for completeness of the submission requirements. If a proposal fails to meet a material requirement of the RFP, or if it is incomplete or contains irregularities, the proposal may be rejected. A deviation is material to the extent that a proposal is not in substantial accord with RFP requirements. MPHC reserves the right to award any contract to the next most qualified firm, if the successful application does not execute a contract within 30 days of notification of award selection.

3.7 AFFIRMATIONS

For their proposal to be considered, Respondent and its employees shall not be excluded by the U.S. Office of Inspector General ("OIG") OIG. As this SOW will be supported, at least in part, by federal funds, MPHC will require the successful Respondent to make certain affirmations – including that

neither it, nor any of its employees, are subject to exclusion by the OIG – and Respondent shall be required to inform MPHIC of any such notice which will be fully outlined in the contract. Such affirmations and attestations are requirements and failure to execute shall constitute a withdrawal.

3.8 CONTRACTUAL DOCUMENTS

The successful Respondent will enter into a contractual agreement with MPHIC following notification of award selection, which may include a required Business Associate Agreement (“BAA”), Non-Disclosure Agreement (“NDA”) and a Master Services Agreement (MSA).