

KING'S DAUGHTERS MEDICAL CENTER

Taking Medicine FurtherSM

Written Questions and Answers

Patient Satisfaction Survey
RFP KD-0108-23
Closing Date: 06/21/2023
Today's Date: 06/06/2023

No.	Question	Answer		
1	<ul style="list-style-type: none"> Are you seeking a highly standardized approach to patient satisfaction research (which allows for comparison of results across the industry) or would you prefer Offeror to collaborate closely with the Medical Center to develop a custom program? 	We are interested in comparison of results across the industry.		
2	<ul style="list-style-type: none"> What do you most seek to gain by working with a new partner on patient satisfaction? 	We are always seeking to gain as much insight as possible into the opportunities we have to improve the experience for our patients, families and team members		
3	<ul style="list-style-type: none"> Do you expect/want the Offeror to conduct in-house interviews with patients in addition to digital options such as email, text, etc.? 	We do not expect in house interviews.		
4	<ul style="list-style-type: none"> If the services have been subcontracted in the recent past, what contracted has conducted the services? 	You may obtain this information by filing an open records request with Kings Daughters Legal Department.		
5	<ul style="list-style-type: none"> Would you be open to an Offeror only including a portion of the services rather than the full range of services? 	<table border="1" data-bbox="935 972 1404 1121"> <tr> <td data-bbox="935 972 976 1121"></td> <td data-bbox="976 972 1404 1121">We are interested in in-depth patient satisfaction offerings. However it is fine to touch on other offerings available.</td> </tr> </table>		We are interested in in-depth patient satisfaction offerings. However it is fine to touch on other offerings available.
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6	<ul style="list-style-type: none"> Would you be open to sharing a list of interested vendors to help facilitate potential collaboration? 	That information is confidential until the RFP has been completed.		
7	<ul style="list-style-type: none"> Will King's Daughter Medical Center waive the hard copy + USB requirement and accept a proposal via email submission? 	At this time it is out policy to receive RFP's via USB as well as a hard copy.		
8	<ul style="list-style-type: none"> RFP states separate volumes/documents for technical and pricing need to be submitted; however, the required structure/organization of the submission in Section 4.1 includes Criteria 4 Financial Proposal. To confirm, the technical volume/document should contain all sections except for Criteria 4 which will be a separate pricing volume/document, is that correct? 	That is correct.		
9	<ul style="list-style-type: none"> . Please provide additional details on your 	Currently we survey all patient in		

	<p>current Patient Satisfaction program with your current vendor.</p>	<p>real time via call, email and text with the exception of our required HCAHPS and HHCAHPS surveys sent by mail. We are provided bi-weekly calls for support and updates. We are provided specially requested reports as well as the ability to run and export reports as we choose.</p>
10	<ul style="list-style-type: none"> • Please provide the number of facilities and the number of patients that would be included in this Patient Experience program. 	<p>In 2021 we sent 432,935 Real time surveys and 475,966 in 2022 in addition to the required HCAHPS and HHCAHPS. Over approximately 205 locations and 420 providers.</p>
11	<ul style="list-style-type: none"> • Would King's Daughter Medical Center be interested in Workforce / Employee Experience? If so, can you provide the number of employees, physicians? 	<p>Currently only interested in Patient Satisfaction.</p>
12	<ul style="list-style-type: none"> • Similarly, would King's Daughter Medical Center be interested in Consumer Experience? 	<p>Currently only interested in Patient Satisfaction.</p>
13	<ul style="list-style-type: none"> • Are you willing to share your current budget for this Patient Experience program? 	<p>Unknow currently.</p>
14	<ul style="list-style-type: none"> • Would you share the timing of other steps in the RFP phase - finalist selection, presentation date, award date? 	<p>Unknow currently.</p>
15	<ul style="list-style-type: none"> • Will you please provide the past two years of annual discharge volumes for the following: <ul style="list-style-type: none"> ○ Inpatient (King's Daughters Medical Center & Kingsbrook Lifecare Center (nursing home)) ○ Outpatient Surgery (King's Daughters Medical Center) ○ Outpatient Surgery (King's Daughters Ohio Hospital (surgery center)) ○ Emergency Department (King's Daughters Medical Center) 	<p>KDMC Inpatient Discharges (6/1/21 – 5/31/23) = 38,096</p> <p>Kingsbrook Discharges (6/1/21 – 5/31/23) = 306</p> <p>KDMC OP Surgeries (6/1/21 – 5/31/23) = 57,627</p> <p>KDOH OP Surgeries (6/1/21 – 5/31/23) = 6847</p> <p>KDMC ER Visits 6/1/21 – 5/31/23) =</p>

		132,690
16	<ul style="list-style-type: none"> Does King's Daughters Medical Center have a budget for the 3-year contract term? 	We are planning for this.
17	<ul style="list-style-type: none"> What are all service lines that King's Daughters Medical Center is currently surveying (HCAHPS, Emergency Department, Outpatient Diagnostic, OAS CAHPS, etc.)? 	We survey all services provided by the health system. Inpatient, outpatient, ED, HCAHPS, HHCAHPS, Medical Practices, Urgent Care, School Health, Our Long term/short term care skilled facility and are looking to add OAS CAHPS as required.
18	<ul style="list-style-type: none"> Are you seeking a highly standardized approach to patient satisfaction research (which allows for comparison of results across the industry) or would you prefer Offeror to collaborate closely with the Medical Center to develop a custom program? 	We want to compare across the industry.
19	<ul style="list-style-type: none"> What do you most seek to gain by working with a new partner on patient satisfaction? 	We are always seeking to gain as much insight as possible into the opportunities we have to improve the experience for our patients, families and team members
20	<ul style="list-style-type: none"> Please provide additional details on your current Patient Satisfaction program with your current vendor 	We work with Real time feedback and service recovery opportunities. We provide recognition for our teams. We utilize vendor resources regarding industry best practices for education and guidance for our leaders and teams