



Request for Proposals Project Manager e-health

Description:

Unison Health and Community Services is seeking a qualified consultant to manage several projects focused on enhancements to our new Electronic Medical Record and other e-health priorities.

Background:

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of six locations, Unison offers core services that include primary health care, counselling, health promotion, early years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education, diabetes prevention and Diabetes Education Program (DEP).

Unison's mission is working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

Unison is committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

Timeline:

RFP posting: July 15, 2021

Proposal deadline: August 17, 2021 at 5 p.m.

Proposal evaluations: August 2021

Consultant interviews: September 2021

Consultant selection: September 2021

Scope:

1. Obtain and share information on relevant technology-related developments and make recommendations for suitable new e-health tools and processes.
2. Utilizing project management methodologies, coordinate successful execution of project activities while managing risk. Tentative list of projects (subject to change), includes:

- Implement encrypted e-mail functionality within PS Suite and roll out to about 50 Unison primary health care providers and Medical Secretaries;
- Enable 35 primary care providers across Unison to have access to Hospital Report Manager;
- Test PrescribeIT with a small number of Unison providers, share experience/learning and, potentially, spread;
- Set up OHIP card readers for use by front desk staff in five Unison sites;
- Identify suitable e-faxing solution and roll out across Unison (currently on hold);
- Oversee wind-up of existing incident reporting system; set-up a new application/work flow, communicate changes to staff and design reports;
- Co-ordinate transition to new appointment reminder calls system.

Activities:

1. In coordination with stakeholders, develop/maintain a work plan for each project and an overall work plan for all projects; communicate work plan and progress to stakeholders;
2. Identify/troubleshoot issues with/changes to PS Suite application/usage; coordinate development and oversee implementation of plans to address changes/issues;
3. Oversee development of new workflows (and training materials); lead or monitor training for staff related to assigned projects or other e-health tools;
4. Coordinate with Decision Support and IT Specialist staff from Unison's IT/IM partner organization, and other external stakeholders such as Ontario Health and 3rd party vendors;
5. Coordinate external and internal project teams, including cross-functional committees, as necessary, to maximize collaboration related to above responsibilities, and to ensure alignment with organizational priorities.

Consultant qualifications:

1. Experience managing multiple concurrent projects with diverse working groups with an eye toward project dependencies;
2. Strong facilitation, collaboration and relationship management skills;
3. Knowledge of Ontario community health centre sector and relevant e-health issues;
4. Experience with PS Suite in an Ontario Community Health Centre (or other EMR in a primary care setting);
5. Ability to gather, analyze, utilize and communicate about IT concepts and data to inform planning and decision making;

6. Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities;
7. Knowledge of issues affecting communities facing barriers to access in an urban environment.

Timelines:

All deliverables to be completed by May 31, 2022. At discretion of Unison, the contract may be extended.

Proposal submission:

Please include the following in your proposal:

1. A description of your qualifications, previous experience and achievements, to help us determine why you are the right consultant for this project;
2. Examples of documents from previous projects similar in scope to the work outlined in this RFP (i.e. project charters, work plans, project reports, etc.);
3. Your hourly rate of compensation and number of hours per week that you will be available to work on this contract;
4. Three references of individuals who can speak to their experience with your work in conducting projects of similar scope. Information regarding each reference should include the individual's name, address, telephone number, and email address.

Please submit your proposal by August 17, 2021 at 5 p.m. to Julie Callaghan, Senior Director Community Health and Quality at julie.callaghan@unisonhcs.org, quoting 'RFP PM ehealth' in the subject line of your email. We cannot accept emails over 5 MB.