# Request for Proposals
# For A
# Company to Administer A Culture of Safety Survey



**Conducted By:**
**Ambulatory Surgery Center Association (ASCA)**



**February 26, 2019**

# REQUEST TO PROVIDE A CULTURE OF SAFETY SURVEY TO ASCA MEMBERS

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## CONTACT

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## PURPOSE

The Ambulatory Surgery Center Association (ASCA) is seeking to partner with an information technology (IT) company to administer a web-based Culture of Safety Survey to ASCA members.

## BACKGROUND

The Ambulatory Surgery Center Association (ASCA), located in Alexandria, VA, is the national membership association for ambulatory surgery centers (ASCs) and provides advocacy and resources to assist ASCs in delivering high-quality, cost-effective outpatient care. ASCA has approximately 3,000 members throughout the country. ASCs are small businesses that strive to keep administrative costs low, allowing them to be efficient providers of high-quality care that reduce costs.

ASCA wishes to provide ASCA members access to an affordable web-based survey that would allow staff at the ASC to rate and give their opinions about the patient safety culture at their ASC.  The survey would be based upon the Ambulatory Procedure/Surgery Center Survey on Patient Safety developed by the Agency for Healthcare Research and Quality (AHRQ). In addition, the survey data would need to be compiled into informative benchmarking reports for use at the facility level (showing changes over time within the facility) as well as at the national level (allowing for comparison between one facility and national averages).

## PROJECT GOAL

ASCA expects the search for an IT company to administer the web-based version of the Ambulatory Procedure/Surgery Center Survey on Patient Safety and produce benchmarking reports that are comprehensive and professionally executed.  Work would commence as soon as a qualified company is identified, and an agreement executed. The selected company will work closely with ASCA's Quality and Patient Safety Committee in completing the required work.

## SCOPE OF WORK AND DELIVERABLES

1. Provide a web-based platform for the Ambulatory Procedure/Surgery Center Survey on Patient Safety.
2. Implement the survey.
3. Produce benchmarking reports for participating ASCs as well as a comparison among like ASCs.

4. Provide training to ASCA and on-going support to ASCA and ASCs for using the web-based platform.

## QUALIFICATIONS

1. Proven success in administering web-based surveys and benchmarking reports.
2. Knowledge and experience with health facility information technology; knowledge of the ambulatory surgery center model would be preferred.
3. Three references, with preference for those from comparable associations/companies.

## PROPOSAL REQUIREMENTS

If you are interested in working with ASCA on this project, please provide the following information:

Company Background

1. Name of the company, address, and contacts of the company.
2. Background on the company (including years in business, number of employees) not to exceed 250 words.
3. Whether your company has been audited by the OCR HIPAA Audit Protocol or any other agency and the results of these audits.

Company Experience

4. Familiarity with ASCs, including services provided to ASCs and number of ASC clients (if applicable).
5. Number of years offering surveys to healthcare facilities, including the types of surveys.
6. An estimate on the length of time you would need to develop this survey and have it ready for distribution, as well as the estimated setup time per facility.
7. Process for handling customer inquiries, including ratio of account managers to clients, turnaround time, days and hours available to clients, and how inquiries are handled (phone/email/chat).

Survey Project Components

8. Training/education provided to the ASC pre-administration of the survey and post- administration of the survey, including the interpreting of survey results and cost of these services.
9. Languages your company supports for the survey and the cost associated with non-English versions (if applicable).
10. In no more than 250 words, describe your company's online portal.
11. In no more than 250 words, describe the methods for receiving data from ASCs and if your company will use this data for other than generating reports for the client.
12. In no more than 250 words describe the turnaround time from submission of data to report availability, types of reports provided, whether these reports can be customizable, and if aggregate data could be provided to management companies that participate.
13. Types of comparatives (benchmarks) provided to the client.

Project Costs

14. Costs associated with this survey, which shall include set-up cost, cost of reports of aggregate data for management companies, cost of customized reports, cost for additional survey questions added by the ASC.

15. Discounts offered to ASCs for multiple facilities.
16. In no more than 250 words, describe contract terms, including length of contract, termination of contract, billing frequency, and non-disclosure and confidentiality.


**NEXT STEPS**

The selection of the IT company to administer a web-based Ambulatory Procedure/Surgery Center Survey on Patient Safety will be managed by ASCA's Quality and Patient Safety Committee.  This committee will identify those companies, through their proposal, that will be reviewed by ASCA's Board of Directors who will then make the final decision.

All RFP responses must be returned by email to gthroneberry@ascassociation.org by March 15, 2019.  If you have any questions regarding this RFP, please contact Gina Throneberry by phone at 703-836-8808 ext. 180 or by email at gthroneberry@ascassociation.org.

On behalf of ASCA, we appreciate your interest in assisting with this project.