

# Request for Proposal

Date: August 30, 2017

Re: Request for Proposal for Long-Term Care Pharmacy Services

Due date for response: September 18, 2017

To: Long Term Care Pharmacy providers within the Algoma, Cochrane, and Thunder Bay districts

From: Alison Morrison, Home Administrator, RN, BScN, BA

*All applications submitted for this RFP will serve as an indication that the parties involved are in agreement of the following terms:*

- 1. This RFP is for a sole source contract.*
- 2. All submissions will be received in confidence; details will not be shared with outside parties.*
- 3. All conflicts of interest, whether actual or perceived, must be self-declared with submission.*
- 4. All submissions are to be received either by mail or email by midnight September 18, 2017. Please address to the attention of Ms. Alison Morrison.*
- 5. The successful submission will be accepted under the condition of a one (1) year trial period which will commence October 1, 2017. A review of services provided will be performed prior to the end of the trial period to assess the agreement of both parties to continue the partnership. If a mutual agreement has been obtained, an additional five (5) year commitment will be signed. Detail of the evaluation of services is outlined in Appendix A.*
- 6. All pharmacies and regulated pharmacy staff members who are employed by the submitting party must be in good standing with the Ontario College of Pharmacists at the time of the submission and continue to remain in good standing throughout the entire contract period. Should there be any terms, conditions, or limitations placed on the pharmacy or its regulated staff members by the College, it is the responsibility of the Pharmacy Manager (or designate) to inform the Home Administrator within 10 business days.*
- 7. The candidate who most closely meets all of the key deliverables as outlined within the body of this RFP shall be awarded the contract. If multiple candidates have scored equally, the decision will be at the discretion of the Home Administrator. Refer to Appendix B for scoring information.*
- 8. The successful candidate will provide medications at least 5 business days in advance of the first required fill date which is October 29, 2017.*

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## **A. Background and Information**

### **1. Primary Contact**

Alison Morrison  
Chief Nursing Officer & Home Administrator  
Hornepayne Community Hospital  
278 Front Street  
Hornepayne, ON  
P0M 1Z0

(807) 868-2442 extension 123

[Alison.Morrison@HornepayneHospital.ca](mailto:Alison.Morrison@HornepayneHospital.ca)

### **2. Overview of Our Organization**

The facility is a single-site long term care home attached to a 7 bed acute care hospital with 24/7 emergency services. Hornepayne Community Hospital is accredited under Accreditation Canada. As well, it houses an OCP Accredited Pharmacy Department for its acute patient population, an accredited Laboratory Department, and a Diagnostic Imaging Department for X-ray and Ultrasound. If at any time, a long term care resident requires acute level care, they are able to be transferred within the hospital and remain under the care of their primary care physician who oversees both patient populations.

Number of LTC Residents: 12

Number of Physicians: 1

Number of RN staff per shift: 1

Number of RPN staff per shift: 1-2

Number of PSW staff per shift: 1

Number of Pharmacy staff: 1 full time RPhT

Average number of scheduled medication orders per resident: 9.7

Average number of as needed medication orders per resident: 5.7

## B. Request for Information

### 1. Pharmacy Information

Please provide the following details about your organization:

#### Primary Contact

Name & Title:

Pharmacy Address:

Phone Number:

Email Address:

List the number of employees (full time equivalents) in your organization by category:

Category	# Employees
Total number of pharmacy employees	
Pharmacists and managers	
Registered Pharmacy Technicians	
Other unregulated support staff	
Those with clinical background (please provide resume or summary of skills/experience)	

How long has your company been in the business of providing LTC Pharmacy Services?

- 0-1 years
- 2-5 years
- 6 or more years

## **2. References**

Provide the names and contact details for at least two (2) parties for whom you either currently or have previously provided long term care pharmacy services for.

## **3. How Your Organization Meets MOHLTC Requirements, Including: The Long-Term Care Act, 2007, Ontario Regulation 79/10, and OPA Best-Practice Guidelines for Long-Term Care**

Please provide your written proposal with specific details outlining how your pharmacy is able to meet the required technical and cognitive responsibilities within the standards using the OPA Best-Practice Guidelines for Long-Term Care as your point of reference. You may also provide any additional information which would be pertinent to this RFP.

### **DRUGS**

- Medication Management System
- Quarterly evaluation
- Annual evaluation
- Medical directives and orders – drugs

### **PHARMACY SERVICE PROVIDER**

- Retaining of pharmacy service provider
- Responsibilities of pharmacy service provider
- System for notifying pharmacy service provider

### **OBTAINING AND KEEPING DRUGS**

- Purchasing and handling of drugs
- Emergency drug supply
- Drug supply
- Monitored dosage system
- Packaging of drugs
- Changes in directions for administration
- Sending of drugs with a resident
- Safe storage of drugs
- Security of drug supply
- Administration of drugs
- Natural health products
- Drug record (ordering and receiving)
- Residents' drug regimes
- Medication incidents and adverse drug reactions
- Drug destruction and disposal
- Restraining by administration of drug, etc., under common law

#### **4. Contract/Service Agreement Considerations**

Please provide additional details to assist in our decision making process:

1. What are your normal hours of operation?
2. What is the estimated turnaround time for a medication to be received onsite if prescribed and sent to your pharmacy:
  - a. At 10am on a Thursday
  - b. At 5pm on a Saturday
3. Is there a pharmacist on call after hours to address medication questions?
4. How would medications be transported to our facility and how are costs associated with the deliveries handled?
5. Is your staff familiar with the use of Point Click Care, or other LTC charting software?

## C. Resources for Submission

Submission Checklist	
<b>Section B: Request for Information</b>	
Details for subsections 1, 2, and 4 may be completed within the RFP document or may be included in written proposal details.	
Details for subsection 3 is to be submitted as a written proposal which addresses legislative requirements using the OPA Best-Practice Guidelines as the basis for your document.	
1. Pharmacy Information	✓
2. References	✓
3. How Your Organization Meets MOHLTC Requirements, Including: The Long-Term Care Act, 2007, Ontario Regulation 79/10, and OPA Best-Practice Guidelines for Long-Term Care	✓
4. Contract / Service Agreement Considerations	✓



## Appendix A

Evaluation of Services	Y/N
<p>Orders shipped no later than next business day no less than 90% of the time. Spot audits will be conducted over the course of the one year trial period to determine this.</p>	
<p>Pharmacy provides monitored dose packaging which is resident specific and meets the following:</p>	
<p>Medications received are consistent with the physician's orders 100% of the time.</p>	
<p>Medications received are consistent with description and details of the labels on the product packaging 100% of the time.</p>	
<p>Pharmacy prepares and updates the eMAR in Point Click Care upon receipt of new physician's orders with accurate transcription 100% of the time.</p>	
<p>Pharmacy provider has internal checks and balances in place to ensure technical, therapeutic, and cognitive services are provided for safe medication administration.</p> <p>These checks and balances are carried out for every medication order as well as during quarterly and annual reviews.</p> <p>Evidence of these checks and balances will be seen in consistent use of: clinical notes, review of diagnostics/laboratory results, as well as accurate and appropriate medication dispensing based on review of individual resident's medical history, diagnosis, and current medications.</p>	
<p>Participation in monthly meetings, either in person or via teleconference, which are scheduled on the 3rd Thursday of the month and serve as our quarterly medication reviews.</p> <p>The meetings are conducted in such a way that we focus on one third of our residents at each meeting, allowing for a comprehensive and interprofessional review of all aspects of care. Medication incidents are reviewed at this time as well.</p>	
<p>Pharmacist involvement in policy and procedure development, review, and updates which may occur during the monthly meetings, or on an ad hoc basis.</p>	

Appendix B

Weighted Criteria	Value
<b>Drugs</b>	35%
Medication Management System Quarterly evaluation Annual evaluation Medical directives and orders – drugs	
<b>Pharmacy Service Provider</b>	30%
Retaining of pharmacy service provider Responsibilities of pharmacy service provider System for notifying pharmacy service provider	
<b>Obtaining and Keeping Drugs</b>	35%
Purchasing and handling of drugs Emergency drug supply Drug supply Monitored dosage system Packaging of drugs Changes in directions for administration Sending of drugs with a resident Safe storage of drugs Security of drug supply Administration of drugs Natural health products Drug record (ordering and receiving) Residents' drug regimes Medication incidents and adverse drug reactions Drug destruction and disposal Restraining by administration of drug, etc., under common law	