



Request for Proposal

Pharmacy Services

**For both Baptist Homes and Providence Point
Campuses**

Timetable of Events

- Requests for Proposal will be distributed via email on December 22, 2009.
- Schedule for site visits may be scheduled with Al Allison .
- The complete Request for Pharmacy Services Proposal is due on January 20 , 2009.
- Intent is to award the contract on or before January 31 , 2009.
- Anticipated start date on or before April 1, 2009 for Baptist Homes and early summer for Providence Point.

Proposal Information and Guidelines

The Baptist Homes Society is inviting your company to submit a proposal for providing Pharmaceutical Services to our two campuses. They are Baptist Homes and Providence Point.

Contact Information:

Name: Alvin Allison, Executive Administrator Baptist Homes
Address: 489 Castle Shannon Blvd., Pittsburgh, PA 15234
Phone: (412)572-8291
Email: aallison@baptisthomes.org
Fax: (412)572-8253

Name: Jean Morelli, Administrator of Health Services, Providence Point
Address: 500 Providence Point Blvd., Pittsburgh, PA 15243
Phone: (412)526-3508
Email: jmorelli@baptisthomes.org
Fax: (412)343-0805

Dates for site visits, Interviews, and Proposal

1. Site Visits

These will be completed on request by contacting Al Allison.

2. Presentations

The Baptist Homes Society may invite certain firms to make a presentation as part of the evaluation process. An EMAR demo would be requested as part of the presentation. The decision to invite a firm to make a presentation is at the discretion of Baptist Homes Society. Submission of a proposal does not automatically qualify the bidder for a presentation. Your company will be contacted if a presentation is requested.

3. Proposal Due Date

Please submit your completed proposal, one (1) original and five (5) copies to, Alvin Allison no later than January 20 , 2009. Late proposals may be disqualified

Proposal Format

Original and all copies of the proposal should be arranged as follows:

- **Title Page:** Showing proposer name, address, telephone number, and contact person.
- **Letter of Introduction:** One page, introducing the company and signed by the person(s) authorized to sign on behalf of, and bind the company to, statements made in response to this RFP.
- **Company Profile and Provider Information:** Addressing the Company Profile and Vendor Information points documents in- Requirements Section.
- **Detailed Response:** Addressing each of the items listed in the Requirements Section.
- **References:** Provide a minimum of three (3) references for similar projects completed; include contact name, telephone number, date of contract, date of completion.
- **Cost Proposal-** addressing all costs.

Requirements Section

Baptist Homes Society

Baptist Homes

Baptist Homes was established in 1910 by a cooperative effort of 90 American Baptist Churches to provide services to both orphaned children and older adults. This first facility was located in West Newton, PA and then moved to the current residence in Mt. Lebanon, PA in 1915. Today, Baptist Homes is a faith-based, not-for-profit charitable organization serving nearly 300 adults of all faiths who live independently or in an area of the facility providing assistance to them due to illness or disability. Baptist Homes currently is licensed as a continuing care retirement community (CCRC) and provides a continuum of health care, residential and supportive services on 14 acres in Mt. Lebanon. The Nursing Center is licensed for 126 skilled beds; our Personal Care Residence has 54 units and our HUD independent living building has 100 apartments.

The Nursing Center's payer mix averages: MA: 39% Private Pay: 41% Medicare A: 8% and Medicare HMO: 12%. Occupancy currently averages approximately 91%.

The HUD building, Baptist Manor, typically maintains nearly 100% occupancy.

The Personal Care Residence typically maintains a 98% occupancy rate.

Providence Point

In 2002, the Board of Directors recognized a need in the community for a new retirement housing and services product keeping with today's more sophisticated consumer. The Board concluded that to maintain and extend the mission of Baptist Homes, the existing amenities and services would need to be enhanced. Thus the development of a new, sister community was started- Providence Point.

In the spring of 2006, Baptist Homes Society purchased two land parcels totaling approximately 32 acres. The property is located at the intersection of Kane Boulevard and Green Commons Drive in Scott Township, Allegheny County. Providence Point which will be licensed as a CCRC, will include 222 independent apartment residences and 35 patio homes; a 63 bed Health Care Center; 20 bed Memory Support unit; and a 63 bed Assisted Living Center. Independent residents will be moving into the community beginning in May 2009 with the health care areas opening in the summer of 2009.

The Health Care Center will not be licensed for Medical Assistance.

VISION, MISSION, VALUE STATEMENTS

Vision Statement

We will be the premier organization in Western Pennsylvania that delivers the highest quality of senior living in an independent or supportive environment, while always uplifting one person at a time.

Mission Statement

Building on our nearly 100-year tradition of excellence, we offer a full continuum of enriched living, compassionate care, and benevolence to a broad spectrum of individuals.

We promote a lifestyle of growth, creativity and independence, while respecting the dignity and self determination of those living and working in our Christian communities.

Value Statements

Expression of Faith

Our mission arises out of our Christian faith and our Baptist heritage. We are called to express Christian love for all with whom we come into contact, to be a witness to the love of God through the way we care for others, to be a responsible member of our community, and to be a good steward of all the resources which have been entrusted to us.

Fiscal Responsibility and Benevolence

We fulfill our mission by combining sound fiscal management with the highest quality of services. We also fulfill our charitable responsibility by offering as many of our services to those in financial need as is consistent with prudent stewardship.

Growth

We believe in growth which responds to current needs, anticipates the challenges of the future, and enhances the basic values and character of our ministry.

People

Every person who is a part of our family, including residents, employees, families, volunteers, and visitors, is to be treated in a loving, respectful manner consistent with our Christian teachings about the special value of each individual. We strive to foster self-esteem and integrity among all members of our family.

Ethical Standards

Our high regard for Christian ethical behavior is to be reflected throughout the organization including relationships with residents, their families, employees, constituent churches, communities, and those with whom we do business.

Leadership

We are called to excellence in our service. We embrace our heritage and will approach the future with faith, vision and creativity.

Wellness

We affirm the right of all individuals in our communities to achieve their highest level of well-being in mind, body and spirit. We are committed to providing the environment that encourages and supports the components of wellness: physical, emotional, spiritual, social, intellectual, and community.

ETHICS PHILOSOPHY

Personal, professional, social and corporate conduct is guided by an Ethics Philosophy which incorporates both a code of organizational ethics and our statement of organizational values. Our desire is that the philosophy developed and adopted by the Board of Directors, will also guide the ethical behavior of all constituents of our organization including our Board of Directors, staff and business associates.

HEALTH & WELLNESS PHILOSOPHY

The Health and Wellness philosophy flows from our belief as an organization founded upon the Christian faith that each person is created in the image of God. We are committed to investing time and energy into equipping our staff and residents with the ability to achieve their highest level of well-being in mind, body and spirit. Wellness is based upon six interwoven parts of life: Physical, Emotional, Spiritual, Social, Intellectual, and Community. Each part presents challenges based on the stage of life of the participant:

Physical – to provide an environment that encourages and supports healthy behaviors and best practices of care.

Emotional – to achieve a sense of peace and acceptance within one’s self that calls forth the best of self.

Spiritual – to encourage an integration of one’s relationship with God and a sense of life purpose and satisfaction.

Social – to encourage positive relationships and interactions that will add to the enjoyment of life and bring hope and joy.

Intellectual – to provide learning and mentally stimulating opportunities for continued growth and well-being.

Community – to promote ongoing positive interactions between Providence Point and the Community at large.

Scope of Work *Required Proposal Elements:*

1. Pharmacy is to dispense and deliver prescribed medications and related supplies for all physician orders and reorders and other facility requested supplies. Included are over-the-counter medications, prescription medications, DESI medications, controlled drugs, intravenous medications, hyperalimentation formulations, tuberculin testing solution, heparin flushes, influenza and pneumovac serum, hepatitis vaccine, and other related items such as devices and pumps to administer medications. The proposal should include the costing for such medications and supplies as well a Formulary Management Plan. Included in the costing should be prescription drugs and related supplies for private pay residents and medications ineligible for payment by third party insurers.
2. Pharmacy will provide in their proposal any fees, normal or customary charges-monthly or annually, to provide this service.
3. Medications are to be supplied using a seven (7) day blister pack or alternate packaging system proposed by the vendor which is acceptable to Baptist Homes Society. The packaging system proposed should provide the most cost effective and error proof system available.
4. Please detail if Pharmacy can credit back any unused/returned medication with dispensing system used and if there is a restocking fee.
5. Pharmacy must detail how they handle Leave of Absence/home visit medications.
6. Pharmacy will provide regularly scheduled deliveries and emergency deliveries. The Pharmacy Vendor (including Pharmacist consultation) must be available for emergency and urgent need orders twenty-four (24) hours per day, three hundred and sixty-five (365) days per year. Please detail in your proposal your delivery times; emergency deliver process; and how you handle stat orders on off hours, weekends or holidays.
7. Labeling for all medications must meet current regulation and standard of practice.
8. Pharmacy will partner with the medical clinic in providing packaging of medication for independent living residents who need some assistance with taking their own medications safely.
9. Pharmacy will provide equipment including documentation forms, medication carts, medication trays and inserts and all related equipment for medication administration. For Providence Point where medication carts will not be used, the pharmacy will provide equipment that would hold the laptop/tablet. and related supplies needed for the medication administration.

10. Pharmacy will maintain a record system for all residents that can be supplied to Baptist Homes Society upon request. The proposal should include demonstration of your medical record system.
11. The proposal must detail current status regarding the use of an electronic MAR. Provide the procedure for the flow of communication from the actual orders to the Pharmacy and the actual delivery to the facility.
12. Provide your policy for the formulary system which will be most cost effective for Baptist Homes Society and its residents.
13. Please describe your medication packaging system including any innovations that have reduced medication errors and improved the entire medication pass.
14. The Pharmacy must be able to print physician orders, or have the emar keep “real time” accuracy of the orders. The MAR must include expiration dates on the RX labels. It should also be able to provide a list of common side effects for each medication to Baptist Homes Society staff. Please provide samples of the medication monitoring forms, quality assurance reports, and drug interaction information with your proposal.
15. Pharmacy must bill appropriate insurance agencies for all covered drugs and supplies. Pharmacy must also maintain the accuracy of such records and make them available to Baptist Homes Society upon request.
16. Billings are to be made directly by the provider pharmacy except for Medicare Part A or other Part A products such as Security Blue. Pharmacy billings are to be provided to the Business Office on electronic file format acceptable to Baptist Homes Society. Billing data will include monthly billings for medications and related items delivered through the last calendar day of each month. This data is due in the Business Office by the second working day of the month following the billing month. Baptist Homes Society requires use of the facility software system and will be responsible for training the pharmacy staff on the acceptable format. (CVS file formatted to our Ultracare software system) Pharmacy agrees to accept Medicare/Medicaid or other third party sources as payment in full for compensable medications and related supplies.
17. Pharmacy should show sample billing invoices.
18. Vendor will define the financial responsibility for medications not covered by third party insurers in one of three Options. Option (a)- Baptist Homes Society; Option (b)- the pharmacy provider; or Option (c) shared risk by Baptist Homes Society and pharmacy provider.
19. The pharmacy provider will stock and maintain emergency medication supplies as well as a “start up” supply for new/readmissions with the number and kind of medication required by the Medical Director of each facility. Additional items will be provided at the direction of each facility’s Medical Director.
20. Provide a current Pennsylvania Pharmacist License for all staff Pharmacists and a professional vita of all individuals who will be involved with the pharmacy service to both facilities.
21. Provide a copy of all licenses, permits, and any other authorizing documents issued by any governmental agency for the Pharmacy to provide the types of services outlined. (Include current Commonwealth of Pennsylvania and DEA licenses).

22. Listing of all current and former (within the past three years) long term care facilities with whom the pharmacy has or had a provider pharmacy services contract. List shall include the facility name, address, contact name with phone number and the number of years of contract service.
23. Pharmacy will provide prospective pricing services as requested such as Medicare Part A residents.
24. Pharmacy will outline its education, inservice and consulting pharmacist programs including fees. Specify if IV training/certification is available.
25. Pharmacy will provide a **detailed transition plan** in the event that the contract is awarded, **including if the Pharmacy will be able to provide employees i.e.: Pharmacists and or Pharmacy Technicians** to accommodate both facilities.
26. Pharmacy must detail its stock, inventory and replenishment processes.
27. Pharmacy must outline its continuous quality improvement process including reporting of these efforts and participation in each facility's QA meetings. List all QI efforts related to prescribing practices.
28. Duration of the pharmaceutical agreement will ideally be for 36 months or longer.
29. Describe your process of tracking resident Medicare Part D plans and whether you make recommendations to assist the residents in making the best decision on the selected plan.
30. Describe how your company will compliment/relate to the Mission, Vision and Values of Baptist Homes Society.

Please note that the following is expected of any successful vendor:

Liability and Insurance

The Pharmacy shall perform its services under this agreement as an independent Pharmacy Vendor. The provider shall accept full responsibility for payment of premiums for Worker's Compensation and Social Security, as well as all income tax deductions required by law for its Employees who are performing services specified by this agreement.

HIPAA Regulations

Pharmacy to maintain as confidential, all Personal Health Information (PHI) as defined by the Health Insurance Portability and Accountability Act of 1996 PL 104-19L, August a locked/secure fashion. All Pharmacy procedures shall comply with the Health Insurance Portability and Accountability Act of 1996 PL 104-19L, August 21, 1996, Stat 1936.

Licensing/Screening

The Pharmacy represents that he/she is appropriately licensed, is in good standing in his/her profession, and shall show the original of his/her license to the Administrator and Chief Financial Officer and submit a copy of the license for filing purposes.

Pharmacy must agree to hold Baptist Homes Society harmless of any and all claims, actions, liabilities or costs directly or indirectly caused by negligent acts or failures to act by provider or its employees.

Pharmacy Vendor Information

Pharmacy must complete the following information:

Company Name:

Company Address:

Remittance Address:

Company telephone number:

Company fax number:

Emergency Telephone number(s):

Federal I.D. #:

Contract Representative: