

**State of Louisiana  
Department of Health & Hospitals  
Office of Behavioral Health**

**Request For Information (RFI)  
For  
Contingency Contract for Acute Psychiatric Adult Beds**

**March 28, 2014**

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## Glossary

<b>Acute Care</b>	<i>Intensive inpatient care for acutely ill psychiatric patients</i>
<b>CEA</b>	<i>Cooperative Endeavor Agreement</i>
<b>DHH</b>	<i>Department of Health and Hospitals</i>
<b>Inpatient</b>	<i>Treatment services offered in a hospital setting</i>
<b>Must</b>	<i>Denotes a mandatory requirement</i>
<b>OBH</b>	<i>Office of Behavioral Health</i>
<b>RFI</b>	<i>Request for Information</i>
<b>RFP</b>	<i>Request for Proposal</i>
<b>Shall</b>	<i>Denotes a mandatory requirement</i>
<b>Should, May, Can</b>	<i>Denotes a preference, but not a mandatory requirement</i>
<b>State</b>	<i>State of Louisiana</i>
<b>Will</b>	<i>Denotes a mandatory requirement</i>
<b>Unit</b>	<i>Refers to the inpatient setting in which the services will be provided.</i>

## General Information

### Background for the Office of Behavioral Health

#### ***Mission***

OBH's mission is to lead the effort to build and provide a comprehensive, integrated, person-centered system of prevention and treatment services that promote recovery and resilience for all citizens of Louisiana. OBH assures public behavioral health services are accessible, impactful, culturally and clinically competent and are delivered in partnership with all stakeholders.

#### ***Vision***

As a leader in the health care field, the Office of Behavioral Health will assure excellence in the provision of behavioral health services by overseeing the state wide operations of the Louisiana Behavioral Health Partnership (LBHP) and by supporting a safety net of services not in the scope of LBHP.

### Statement of Need

In a declared disaster event, the Louisiana Department of Health and Hospitals (DHH), Office of Behavioral Health (OBH) operates under the ESF-8 (DHH-Medical) Operations Branch and is responsible for assisting in overall emergency preparedness planning and development of a statewide disaster response system. This includes responsibility for coordinating access to emergency inpatient behavioral health services for adults presenting with severe mental illnesses and dangerousness to self and others (due to mental illness, co-occurring mental illness and substance use disorders), during the emergency event.

The Office of Behavioral Health (OBH) currently operates two state psychiatric treatment facilities that operate at bed capacity. During an emergency event, there are **no** available state-owned adult psychiatric beds to accommodate psychiatric surge needs.

OBH is seeking private sector partners interested in operating up to 20 but not fewer than 4 acute care beds for adults in an inpatient treatment environment that is short-term in the central or northern part of the State or utilizing space at an area hospital that is a licensed inpatient psychiatric unit through a cooperative endeavor agreement for continued operation of all components of adult acute care treatment programs.

In summary, DHH-OBH is seeking one or more providers capable of quickly implementing acute care psychiatric unit(s) in the central or northern part of the State for

adults requiring emergency placement for treatment/hospitalization **throughout all phases** of the disaster event.

### **Purpose of the RFI**

The Louisiana Department of Health & Hospitals, Office of Behavioral Health, issues this Request for Information (RFI) with the intent to determine the interest and capabilities of provider organizations to provide the following:

- from a 4 to 20 bed acute care psychiatric unit for both male and female adults in the central or northern part of the State.

Potential providers may submit a single proposal or multiple proposals for the services indicated.

This document describes the basic components of the current system and requests information regarding a provider's thoughts, interest and ability to meet the Louisiana licensure requirements, as well as, the expectations of the Office of Behavioral Health.

The DHH-OBH goal is to provide comprehensive and effective services for the population indicated above in a declared emergency event. To this end, the Office of Behavioral Health is open to innovative alternative strategies to address the needs of these individuals. Respondents are not limited in their method of providing services and are free to propose options outside the scope of this RFI that may more effectively and efficiently serve the identified populations (within State regulations for adult inpatient psychiatric services delivery).

### **RFI Coordinator**

Written questions and RFI responses must be directed to the RFI coordinator listed below:

Name: Cassandra Wilson, Program Director  
Department: DHH/Office of Behavioral Health  
Address: 628 North 4<sup>th</sup> Street, Floor 4  
Baton Rouge, Louisiana 70802  
Phone: 225.342.3889  
Fax: 225.342.1011  
Email: [Cassandra.wilson@la.gov](mailto:Cassandra.wilson@la.gov)

All communications relating to this RFI must be directed to the OBH RFI Coordinator person named above. All communications between Proposers and other OBH/DHH staff members concerning this RFI shall be strictly prohibited.

This RFI is available in PDF format at the following online links:  
<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/46>

### Proposer Inquiries

The Department will consider written inquiries regarding the requirements of the RFI or Scope of Services to be provided before the date specified in the Schedule of Events. To be considered, written inquiries and requests for clarification of the content of this RFI must be received at the above address or via email address by the date specified in the Schedule of Events. Any and all questions directed to the RFI coordinator will be deemed to require an official response and a copy of all questions and answers will be posted by the date specified in the Schedule of Events to the following web link:

<http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>

May also be posted at:

<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/46>

Action taken as a result of verbal discussion shall not be binding on the Department. Only written communication and clarification from the RFI Coordinator shall be considered binding.

### Schedule of Events

The following table designates the target dates for the request for Information (RFI) process. The dates listed below are target dates, and subject to change without notification.

March 28, 2014	RFI distributed to potentially interested parties: <a href="http://new.dhh.louisiana.gov/index.cfm/newsroom/category/46">http://new.dhh.louisiana.gov/index.cfm/newsroom/category/46</a> <a href="http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm">http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm</a>
April 4, 2014	Deadline for RFI questions
April 11, 2014	Responses to questions posted by DHH/OBH <a href="http://new.dhh.louisiana.gov/index.cfm/newsroom/category/46">http://new.dhh.louisiana.gov/index.cfm/newsroom/category/46</a> <a href="http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm">http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm</a>
April 30, 2014	Last day for submission of responses to RFI

## Invitation to Respond

All responses must be received by the due date and time indicated on the Schedule of Events. If your organization is interested in providing information on your ability to perform the requested services of Acute Psychiatric Adult Beds as described above, please submit a printed as well as electronic (PDF) format copy of your response by 4:30pm CST on April 30, 2014 to the RFI Coordinator:

**Courier Mail, US Mail or hand delivered:**

DHH/Office of Behavioral Health  
Attn: Cassandra Wilson, Program Director  
628 North 4<sup>th</sup> Street, Floor 4  
Baton Rouge, Louisiana 70802

**Electronic PDF Format Copy:**

[Cassandra.wilson@la.gov](mailto:Cassandra.wilson@la.gov)

## Scope

The scope of work indicated by this Request for Information is to create a licensed acute care psychiatric unit(s) of 4 to 20 beds (for a total of 20 beds in the central or northern part of the State) that will maintain a safe, supportive, and therapeutic environment while providing comprehensive, intensive, individualized care to adult psychiatric patients originating primarily from an emergency room referral in disaster impacted regions of the state during an emergency event. The services requested include evaluation, stabilization and discharge planning for both male and female adults. Providers have the option of including detoxification for co-occurring disorders as a part of the acute care psychiatric unit.

***Requirements:***

The provider shall be able to stand-up the acute care unit(s) within 12 hours of written notification of contract activation by DHH/OBH and shall remain available throughout the duration of the declared emergency. Authorization to access a bed for admission shall be through the DHH Emergency Operations Center (EOC) Behavioral Health Desk.

***Criteria for Admission:***

The provider shall establish patient criteria for admission, as approved by OBH and in conjunction with the Statewide Management Organization (SMO), which shall assure that only patients needing active psychiatric treatment in a hospital setting are admitted

for care. Admission criteria will be applied uniformly to all patients regardless of any determination of financial eligibility.

Admissions for all Medicaid and all non-Medicaid patients must be authorized by the SMO who will make the determination of medical necessity for the specified level of care. This will determine what services will be covered.

Admission to the acute unit shall occur only after being medically cleared by a duly privileged emergency room physician who has documented the patient's medical stability or a completed Physician's Emergency Certificate.

***Patient Management:***

Provider shall be responsible for establishment and implementation of all policies and procedures related to patient management and service delivery, to include admission criteria, evaluation, treatment and discharge of patients, subject to the review and approval of OBH.

Provider shall assure that staff for each of the units conducts all activities in compliance with state and federal statutes and regulations.

Provider shall ensure appropriate treatment programs and services for all units, as approved by OBH. Daily patient care, including diagnosis, development of the treatment plan, revisions to the treatment plan, and discharge planning are the responsibility of the licensed physician who is a member of the facility's Medical Staff and practicing on the Unit.

Provider shall assure the availability of adequate numbers of appropriately qualified clinical support staff to render treatment services to include, at a minimum, psychiatric, psychological, social work, psychiatric nursing, occupational therapy and recreational therapy services.

All provider personnel shall be appropriately trained, experienced and licensed to meet the responsibilities in providing a comprehensive treatment program.

Provider shall assure that all employees attend all required meetings, including but not limited to facility orientation, in-services, fire/safety and disaster drills as stated in provider policies and procedures manual.

Those personnel who provide patient care that requires delineation through the medical staff process must be competent to provide such services. Competency assessments shall be performed as required and documentation of these assessments shall be



included in the records of the provider. This documentation shall be provided to OBH upon request and at the end of the contract period.

Provider shall assure that prospective employees meet all of the facility employment criteria.

Provider shall develop a process, to include a timeline, for coordinating the reporting of performance deficiencies of employees.

Provider shall assure that professional clinical support staff meet all applicable licensing and certification board requirements, and shall monitor job performance to assure the quality and appropriateness of care delivery.

Provider shall determine the numbers and types of nursing personnel and staff necessary to provide psychiatric services at a minimum consistent with all standards governing such services. Provider shall provide adequate oversight and evaluation of the nursing activities and shall maintain a record for review by OBH.

Provider shall assure an organizational structure, which will allow staff to work closely and cooperatively with the facility Compliance Officer to ensure that the hospital is in compliance with licensure and accreditation, as well as federal and state laws.

#### ***Patient Records and Information:***

Provider shall be responsible for the care and custody of the medical record of each patient admitted to and discharged from the units through the Medical Records Department. Provider shall assure that the content and care of the medical record meets all applicable Centers for Medicare and Medicaid Services (CMS) criteria and any other applicable standards including medical records maintenance and retention standards.

Admission and discharge records of patients admitted to the units shall be maintained in the Medical Records Department in accordance with CMS guidelines and Louisiana Minimum Licensing Standards.

#### ***Selection of Staff:***

Provider is responsible for all hiring of staff assigned to each of the units. Provider shall provide in-service orientation to all Unit employees on all applicable procedures, policies, and plans to ensure compliance with appropriate hospital, licensure, accreditation, state and federal rules and regulations. Copies of these documents shall be provided to OBH at the beginning of the contractual period and shall be kept updated in the same fashion as other departments in the facility.

***Fiscal Requirements:***

Provider shall be responsible for maintaining support records to substantiate costs attributable to the unit and for maintaining statistical data necessary to support the basis for allocation of any shared costs.

Any alterations or modifications to the physical plant as may be required for continued compliance with all state and federal regulations shall be the responsibility of the provider.

***Support Services:***

Provider shall be responsible for the provision of all support care services necessary for operation of the units, to include all necessary medical and non-medical supplies, pharmaceuticals, ancillary services, maintenance and environmental services, dietary services and security services. All such services shall be provided in accordance with all applicable licensing, accrediting, and regulatory body standards and criteria.

***Risk Management:***

The requirements, policies and procedures regarding risk management issues are to be used by the units for all risk management issues. These requirements, policies and procedures are to form the basis for defining “critical incidents” on the unit and for the process and timeline to be used in reporting of “critical incidents” by the unit.

***Accreditation:***

The provider shall maintain current accreditation by a recognized accrediting organization, i.e. Joint Commission on Accreditation of Healthcare Organizations (TJC). Any threat of the loss of accreditation or the failure to maintain the conditions of participation for CMS must be immediately reported to the Assistant Secretary for OBH.

**RFI Response**

Companies interested in responding to this RFI must submit a capability statement of no more than 20 pages (in 12 pt. font with 1 inch margins) that details the ability to meet the statement of need. The following information is required in the response:

- Date of Submission
- Name of Organization
- Mailing Address
- Contact Information

- Printed Name and Title of Authorized Representative
- Signature of Authorized Representative

For your convenience, a sample cover page has been appended to the final section of this RFI document. Although this cover page is not required, its use is recommended to ensure uniformity of response and submission of all required information noted above.

## Outline

1. Respondents should demonstrate comprehensive experience in working with adult, with serious mental illness and/or co-occurring substance abuse in inpatient settings.
2. Respondents should demonstrate organizational viability, providing examples of specific customers, contact information, and assessments of program performance.
3. Respondents should demonstrate capacity to recruit staff and implement the proposed unit on a rapid timeframe.
4. Respondents should provide references who can attest to the proposer's professional qualifications, as well as the quality of programming the proposer has provided.
5. Respondents should demonstrate the necessary structure for governance, administrative, and budgetary stability.
6. Respondents should provide a sample budget which includes a breakdown of projected costs/revenues.
7. Respondents should demonstrate adequate financial resources for performance of the CEA or the ability to obtain such resources as required during performance under this CEA.
8. Respondents should include for each of the last three (3) years, copies of financial statements, preferably audited, including at least a balance sheet and profit and loss statement, or other appropriate documentation which would demonstrate to the Department the proposer's financial resources sufficient to conduct the project.
9. Additional materials may be included as attachments and must be clearly labeled as such. These may include annual reports, marketing materials, case studies, research papers, etc.

## Preparation Cost

The respondent assumes sole responsibility for any and all costs and incidental expenses associated with the preparation and reproduction of any proposal submitted in

response to this RFI. The respondent shall not include these costs or any portion thereof in the proposed contract cost.

## Ownership of Response

All responses become the property of the Department and will not be returned to the proposer. The Department retains the right to use any and all ideas or adaptations of ideas contained in any response received to this solicitation. Selection or rejection of the offer will not affect this right. If a contract is awarded, all responses will become subject to the Louisiana Public Records Act.

## Confidentiality

The designation of certain information as trade secrets and/or privileged, confidential, or proprietary information shall only apply to the technical portions of your response to this Request for Information. *Any response to this request marked as copyrighted or marked as privileged, confidential, or proprietary **in its entirety** is subject to rejection without further consideration or recourse* based on the professional opinions of Department of Health & Hospitals (DHH) legal staff.

Respondents should bear in mind that while trade secrets and other proprietary information submitted in conjunction with this RFI may not be subject to public disclosure, ***the submitting party must claim protections at the time of submission.*** The following guidelines provide accurate instructions to mark adequately certain information as privileged, confidential, or proprietary.

- The respondent must clearly designate the part of the response that contains a trade secret and/or privileged or confidential proprietary information as “confidential” in order to claim protection, if any, from disclosure. The respondent shall mark the cover sheet of the response with the following legend, specifying the section(s) of the response sought to be restricted in accordance with the conditions of the legend:

*“The data contained in pages \_\_\_\_\_ of this response have been submitted in confidence and contain trade secrets and/or privileged or confidential information, and such data shall only be disclosed for evaluation purposes. This restriction does not limit the State of Louisiana’s right to use or disclose data obtained from any source, including the proposer, without restrictions.”*

- Further, to protect such data, respondents should identify and mark each page containing such data as “CONFIDENTIAL.” A watermark or footnote delineating each page containing such data as “confidential” will satisfy this requirement.

Respondents must be prepared to defend the reasons why material should be held as confidential. If another respondent or entity seeks to review copies of a respondent's confidential data, DHH will notify the owner of the asserted data of the request. If the owner of the asserted data does not want the information disclosed, it must take legal action as necessary to restrain DHH from releasing information DHH believes to be public record.

If the response contains confidential information, the respondent should submit a redacted copy of the response. Without the submission of a redacted copy, DHH may consider the entire response to be public record. When submitting the redacted copy, it should be clearly marked on the cover as a "REDACTED COPY." The redacted copy should also state which sections or information have been removed."

## **Name of Organization**

Response to  
Office of Behavioral Health  
Request For Information

For

## **Contingency Contract for Acute Psychiatric Adult Beds**

Submitted on:

**April 30, 2014**

*The data contained in pages \_\_\_\_\_ of this response have been submitted in confidence and contain trade secrets and/or privileged or confidential information, and such data shall only be disclosed for evaluation purposes. This restriction does not limit the State of Louisiana's right to use or disclose data obtained from any source, including the proposer, without restrictions.*

Name of Organization  
00000 Mailing Address  
City, ST 00000-0000  
Phone: (xxx) xxx-xxxx  
Fax: (xxx) xxx-xxxx  
Email: [main@provider-email.com](mailto:main@provider-email.com)

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Name of Authorized Representative, Title

Respondents are encouraged to use this page as a template for their response cover.