

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

**Request For Information (RFI)  
For  
Provision of Acute Care Services**

**August 5, 2011**

Version: 1.0  
Date: 8/5/2011

## Contents

<b>Confidentiality</b> .....	3
<b>Introduction</b> .....	3
<i>About the Office of Behavioral Health</i> .....	3
<b>Statement of Need</b> .....	4
<b>Purpose of the RFI</b> .....	5
<b>Scope</b> .....	6
<b>RFI Response</b> .....	11
Outline.....	11
<b>Abbreviations and Terminology</b> .....	12
<b>RFI Procedure</b> .....	12
How to Deliver the Response.....	13
Timeframe .....	13
<b>Sample Cover Page</b> .....	14

## Confidentiality

The designation of certain information as trade secrets and/or privileged, confidential, or proprietary information shall only apply to the technical portions of 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.*

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 Louisiana Public Records Act governs whether information submitted by respondents will be released pursuant to a public records request.

The respondent must clearly designate the part of the response that contains information the respondent believes to be a trade secret and/or privileged or confidential proprietary information as “confidential”.

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 requested 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.”

## Introduction

### About the Office of Behavioral Health

**Mission.** The mission of the Office of Behavioral Health is to promote recovery and resiliency through services and supports in the community that are preventive, accessible, comprehensive and dynamic.

**Vision.** The Office of Behavioral Health ensures care and support that improves quality of life for those who are impacted by behavioral health challenges.

## ***Guiding Principles.***

- We can and will make a difference in the lives of children and adults in the state of Louisiana.
- People recover from both mental illness and addiction when given the proper care and a supportive environment.
- The services of the system will respond to the needs of individuals, families and communities, including culturally and linguistically diverse services.
- Individuals, families and communities will be welcomed into the system of services and supports with a “no wrong door” approach.
- We respect the dignity of individuals, families and communities and the workforce that serves them.
- Through a cooperative spirit of partnerships and collaborations, the needs of individuals, families and communities will be met by a workforce that is ethical, competent and committed to the welfare of the people it serves.
- We will utilize the unique skills of professionals with appropriate competencies, credentials and certifications.
- Mental illness and addiction are health care issues and must be seamlessly integrated into a comprehensive physical and behavioral health care system that includes primary care settings.
- Many people we serve suffer from both mental illness and addiction. As we provide care, we must understand, identify and treat both illnesses as primary conditions.
- The system of care will be easily accessible and comprehensive and will fully integrate a continuum of prevention and treatment services to all age groups. It will be designed to be evidence-based, responsive to changing needs, and built on a foundation of continuous quality improvement.
- We will measure our results to demonstrate both improved outcomes for the people we serve and fiscal responsibility to our funders. We will prioritize destigmatizing historical biases and prejudices against those with mental illness and substance use disorders, and those who provide services, through efforts to increase access to treatment. We will do this by reducing financial barriers, addressing provider bias, integrating care and increasing the willingness and ability of individuals to seek and receive treatment.

## **Statement of Need**

Louisiana Office of Behavioral Health (OBH) operates four acute care units throughout the state to provide psychiatric, psychosocial and medical services in compliance with all licensing and accreditation standards to meet individual patient needs for adults in an inpatient treatment environment that is less restrictive, shorter term and more cost-

effective than long-term hospitalization. The units maintain a specialty license and provide 24-hour structured inpatient treatment within a locked setting. Presenting problems include acute and severe/persistent mental illnesses, detoxification from alcohol/drugs, acute situational/emotional distress, suicide threats/attempts, and medication adjustments, among others. Both voluntary and involuntary admissions occur. Treatment emphasis is on short-term, intense therapeutic intervention designed to provide the person with rapid evaluation and stabilization. These units are closely linked to community-based services and support networks so patients can return to their homes faster and with greater continuity of care. Units are currently located in Greenwell Springs, Lafayette, Mandeville and Lake Charles and are provided through an inter-agency agreement with an existing hospital. Acute care patients must be referred by a hospital Emergency Department or MHERE physician, or a Louisiana licensed medical provider who attests, based on the standard medical clearance procedure developed by OBH and LSU, that the patient is medically stable prior to admission. Patients may originate from anywhere within the state and priority shall not be given to referrals from the contracting hospital. Once stabilized and ready for discharge, the acute unit is responsible for ensuring that the patient has a continuity of care plan as well as a minimum of a two week supply of medications.

Louisiana is seeking a contractor who is capable of quickly implementing an acute care psychiatric unit (hereinafter referred to as the "Unit") that is a distinct part and operates under the administrative structure of a full-service general hospital in the Lake Charles region of the state for the purpose of serving any medically stable adult referred by a hospital Emergency Department or MHERE physician, or another Louisiana licensed medical provider for evaluation and stabilization services.

### **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 a 14-bed acute care psychiatric unit for both males and females in the Lake Charles, Louisiana area.

This document describes the basic components of the current acute care system and requests information regarding a provider's thoughts, interest and ability to meet the Louisiana acute care requirements, as well as, the expectations of the Office of Behavioral Health. The RFI will be used in the selection of a provider for the Lake Charles area. A Request for Proposals (RFP) is not required for this solicitation.

## Scope

The scope of work indicated by this Request for Information is to create a licensed, accredited acute care psychiatric unit of 14 new beds in Lake Charles that will maintain a safe, supportive, and therapeutic environment while providing comprehensive, intensive, individualized care to adult psychiatric patients originating from an Emergency Department, MHERE, or other licensed physician referral in any region of the state. The services requested include evaluation, stabilization and discharge planning for adults.

The components of the system must include:

### ***Criteria for Admission:***

The provider shall establish patient criteria for admission, as approved by OBH, which shall assure that only patients needing active psychiatric treatment in a hospital setting are admitted for care. Respondents will implement current OBH admission criteria. Admission criteria will be applied uniformly to all patients regardless of any determination of financial eligibility or region of origin. Provider must provide a procedure which ensures the person's financial status is not a consideration in the decision to admit. Admission to the unit shall occur only on the orders of a Louisiana licensed psychiatrist after medical clearance by an appropriately privileged Emergency Department, MHERE, or another Louisiana licensed physician who has documented the patient's medical stability.

### ***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, that are consistent with OBH policy and subject to the review and approval of OBH.

Provider shall submit to OBH for approval, all policies and procedures utilized in the operation of the acute care unit and all descriptions and/or narratives of the clinical programs. These policies must be approved by OBH at the beginning of the contractual period and revisions must be approved by OBH prior to becoming an official part of the policy or procedures. This includes all policies and/or procedures initiated by either OBH or the provider.

Provider shall assure that staff for the acute care unit conduct all activities in compliance with state and federal statutes and regulations and the Joint Commission on Accreditation of Healthcare Organizations (TJC) standards.

Provider shall ensure appropriate treatment programs and services for the acute care unit, 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 credentialed and privileged by the hospital who is practicing on the Unit.

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

Provider shall assure the availability of adequate numbers of appropriately qualified direct care staff who shall be on duty at the required staff to patient ratio to maintain 14 beds continuously 24 hours per day 7 days per week for the duration of the contract. Provider shall assure that the 14 beds resulting from this contract shall be new beds in addition to any beds currently in existence, rather than a conversion of current beds to this contract.

Provider will grant current employees of the W.O. Moss Acute Care Unit preference in interviewing for any employment opportunities.

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, hospital 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 by TJC. Documentation of these assessments shall be included in the records of the provider. This documentation shall be provided to OBH at the beginning of the period and at the intervals required by TJC standards.

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

Provider shall develop a process, to include a timeline, for reporting of performance deficiencies and critical incidents of employees to OBH.

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 standards for “distinct part acute psychiatric units” (LAC 48:I.Chapter 93). Provider shall provide adequate oversight and evaluation of the nursing and patient care 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 hospital Compliance Officer to ensure that the hospital is in compliance with licensure and accreditation, as well as federal and state laws.

Designated provider staff will participate in the various committees and teams that operate within the hospital and will be assigned to such in a fashion similar to that of other departments in the hospital. At a minimum, it is expected that the acute unit will have a representative on the performance improvement team and the Clinical/Medical Directors of the unit will participate in the Medical Executive Committee.

***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 Unit through the hospital’s Medical Records Department. Provider shall assure that the content and care of the medical record meets all Centers for Medicare and Medicaid Services (CMS) criteria and TJC standards, or any other applicable medical records maintenance and retention standards [American Osteopathic Association (AOA) and Det Norske Veritas (DNV)].

Admission and discharge records of patients admitted to the acute care unit shall be maintained in the hospital’s Medical Records Department.

Patient transfers in and out of the acute unit and within the hospital will be governed by hospital policy. All necessary patient information required to provide services shall be provided when a psychiatric patient is discharged from the acute unit and admitted directly to the general hospital setting for medical/surgical care.

After discharge all medical records shall be maintained by the Hospital Medical Records Department in accordance with CMS guidelines and Louisiana Minimum Licensing Standards.

There shall be a policy of reciprocal consultation between the “Med/Surge” units of the Hospital and the Unit.



***Utilization Review:***

Provider shall develop and implement standards for its Utilization Review Plan which addresses the type of care offered by the acute unit. Utilization Review activities, as directed by the hospital's Utilization Review Plan will be ongoing and consistent with the plan.

***Selection and Removal of Staff:***

Provider is responsible for all hiring and termination of staff assigned to the acute unit. Current employees of the W.O. Moss Unit shall be given first consideration for hiring.

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 made available to OBH and the Louisiana State Survey Agency at the beginning of the contractual period and shall be kept updated in the same fashion as other departments in the hospital.

The provider shall maintain health and personnel records of all Unit staff as required by Hospital policy and make them available to OBH, the Louisiana State Survey Agency and accrediting bodies when requested.

All physicians and psychologists and other licensed professionals employed by the Unit, including interns and residents, who provide medical and/or psychiatric services on the Unit must be privileged by the Hospital and shall follow the procedures as established by the Hospital for the submission of credentials for approval and granting of privileges and subsequent renewal of time.

***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.

***Health Screening:***

Provider shall perform all necessary pre-employment and periodic health screening examinations, including annual TB testing, for all Acute Unit employees. All employee health records will be maintained according to hospital policy.

***Support Services:***

Provider shall be responsible for the provision of all support care services necessary for the Unit operation, 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.

***Patient Billing:***

Provider shall assume responsibility for determination of financial eligibility and billing status for all patients admitted to the Unit; however financial status shall not enter into admission decisions.

Provider agrees to make every attempt within its available resources to determine at the time of admission whether or not the patient has Medicare, Medicaid, or other insurance coverage, and to document any such information obtained.

Medicaid payment for patients with no third-party insurance will be on a per diem rate based on an enhanced Medicaid rate of \$581/day. Provider will bill Medicaid for the per diem rate. Treatment for individuals who are uninsured, non-Medicaid eligible patients will be reimbursed by DHH under the non-compensated care plan, also at \$581 per day.

***Risk Management:***

The requirements, policies and procedures of the Hospital regarding risk management issues are to be used by the Unit for all risk management concerns. 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. All critical incident reporting is to be in line with current DHH/OBH policy.

***Collaboration with OBH:***

Annually, the Hospital CEO and the OBH Regional Manager shall develop a Statement of Work to include the scope of services to be delivered. Meetings will be held as often as necessary, but no less than quarterly between the Hospital CEO, the Hospital

Medical Director, the OBH Regional Manager, the Unit management staff designated as responsible for the day-to-day operations of the Unit and any other appropriate parties. Those local issues identified and appended to the Basic Operating Agreement shall be reviewed and discussed in terms of the satisfaction with the implementation of the resolution for each issue. Additional issues and resolution of those issues shall also be discussed.

Provider must participate in regional stakeholder meetings dealing with the Louisiana Behavioral Health Plan (LABHP) and the Coordinated System of Care (CSoc).

***Accreditation:***

Results of all reviews of the Unit by CMS, TJC, AOA, or DNV will be submitted to the OBH regional manager upon receipt by the Unit. Any threat of the loss of accreditation or the failure to maintain the conditions of participation for CMS, must be immediately reported by the hospital administrator to the OBH Regional Administrator and to the Assistant Secretary for the Office of Behavioral Health.

**RFI Response**

Companies interested in responding to this RFI must submit a capability statement of no more than 20 pages 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 & 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**

Respondents must demonstrate:

1. comprehensive experience in working with adult patients with serious mental illness, substance abuse, and/or co-occurring substance abuse in inpatient settings.

2. knowledge and prior implementation of evidence-based programs for acute care psychiatric units.
3. organizational viability, providing examples of specific customers, contact information, and assessments of program performance.
4. capacity to recruit staff and implement an acute care psychiatric unit on a rapid timeframe.
5. the method for ensuring that current W.O. Moss Acute Care Unit employees are considered in the hiring process.
6. where applicable current involvement and linkages with emergency rooms, parish coroners, and mental health centers in the communities they currently serve.
7. the necessary structure for governance, administrative, and budgetary stability.

Respondents must include:

1. biographical information of all Principals involved in the organization.
2. a description of the proposed Unit with a floor plan and the relationship of the Unit with the hospital if applicable.
3. a detailed budget demonstrating the ability to operate the proposed Unit within the projected revenue.

Supplemental materials, in addition to the allowed 20 pages, may be included as attachments and must be clearly labeled as such. These may include annual reports, marketing materials, case studies, research papers, etc.

### **Abbreviations and Terminology**

Acute Care	<i>Intensive inpatient care for acutely ill psychiatric patients</i>
AOA	<i>American Osteopathic Association</i>
CMS	Centers for Medicare and Medicaid Services
DHH	<i>Department of Health and Hospitals</i>
DNV	Det Norske Veritas
Inpatient	<i>Treatment services offered in a hospital</i>
OBH	<i>Office of Behavioral Health</i>

RFI	<i>Request for Information</i>
RFP	<i>Request for Proposal</i>
TJC	<i>The Joint Commission of Healthcare Organizations</i>
Unit	<i>Refers to the inpatient setting in which the acute care services will be provided.</i>

## RFI Procedure

If your organization is interested in providing information on your ability to perform the requested services for the Office of Behavioral Health, please submit an electronic Microsoft Word copy of your response to the contact listed below. The Department may invite qualified organizations to make oral presentations and participate in an individual question-and-answer session concerning their responses. Organizations should indicate in their responses whether they are willing to participate in these sessions. All organizations who have the interest and capacity to fulfill the activities specified in this RFI should respond **no later than 4:00 P.M. (Central Time) on August 23, 2011.**

## How to Deliver the Response

In response to this Request For Information, please send a Microsoft Word-formatted response via email to [sue.austin@la.gov](mailto:sue.austin@la.gov). Please direct questions regarding this Request for Information to the following point of contact:

Sue Austin, Ph.D.  
*Psychologist*  
 (225) 342-1044  
[sue.austin@la.gov](mailto:sue.austin@la.gov)

## Timeframe

The following table designates the target dates for the request for Information (RFI) process. Please note that this RFI does not constitute a solicitation of offers from private providers or other entities. The purpose of an RFI is to gather information and gauge interest in a Request for Proposals process. The dates listed below are target dates, and subject to change without notification.

August 5, 2011	RFI distributed to potentially interested parties
August 10, 2011	Last day for RFI questions
August 19, 2011	Responses to questions posted by DHH/OBH
August 23, 2011	Last day for submission of responses to RFI

## **Name of Organization**

Response to  
Office of Behavioral Health  
Request For Information  
For

## **Provision of Acute Care Services**

Submitted on:

**Month 00, 2011**

## **REDACTED COPY**

*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

---

**Name, Title**