

Instructions

1. Complete all sections of the RFI by filling in the answer/clarification columns.

For feature-level sections, please complete with a status for that feature using the values in the legend below:

- | | |
|---|---|
| <input type="checkbox"/> In use | Feature is being used in live operation |
| <input type="checkbox"/> Available | Feature is available in the current release version |
| <input type="checkbox"/> Development | Feature is being developed or defined |
| <input type="checkbox"/> Unavailable or N/A | Feature is not yet prioritized, or not relevant |

2. Please feel free to use attachments, marketing collateral, or other supporting material. Please reference the attachment if used to answer a question.
3. The RFI is directed toward medication administration, unless otherwise specified. If appropriate, break out the answer to include specimen identification, or other applications.
4. The answer columns are grayed-out if input is not needed.
5. Though this RFI focuses on Barcode-enabled Point of Care (BPOC), it is understood that medication management and clinical documentation occur across a continuum. Please answer the feature status questions according to the capabilities of your bar-coding or eMAR applications. If not within the BPOC solution, indicate if another application within your offering fulfills the feature.

Request for Information

	Answer/Clarification
Profile	
Identify by name all modules of the BPOC system including but not limited to: <ul style="list-style-type: none"> <input type="checkbox"/> Medication administration <input type="checkbox"/> Specimen identification <input type="checkbox"/> Transfusion verification <input type="checkbox"/> Clinical Documentation 	
Was product internally developed, acquired, result of a merger, etc...? When?	
Began Beta Testing: (month, year)	
Market Release Date: (month, year)	
Number of facilities with live installations. Please breakout by application, if applicable.	
Facilities with system live on one or more units:	
Live house-wide (60% or more of units):	
Total Contracts (installed and pending installation):	
Itemize the number of people in your company's major functions, including: <ul style="list-style-type: none"> <input type="checkbox"/> Product development <input type="checkbox"/> Marketing <input type="checkbox"/> Sales <input type="checkbox"/> Field service <input type="checkbox"/> Customer support <input type="checkbox"/> Etc. 	
Describe any business partner relationships related to the scope of this RFI (BPOC).	
Describe your company's participation in standards organizations.	
Do you have a Users Group? and if so, please describe its role.	
Offering	
Your BPOC application is available as: <ul style="list-style-type: none"> <input type="checkbox"/> Stand-alone product offering (Works with Pharmacy or lab information systems from other vendors). <input type="checkbox"/> Integrated product only: (Works only with your Pharmacy or lab system.) If integrated, what other applications must also be implemented? (ie: prerequisite applications, modules, or infrastructure) <input type="checkbox"/> Integrated or stand-alone: (Available either as an integrated or stand-alone product offering. Indicate if separate applications accomplish this flexibility) 	
This RFI is focused on BPOC. Please identify by name any other offerings available to support medication safety, including: <ul style="list-style-type: none"> <input type="checkbox"/> CPOE <input type="checkbox"/> Automated dispensing cabinets <input type="checkbox"/> Packaging equipment 	

<input type="checkbox"/> Packaging services <input type="checkbox"/> Infusion devices	
Do you offer functionality to assist with medication reconciliation?	
Positioning	
Who is your target market?	
What are your top three PRODUCT differentiators?	
What are your NON-PRODUCT differentiators?	
What significant next generation functionality do you have in development?	
Results	
Have you or your customers completed pre- and post implementation studies of: <ul style="list-style-type: none"> <input type="checkbox"/> Impact on Cost <input type="checkbox"/> Impact on Patient Safety <input type="checkbox"/> Impact on Quality of Care <input type="checkbox"/> Impact on Nurse Time <input type="checkbox"/> Nursing satisfaction <input type="checkbox"/> Patient satisfaction 	
Have you developed an ROI model? If so, please provide a copy.	

	In Use	Available	Development	Unavailable	Describe/Clarify
General (System Scope)					
Blood products can be verified and documented.					
Supports Specimen Identification.					
Can view/access lab test results from point-of-care device.					
Can scan and document I.V. medications.					
Does the system provide interoperability with infusion devices? Which vendor's pumps?					
If the system interoperates with infusion devices, please describe the functionality provided.					
Does the system support documentation of continuous IV administrations?					
Does the system interface with vital signs monitors?					
Does the system integrate or interface with a CPOE system? If so, please describe.					

Does the system offer a pediatrics module or capability? What functionality does it offer?					
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Does the system operate in outpatient settings within the acute care environment?					
Does the system operate in the emergency department?					
Permits charging on administration.					
Can the scanned NDC be sent to billing/charging/claims systems?					
Does the system interface with vital signs monitors?					
Please describe any other applications of your BPOC system (eg. Breast milk verification, etc.)					
Clinical Decision Support (Medication)					
Does the system provide alerts or warnings for the following:					
<input type="checkbox"/> Five Rights checking					
<input type="checkbox"/> Look Alike/Sound Alike					
<input type="checkbox"/> High-Risk Medications					
<input type="checkbox"/> Drug/Drug Interaction					
<input type="checkbox"/> Drug/Food					
<input type="checkbox"/> Allergy					
<input type="checkbox"/> Medications requiring clinically significant actions (neuromuscular blocking agents requiring ventilation.)					
<input type="checkbox"/> Maximum Daily Dose					
<input type="checkbox"/> Expiration Date Checking					
<input type="checkbox"/> Duplicate Therapy					
<input type="checkbox"/> PRN Range Alerts					
<input type="checkbox"/> Ingredient-level checking					
Does the system display sound-alike drugs in tall man lettering?					
Does the system display warnings and color-coded reminders for early, late, and recently administered medications?					
Does the system provide med administration instructions (take with food, take vitals, etc.)					
Cumulative dose tracking capability.					
Weight-based dose checking.					
Does dose checking account for age?					
Can dose range checking be customized by the user?					
Does the system provide a dose calculator that generates administration guidelines after the caregiver has manually entered patient variables?					

Does the system allow for customized medication override lists (medications allowed to be administered without barcode scanning) for different areas?					
If customized override lists are available, does the system provide clinical alerts that are specific to overridden medications?					
Ability to create rules to govern the triggering of alerts and warnings (for example, alert related to IM meds for anti-coagulated patient).					
Does the system use a rules engine, evidence database, or both?					
Does the system provide decision support on partial doses, or half tablets? Describe the types of checking available.					
Does the system include a retrospective or analytical database that captures information for medical, quality, and risk management research?					
Ability to configure warnings to display or not during administration.					
Ability to configure whether or not nurses or required to provide reasons for overriding alerts.					
System provides patient-specific, order-specific and medication-specific administration instructions. If yes, describe how this information is provided and presented to the user.					
Is the appropriate window of time for administrations site-configurable?					
Other Alerts/Warnings? Provide details.					
Documentation					
Electronic MAR (does system provide an eMAR, and please describe).					
Feeds Electronic Medical Record (beyond EMAR, med administration data is available throughout clinical documentation system, or an interfaced system)					
Is the printable MAR customizable by the hospital?					
Can the system provide admin event data for physician viewing? (if so, please describe how).					
Does the system provide for a printout of the MAR that can be used as a legal chart document?					
Does system support pre-administration pain assessment and post-administration pain follow-up.					
Supports witnessing for controlled substance wasting.					
Supports co-signature for high-risk drug administrations.					

Does the system support insulin dosing?					
Allows for medication administration notes (selected from menu or free text?)					
Allows for documentation of vital signs during medication administration.					
Vital signs history can be displayed graphically.					
Can the user document a reason for administering or not administering a medication?					
Provide a verification tool if orders are not entered electronically by a physician.					
Allows IV administration to be documented in the system.					
Ability to revise a charted occurrence.					
Ability to chart a one-time or STAT medication administration prior to the order being entered into the Pharmacy system.					
Can track and view a history on a charted occurrence and a charted effect of a medication.					
Ability to document a nurse clinical intervention.					
Does the system support documentation of information other than medications and IVs on the MAR?					

Workflow/ Task Management

Please describe the general workflow for the medication verification and documentation process.					
Please include several screenshots to graphically describe the workflow.					
Describe how your system's workflow optimizes the caregiver's work function.					
Describe user-friendly design philosophy embodied in the system.					
Describe how medication orders are entered into system.					
How are the allergies populated in the system?					
How is patient demographic (ADT) information populated in the system?					
In what sequence are the patient, user, and medication typically identified?					
Describe how medication concepts such as display name, sig, route, etc. are entered into and managed by the system.					
Does the system require duplicative drug database maintenance between the Pharmacy and BPOC systems?					
Describe how doses administered prior to electronic order entry (eg. STAT and first doses) are handled and documented. Does the system provide any decision support in these scenarios?					

Does the system facilitate an electronic order confirmation process (comparing the pharmacy order against the physician order)?					
Does the system provide a worksheet that organizes the medication-related assessments (e.g., pain, temperature) and activities for a patient on a given shift? (online or printed?)					
Can the system report or display to indicate doses due for a specified group of patients?					
Provides the nurse with access to lab information during the medication administration process without going to another system.					
Does the system provide a means for caregivers to view or organize non-medication-related tasks?					
Can multiple caregivers interact at the same time with one patient's record?					
Are different "views" available to the user, for example: MAR view, PRN view, Scheduled med view?					
Does the system provide reminder prompts to caregivers to collect required information during administration?					
Permits the nurse to communicate to Pharmacy through the system.					
If a drug is not bar-coded or the bar code is unreadable, what is the procedure the nurse must follow to administer the medication?					
If bar-coding verification of the patient is not used, describe how the verification is accomplished.					
Does the system display the source of the first dose of a new medication (i.e. dispensing cabinet, or central Pharmacy?)					
Does the system interface to a drug reference database? Which database? How is the data accessed?					
Does the system have the capability to print educational pamphlets for patients?					
Does the system provide access to hospital-generated documents such as policies and procedures and standards of care?					
Does the system have the capability to attach free text notes from the physician and/or pharmacy related to each medication ordered?					
Does the system generate discharge orders upon patient discharge?					
Reports					
Please provide a list of your standard reports.					

Are reports accessible at the point of care?					
Are reports accessible through a separate application? Please describe how reports are accessed.					
Does the system provide bar code scanning compliance reports?					
Can the user create custom reports?					
Can the user schedule reports to generate at a specific time?					
Can the system create or manage normalized internal formularies to support meaningful cross-organizational comparisons?					
Can the system track and report on actual medication administration errors?					
Can the system track and report on near misses or “close calls”—errors that were prevented by the use of the system?					
Does the system allow users to enter explanations for administering medications despite receiving a warning?					
Does the system provide error reports that with an option to identify the user?					
Can the user view historical data of medication administration events?					
Can the user view past, current and future MAR?					
Does the system report on inventory/usage data available by unit, patient?					
Does the system offer the ability to export patient information for review activities in readable formats such as Word, Excel, etc.					
Specimen Collection					
Is application available in a handheld version?					
Is application available in a full-screen version?					
If available in both versions, which was developed first?					
Please describe the general workflow for the specimen collection process.					
Can labels be generated at the point of care?					
What data elements print on the labels?					
Can the system work with customized or configured label formats that are site-specific?					
What data elements are collected?					
Displays any missed draws?					
Allows caregiver to enter a reason for missed draws?					
Does the system permit only the exact number of labels required to be printed?					

Can the system generate generic labels to identify samples collected prior to the electronic order becoming available?					
Please provide a list of standard reports generated by the system.					
Are error analysis reports provided?					
What interfaces are available with the system?					
Please list the laboratory system (LIS) interfaces completed.					
What implementation services are available?					
Please describe the hardware requirements for the application.					
Please describe how the system allows for conversion of data (patient/tests/containers, etc.) from the LIS.					
Has your application received 510(k) clearance?					
Please describe any other features that differentiate your application.					
Transfusion Verification					
Is application available in a handheld version?					
Is application available in a full-screen version?					
If available in both versions, which was developed first?					
Please describe the general workflow for the transfusion verification and documentation process.					
Displays patient's active transfusion orders and details on previous transfusions.					
Provides a pre-transfusion checklist.					
Documents start time, stop time and volume administered.					
Documents reactions.					
View of vital signs history by transfusion episode.					
Allows for multiple vital sign entries with auto time stamps.					
Provides blood product expiration warnings.					
Does the system allow co-signatures? Describe what can be configured to require co-signature.					
Can a transfusion record be printed?					
Please describe any other reports provided.					
What implementation services are available?					
Please describe the hardware requirements for the application.					

Has the application received 510(k) clearance?					
Please describe any other features that differentiate your application.					

Services and Support

	Answer/Clarification
Provide a brief overview of your approach to implementation, installation, and training.	
Please describe the general timeline for an average system implementation.	
How soon do implementations typically begin after contract signing?	
Describe the staffing you would provide to implement the proposed system (the number of personnel and their responsibilities during the implementation).	
Describe the staffing you suggest the hospital provide to implement the proposed system.	
Indicate the types of training provided (course name, objectives, location, length, etc...)	
Is training provided onsite or at the vendor's location?	
How long does it take for a new user to be fully trained to administer medications?	
Describe any tools that you provide that save hospital resources, i.e., project plan templates, checklists, implementation modules, pre-planned communication tools etc.	
Describe assistance available to assist facility with reengineering of current work processes related to implementation of system.	
How do you measure the success of an implementation?	
Describe assistance you provide with mobile computing equipment selection and deployment.	
What form factor (PDA, workstation on wheels, tablet, etc.) are you seeing being used successfully with your application?	

	In Use	Available	Development	Unavailable	Describe/Clarify
Pharmacy					
How does the Pharmacy application formulary relate to the BPOC application formulary? If not integrated, can the BPOC formulary be mapped from the Pharmacy system formulary?					
Does the system provide automated tools to facilitate formulary clean up?					
Please describe any tools, technologies, or services that are offered to enable a client to affix bar codes to medications and to assist with ongoing maintenance of the bar-code enabled formulary file.					
Nursing					
Does the system offer computer-based training aids?					
What services do you offer to assist in nursing workflow change management?					
IT					
Do you assist in point of care device selection?					
Do you assist in wireless network configuration?					
Do you assist in employee, and patient wristband bar code labeling?					
Support					
How many people are in your support organization?					
What are your hours of support?					
Is there a cost for support calls?					
How are support calls prioritized?					
What does your maintenance cover? And, are additional services available?					
Describe the internal staffing and skill level requirements needed to maintain the system.					
How does your organization measure and report customer satisfaction?					
What is your application release cycle?					
How are medication data updates handled?					

	In Use	Available	Development	Unavailable	Describe/Clarify
Deployment					
Can the system be deployed on a full-screen, typically on computers typically on computers on wheels?					
Can the system be deployed on handheld computers?					
If system can be deployed both in full-screen and handheld modes, please estimate what percent of your users use each. Also describe which application or mode was developed first.					
If multiple applications are available, can they run on the same handheld?					
If multiple applications are available, can they share the same patient data?					
If multiple applications are available, can they share the same user data?					
Does the system allow for other applications to be running on the same computer at the point of care?					
Can the system be deployed on one database for multiple facilities?					
Is there a maximum number of client devices that your system can effectively support?					
Does the system require any planned downtime? Please explain.					
Will the system work in batch mode if the wireless LAN is down?					
Interfaces					
Describe the integration among your BPOC application, the Pharmacy information system, the hospital information system and the Laboratory information system (if applicable).					
List any other vendors with which your system integrates and list the application involved. <ul style="list-style-type: none"> <input type="checkbox"/> Pharmacy systems <input type="checkbox"/> Laboratory systems <input type="checkbox"/> Clinical documentation systems <input type="checkbox"/> Other systems 					
Does the system interface to dispensing cabinets and pharmacy robotics? Describe how the system addresses (if applicable) the following: <ul style="list-style-type: none"> <input type="checkbox"/> Pharmacy inventory levels <input type="checkbox"/> Cart fills and medication delivery processes <input type="checkbox"/> Patient billing and documentation 					

If the system integrates with dispensing cabinets, can work tasks be optimized to eliminate otherwise duplicative tasks?					
Desktop integration: does the system support single-sign on and patient context management? Please describe if via CCOW or other means.					
Auto-ID					
Does the system read and interpret different bar-code symbologies?					
Does the system support 2-dimensional symbols?					
Does the recommended hardware support 2-dimensional symbols?					
Is the system compatible with biometric user and patient identification?					
Is the system compatible with RFID tags in lieu of bar codes?					
Ability to read expiration dates on med labels.					
Ability to read lot number on med labels.					
Can multiple bar codes be mapped to a single medication?					
Can the system work with multiple data elements within a patient ID, including patient account number and medical record number?					
Hardware					
Please provide requirements for all hardware required for the BPOC system, including: <input type="checkbox"/> Servers <input type="checkbox"/> Clients <input type="checkbox"/> Scanners/imagers <input type="checkbox"/> Printers <input type="checkbox"/> Specimen label printers <input type="checkbox"/> Reporting application <input type="checkbox"/> Test environment					
Do you resell hardware?					
Do you certify hardware?					
If you sell or certify particular hardware models (client devices and scanners), which ones?					
Architecture					

Please describe your application architecture, including: <ul style="list-style-type: none"> <input type="checkbox"/> names and functions of applications (reporting, configuration, etc.) <input type="checkbox"/> programming languages used per tier <input type="checkbox"/> database <input type="checkbox"/> application integration techniques (HL7 interfaces, web services, etc.) <input type="checkbox"/> distribution processing across clients and servers 					
How is data archived?					
How does the system purge information, or what purging guidelines are recommended?					
Security					
Does system provide role-based access?					
Can the system provide access only to specific users based on type of medication?					
What methods does the system support for user authentication (password, RFID, biometric, token, etc.)					
Please describe the audit capabilities of the system.					
Are system reports available to show failed login attempts, inactive user IDs, exception reports for suspicious activity, etc.?					

