Request for Proposal

Patient Care Database

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Overview

The National Association of Chain Drug Stores Foundation (NACDS Foundation) is seeking proposals from interested parties to create a searchable web-based database and grid focused on pharmacist-provided patient care in a community pharmacy setting. Materials used in the construction of the database and grid should be drawn from articles published in community pharmacy trade press, major consumer print media, and public policy journals, as well as scientific studies. This Request for Proposal (RFP) solicits submission of proposals for conducting an on-going literature review, the creation and maintenance of a searchable web-based database, and the construction and maintenance of a pharmacy patient care grid, summarizing reported pharmacy services.

The goal of this project is to provide documentation of pharmacist-provided care in community pharmacies operating within North America, in addition to any research on community pharmacist patient care provided within the United States or globally. Patient care involves community pharmacist activity beyond the administrative services of dispensing a prescription. This would include preventative services such as immunizations or diagnostic screenings. Disease state management, Medication Therapy Management and wellness services also feature highly in community pharmacist patient care activities. Pharmacists educate patients and monitor for medication compliance and adverse drug interactions, optimizing the prescribed treatment, thereby benefiting the patient and the healthcare system.

The Patient Care Database will provide a one-stop resource to identify trends in community pharmacist-provided care, while locating studies that examine the outcome of providing such care. In addition, in keeping with the goal of the project, and the NACDS Foundation’s charitable/educational goals, the database and pharmacy patient care grid will be readily available to the general public, including patients, researchers, pharmacy students, and members of the trade and consumer press. For public health officials, the database may provide a resource showcasing the role of pharmacy, particularly community pharmacists, in the healthcare system. Using the grid, researchers and the general public, along with trade and consumer press, will be able to identify North American community pharmacies that are actively engaged in pharmacist-provided patient care.

Background

For the past two decades, community pharmacists have been regarded as one of the most accessible and trusted professionals in America. The services community pharmacists perform, such as Medication Therapy Management (MTM), patient counseling, and preventative care measures, have been shown to decrease hospitalizations, adverse drug events, and emergency department visits, all of which lead to reduction in overall healthcare spending. The ongoing Asheville project, documenting the value of pharmacy services, continues to support these findings, as do multiple pilot projects ongoing throughout the United States.
The Medicare Modernization Act (MMA) of 2003 recognized pharmacists as healthcare providers, and prescription drug plans must provide MTM services to Medicare beneficiaries with multiple chronic conditions. By utilizing pharmacists to provide these services, patients benefit from increased medication compliance and improved clinical outcomes.

Past research has demonstrated that community pharmacists can add value to all stakeholders of the healthcare system including health plans, employers, pharmaceutical companies, and most importantly, patients. To further the body of evidence, we are seeking to create a web-enabled database of scientific studies, in addition to articles from community pharmacy trade press, major consumer print media and select public policy journals, detailing patient care provided by pharmacists in a community pharmacy setting.

Objectives

To achieve the National Association of Chain Drug Stores Foundation’s goal of providing a resource to patients, researchers, and the general public on trends and outcomes in community pharmacist-provided care, the NACDS Foundation expects the successful proposer to:

- Identify studies that provide documentation of community pharmacist-provided patient care. Studies conducted and/or published internationally can and should be included, provided that the publication is in English and the research was conducted on community pharmacy.
- Identify articles from pharmacy trade press, major consumer print media, and public policy journals that detail current pharmacist-provided patient care in community pharmacies operating within North America. For the purposes of this project, North America is defined as Canada, United States, and the US Territories. Note: The geographic scope of the informational articles found in trade press, consumer media, and public policy journals is limited to North America, as opposed to the global geographical scope for the studies.
- Work with the NACDS Foundation project team in the development of an approved list of publications to be reviewed. New issues will need to be reviewed as they are published. In addition, all publications should have a retrospective review dating from the beginning of 2007.
- Provide abstracts and citations for all identified documents, using the AMA citation format. Internet links to any freely available full-text documents, and/or to the publisher’s website are desired for all articles and studies.
- Obtain all appropriate permissions and releases for distribution of any third-party materials as needed.
- Identify the type(s) of patient care described in each document, and any reported outcomes.
• Identify the geographic area(s) covered, and the type of community pharmacy (chain and/or independent) involved. For the purposes of this project, independent pharmacies are defined as a group of 1 to 3 community pharmacies. A group of 4 or more community pharmacies is defined as a chain. Chain pharmacy consists of traditional chains such as CVS or Walgreens; supermarkets with pharmacies, such as Kroger or Safeway; and mass merchants with pharmacies, such as Wal-Mart or Target.

• If the type of patient care, geographic area(s) covered, and/or pharmacy/chain are not readily identifiable in the document, it is expected that the document’s author(s) will be contacted about the availability of such information.

• Create and employ a controlled vocabulary for each descriptive field, with the cooperation of the NACDS Foundation project team. It is expected that new terms will be added as new community pharmacies/companies, geographic areas, and types of patient care are covered in the literature.

• Create a database containing the above information. The database shall be searchable at minimum by: keyword; article title; publication title; author; type of patient care; geographic area; pharmacy/company name; publication date; publication year; document type; type of community retail pharmacy (chain, independent).

• The database should be indexed at minimum by: keyword, article title; publication title; author; type of patient care; geographic area; pharmacy/company name; publication date; publication year; document type; type of community retail pharmacy (chain, independent).

• Utilize a general search of “AND” with advanced search of “OR” and “NOT” statements.

• Search shall be web-based GUI framed into a page on www.nacdsfoundation.org. Development of GUI interface is also desired.

• It is desired that the database be able to interface with commercially-available federated search tools and link resolvers, such as those that may be used by libraries and pharmacy schools.

• Preferred database technology is SQL Server.

• It is desired that the Patient Care Database be updated as frequently as possible, with no less than monthly updates. New records should be entered into the database as new articles and studies are published.

• Create a grid detailing which US and/or Canadian pharmacy chain(s) and/or independent owner(s) are involved with each type of patient care activity. The grid should be based on the on-going literature review being conducted for the database.
Scope of Responsibilities

The prospective researcher should consider the following in preparation of the proposal:

- The successful proposer will be expected to work collaboratively with the NACDS Foundation project team.
- Progress will be reported to the NACDS Foundation project team on a bi-weekly basis.
- The NACDS Foundation project team will have final approval of the database and its records, in addition to the pharmacy patient care grid.
- The successful proposer will be expected to commit to three (3) years of work.
- Costs incurred in the development and submission of the proposal will be the sole responsibility of the proposer, and can not be charged to the NACDS Foundation, or included in any cost element of the proposal.

Information Requested for the Proposal

Proposals should include the following information:

- Name and CV of the project manager
- Availability of prospective researcher(s) to commit to the project
- Brief narrative describing the capabilities of the researcher(s) and experience relevant to the topic and the project.
- A design for the database and grid, incorporating all objectives stated earlier in the RFP. Include what actions will be required by the NACDS Foundation in the ongoing maintenance of the database.
- A plan for reviewing publications and obtaining any necessary permissions or releases for distribution of third-party materials via the database, describing the resources available to the researcher(s).
- Detailed annual budget for three (3) sequential years; broken down into three (3) quotes:
  - Data collection and compilation (including cost of republication permissions/content licenses from third parties as needed)
  - Data collection and compilation with development of GUI interface and database with hosting at the NACDS Foundation
  - Data collection and compilation with development of GUI interface and database with hosting provided by proposer
- Outline of project plan and anticipated timeline for design, development, testing and deployment of database and GUI interface, and on-going maintenance, in GANTT Chart format. Note: This project has a three (3) year commitment.
- A statement addressing any conflict of interest or potential/perceived conflict of interest, if applicable.
- Three (3) client references that the NACDS Foundation project team may contact.
Proposal Timeline

July 2008    Distribution of Request for Proposals
September 12, 2008 Deadline for receipt of proposals by the NACDS Foundation
September 13-October 13, 2008 Review of proposals and decision
October 2008 Contract expected to be awarded by October 31, 2008

Contact Information

All questions regarding the RFP objectives, proposal instructions, or terminology should be submitted to Betsy Hageman via email. Use Patient Care RFP Question in the subject line of the email during submission. Please identify yourself, provide contact information, and note which item needs clarification.

Please note that proposers who fail to report a known or suspected problem with the RFP or fail to seek clarification and/or correction of the RFP shall submit a proposal at their own risk.

All proposals should be submitted to Betsy Hageman via mail or email, and will be accepted through close of business (5:00 p.m. EST) on September 12, 2008. Emailed proposals should have Patient Care RFP Proposal in the subject line. Mailed proposals should use the mailing address below.

Mailing Address:
Betsy Hageman
ATTN: Patient Care RFP Proposal
National Association of Chain Drug Stores Foundation
413 N. Lee St.
P.O. Box 1417-D49
Alexandria, VA 22313-1480

Email Address:
blahageman@nacds.org
**Terms and Conditions**

Submitted proposals will become the property of the National Association of Chain Drug Stores Foundation and will not be returned or kept confidential. The proposer shall bear all costs of preparing and submitting a proposal and submits a proposal at its own risk.

The selected researcher will be required to enter into a written contract with the NACDS Foundation, under the terms of which all **data and materials collected, any reports generated, the grid, and the database itself** will be the sole property of the NACDS Foundation. In addition, the NACDS Foundation will reserve the right to distribute any portion of any project deliverables at its sole discretion. The NACDS Foundation also will reserve final editorial rights.

The issuance of this RFP does not constitute an offer to contract or a commitment by the NACDS Foundation to award a contract. The NACDS Foundation reserves the right to reject all proposals and to withdraw this RFP at its sole discretion at any time.

**About the National Association of Chain Drug Stores Foundation**

The NACDS Foundation is the education, research, and charitable affiliate of the National Association of Chain Drug Stores. The NACDS Foundation supports programs that advance and strengthen the chain pharmacy industry for the benefit of the public it serves. Among its activities, the Foundation provides scholarships for pharmacy students and supports pharmacy education programs that address the needs of community pharmacy practice. Additionally, the Foundation supports research efforts which document community pharmacy’s role and value in America’s health care system. For more information about the NACDS Foundation, visit [www.nacdsfoundation.org](http://www.nacdsfoundation.org).