



association of family  
health teams of ontario

60 St. Clair Avenue East, Suite 800, Toronto ON M4T 1N5

### Request for Quote: Electronic Patient Experience Survey Administration

The [Association of Family Health Teams \(AFHTO\)](#) is a not-for-profit organization with a limited budget. Our Quality Improvement Decision Support (QIDS) program is centered on improving access to and use of data, including patient experience data, to measure, improve and demonstrate the value of interprofessional primary care. AFHTO wishes to engage a vendor to provide a technical solution that will support consistent and less labour-intensive administration of patient experience surveys across our membership. We require a quote by midnight Feb. 17, 2015, for implementation of the solution at 10-50 practices by March 31, 2015.

### Scope of the solution

The solution must:

- have the ability to be integrated with multiple EMRs, to determine sample and access contact information
- be able to administer surveys to patients outside of the practice by email and automatically generated phone calls
- be completely independent of what questionnaire is used to do the survey, i.e. the number and types of questions will vary from team to team, and will change over time
- be able to produce easily accessible and formatted survey results, in compliance with PHIPPA

### Submission details

To be considered for this work, please provide a quote along with the following information:

- a brief summary of the technical approach (no more than 5 pages)
- a detailed implementation plan for 10 teams by March 2015, with estimate of time and resource requirements to scale to 50 teams by April 30, 2015
- an estimate of time and resources required to support teams after implementation
- a summary of your familiarity and experience in the primary care sector, your experience with multiple EMR vendors, and a summary of your knowledge of patient experience questionnaires
- a summary of the capacity and strengths of your employees to deliver this project successfully

Please provide this information in electronic form to Carol Mulder, Provincial Lead, QIDS Program, AFHTO (carol.mulder@afhto.ca), before Feb. 17, 2015

AFHTO may, at its sole discretion, elect to accept or reject any submission for any reason.