

University of New Mexico

Hospitals

Request for Proposals

Addendum No. 1

Project Number:

RFP P405-19

Physician Engagement Survey



Due Date: Friday, June 4, 2019 2:00 p.m. MST

The time and date proposals are due shall be strictly observed.

UNMHS RFP P405-19 Physician Engagement Survey

General Questions:

1. On page 15, Exhibit a Scope of work, you indicate there are a total of 6,723 employees. Are we to assume you are looking to field both an employee & physician engagement survey and just the physicians? **Answer:** Physicians only. There are approximately 1900 physicians including residents, fellows and faculty members.
2. If so, what is the scope of physicians you are looking to measure? I asked for more clarification on this question and the response was how many physicians will be participating in the physician engagement survey? Is the RFP specific to just the physicians? Or is the RFP specific to measuring engagement for all 6,723 employees? **Answer:** See above. Yes, the RFP is specific to the physician population.
3. How Many physicians are on the medical staff? What percent of the medical staff are employed, private, contract, university affiliated? **Answer:** There are approximately 1900 physicians including residents, fellows and faculty. All physicians employed by the university. None included in this survey are contracted or private.
4. While we understand the duration of the agreement with the selected partner is to be up to four years, does UNMHS have a goal for how many studies/subsequent repeats of the research to monitor improvements. **Answer:** No. This will be agreed upon between UNM HS and the vendor.
5. Twelve months from now, what does success look like to UNMHS? 24 months from now, what does success look like to you? **Answer:** Ease of practice, engagement, and partnership between physicians and staff.
6. Would UNMHS like consulting/coaching for improvements based upon identified challenges? **Answer:** Potentially
7. Has UNMHS done any prior physician studies? If so, please elaborate on these studies and what was done with the results. **Answer:** Yes, we have done six pulse engagement surveys of this population since 2016. Results were communicated to leadership, reported out to governance and we have been in partnership with The Studer Group for three years.
8. What are the top three outcomes UNMHS want this research to influence? **Answer:** Ease of practice, engagement, and partnership between physicians and staff

1. How many physicians are on the medical staff? What percent of the medical staff are employed, private, contract, university affiliated?
2. While we understand the duration of the agreement with the selected partner is to be up to four years, does UNMHS have a goal for how many studies/subsequent repeats of the research to monitor improvements?
3. Twelve months from now, what does success look like to UNMHS? 24 months from now, what does success look like?
4. What are the top three outcomes UNMHS want this research to influence?
5. Would UNMHS like consulting/coaching for improvement based upon identified challenges?
6. Has UNMHS done any prior physician studies? If so, please elaborate on these studies and what was done with the results.