



Solano County Health and Social Services
Letter of Interest

***LETTER OF INTEREST REGARDING
Community Health Clinics: Improve Effectiveness of Operational Practices***

Released September 25, 2012

Response requested by 4 PM on Wednesday, October 3, 2012

Questions may be directed to Christine Westdyk
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Please mail the hardcopy to

Solano County Health and Social Services
Attn: Christine Westdyk
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Fairfield, CA 94533

INTRODUCTION

Solano County Health and Social Services (H&SS) is soliciting letters of interest from organizations, agencies, or individuals experienced and certified in assessing and identifying new ways to improve productivity, increase patient access to services, reduce patient waiting time, develop teamwork, improve staff satisfaction, develop patient-centered medical homes, and optimize the use of technology in the health care setting.

POPULATION TO BE SERVED

H&SS operates a Federally Qualified Health Center (FQHC) through its Family Health Services with locations in Fairfield, Vacaville, and Vallejo. FQHC services are provided in a primary care, behavioral healthcare, and pediatric dental setting.

SCOPE OF REQUIRED SERVICES

- Gather, assess and survey data regarding current operational practices of the FQHC clinics, including operational practices for front office and back office activities.
- Develop a summary report, flow diagrams, and data findings for current operational practices
- Through collaboration with Family Health Services line staff, supervisors and managers, identify operational practices that need to be addressed and strategies to improve their effectiveness.
- Develop training, education and communication plans for line staff, supervisors and managers to integrate recommended operational practices.
- Develop data measurements to report out to line staff, supervisors and managers on modified operational practices.
- Meet with line staff, supervisors and managers to develop modified operational practices as needed.
- Collect data, analyze, and create a summary report of modified operational practices to assess effectiveness of the modified practices that were implemented

Response Content and Format

Interested parties should submit a Letter of Interest that answers the following questions:

1. Describe at least five years of experience providing similar contracted services.

2. Provide a timeline for the proposed services that the agency can provide in Solano County from December 1, 2012 through June 30, 2013.
3. Attach a proposed budget for these services to be provided beginning December 1, 2012 through June 30, 2013
4. Provide three letters of support from agencies who have contracted with your agency for similar services.

PLEASE NOTE:

The County reserves the unilateral right to cancel this Letter of Interest and issue a Request for Proposals (RFP) at its sole discretion. If a RFP is issued it shall be provided to all vendors submitting a *Letter of Intent* as well as posted on to the Solano County website.