Pediatric Care Coordination
Community of Practice

RFP Questions and Answers

1. How many care coordinators have been engaged previously? How many do you see potentially being engaged on an annual basis?

Around 250 individuals have registered to participate in the Community of Practice. We would expect to engage around 250-300 care coordinators each year through the various activities.

2. What and how many regions were identified by the work group for annual convenings?

We have not made a final decision on how to convene regional groups. Applicants can suggest a recommended strategy for how to break the state into regions.

One idea is to align regions with those used in the Minnesota Department of Health’s (MDH) “Mapping Care Coordination” regional sites in 2016/2017, which included: Northeast Minnesota (meeting in Duluth), Northwest Minnesota (Bemidji), South Central/Southwest Minnesota (Willmar), Southeast Minnesota (Rochester), Central Minnesota (St. Cloud), and the Twins Cities metropolitan area.

3. Have trainings been offered by the CYSHN section to care coordinators? How have these been received? What level of participation was there?

The CYSHN Section has offered four noon-hour webinars to care coordinators:

1. 6/27/18: You Are Not Alone: Developing Community Partnerships Three Perspectives – 88 participants
2. 11/7/2018: Meaningful McLeod County Partnerships – 45 participants
3. 2/26/19: Beyond the Clinic Walls: Legal Resources for Health – 70 participants
4. Next is scheduled for 11/7/19: Be a Shoe Shifter: Developing Emotional Intelligence

The webinars were well-received, with the majority of participants reporting satisfaction with the topic and content. Ideas for new topics are gathered as a part of the webinar evaluations, and these ideas are used to plan new webinars.

The CYSHN Section also partnered with Gillette Children’s Specialty Healthcare and Family Voices of Minnesota to hold a conference for care coordinators in June 2019. Titled Transforming the Care Experience of Children with Medically Complexity, the conference had 150 attendees. The conference was well-received and participants asked for similar events to be held in the future.

4. What role with the CoP workgroup play in assisting with grant deliverables as listed on page 9? How were workgroup members chosen and how are they distributed, regionally and professionally?
The Community of Practice Workgroup will provide guidance to the awarded applicant around the grant requirements listed on pages 9-10. The CoP Workgroup will help determine the content of the webinars, regional meetings, and the annual conference, but the awarded applicant will be responsible for implementing the events.

Thus far, there has not been a formal application or selection process for members of the CoP Workgroup. Members have primarily learned of the group via word of mouth or one-on-one connections with current members of the Workgroup or staff at MDH. The current membership is primarily from the Twin Cities Metro area, and includes:

- Staff from the MDH CYSHN Program (public health planners and nurse advisors)
- Staff from the MDH Health Care Homes Program (nurse consultants)
- Community care coordinators, care navigators, and case managers (nurses, social workers, mental health managers/supervisors)

5. **What are the plans to maintain or sustain the CoP following the grant?**

   Ongoing funding may be available to sustain the work of the CoP depending on the success and feedback of this grant.

6. **Could you provide additional information on the intended ongoing needs assessment for this project? For example, scope, frequency, intended use.**

   Applicants should include a plan for conducting the ongoing needs assessment and how they intend to use the findings to inform further recruitment, trainings, and events of the Community of Practice. Some potential needs assessment activities could include (but are not limited to): reviewing surveys or literature on provision of care coordination (in Minnesota or nationally), conducting surveys or focus groups with CoP participants or other care coordinators to gather information on their needs related to training and networking, utilizing event evaluations to compile feedback and suggestions from care coordinators, conducting an analysis of membership of the CoP to determine if there are any gaps in representation (both geographically and sector/professionally).

7. **In order to recommend the best platform/software for this project, could you provide a few additional details on size, costs, and hopes for design?**

   Please refer to the description of the online communication and networking platform, as described on page 9 of the RFP. The platform could be a dynamic, functional website or online resource that is easy to use by all those participating in the CoP. The applicant can develop their own online platform, or can choose to utilize an online tool that has already been developed and distributed widely.

   The RFP contains no budgetary restrictions on the cost of the platform. However, applicants should keep the cost reasonable so as to be able to fund all other grant activities at an adequate level as well.

8. **It appears MDH is currently using Sharepoint to facilitate the CoP. Could you share some pros and cons identified with this platform?**
The biggest challenge we experienced in utilizing the tool was overcoming the firewall restrictions within some of the organizations/employers of our CoP participants. Firewalls in participant organizations prevented them from being able to access or sign into our SharePoint site. It was also difficult to set up a site that was truly dynamic, attractive, user friendly, and easily navigable. That said, SharePoint can be a powerful web-based collaboration platform if used correctly.

9. Regarding the networking platform, it says it must contain a “forum for sharing trainings” Does this mean the website needs to have online training/courses functionality or just a discussion forum where the online trainings can be linked/shared? If there are online trainings/courses, are these already developed or are you looking for these to be built and integrated into the networking platform?

The online platform should include an area where webinars or other trainings (transcripts, PowerPoints, and/or audio and video recordings) can be linked and/or posted for later viewing. Awarded applicants are not necessarily required to build trainings into the platform, rather link to relevant training sessions (whether they are provided at a state/national level or are conducted as a part of the CoP) from the networking platform.

10. The RFP also discusses “Facilitating quarterly webinar trainings”. Does the networking platform need to have this functionality or are these linked from somewhere else? Also, can you explain what “facilitating” these would entail? Are the webinars already created and we would just help implement them, or are you looking for someone to create the webinars and actually present/run them?

The quarterly webinar trainings can be conducted via whatever webinar/teleconferencing platform is selected by the awarded applicant. The online platform does not need to have the functionality to conduct the webinar. Rather, it is acceptable for the awarded applicant to conduct the training via a separate webinar/teleconferencing platform and then post them to the CoP networking platform.

The awarded applicant works with the CoP Workgroup, which is responsible for creating the content of the webinars. The CoP Workgroup will identify webinar topics and potential speakers. The awarded applicant will then be responsible for actually holding the webinar on the platform – meaning they will be responsible for scheduling the webinar, managing registrations, developing promotional materials, running the webinar event (troubleshooting technical issues, recording the event, etc.), and then posting the event recording on the networking platform.