



Request for Expressions of Interest

For

Fee-For-Service Chiropractors in Kitchener, ON

Submission Deadline: October 28, 2019 9:00 AM

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PART 1 – INTRODUCTION

Introduction

This Request for Expression of Interest (“RFEI”) is issued by The Region of Waterloo (“ROW”) and the Ontario Chiropractic Association (“OCA”), for the purposes of identifying skilled chiropractors responsible for delivering chiropractic care for people receiving Ontario Works in the Region of Waterloo with musculoskeletal (MSK) conditions or injuries, from their respective practice location or another community site part of the Health2Work program.

ROW Contact

“**ROW Contact**” means

Peter Phillips, MSW
Partnership Development and Contract Management
The Regional Municipality of Waterloo, Employment
and Income Service Division
PPhillips@regionofwaterloo.ca
519-740-5722

Any questions relating to this RFEI shall be directed to ROW Contact, and should be submitted electronically via email by the end of business day not later than one week prior to the closing date.

[End of Part 1]

PART 2 – BACKGROUND INFORMATION

Overview of Health2Work Program

The Health2Work program provides clients receiving Ontario Work's (OW) or a non-disabled family member on ODSP within the Region of Waterloo access to chiropractic care including assessment and, generally, up to 10 visits (additional visits may be provided upon approval by the Lead Chiropractor).

The objectives of the program are:

1. To reduce barriers to employment by addressing underlying MSK conditions through timely assessment and treatment by a chiropractor. Additional adjunctive therapy/treatment, as required, will also be provided to people with mental health challenges and/or comorbidities.
2. To inform the Region of Waterloo, Community Services, Employment and Income Support team of the physical readiness and capabilities of the participant to help inform decisions related to the selection of suitable job training programs and employment paths.
3. To integrate and leverage local health and social services for people receiving support through OW in an effort to increase employment or job-related training.

The program is currently offered in Cambridge and North Dumfries, with plans to expand to Kitchener in November 2019 and Waterloo, Wilmot, Woolwich and Wellesley in May 2020.

Objectives of this Request

The Health2Work program is being implemented across Waterloo region to help support clients who are receiving Ontario Works and experiencing MSK conditions. The program provides clients with access to chiropractic care to help address and manage their conditions so they are able to work or enter into training programs. Clients in the program receive up to ten chiropractic visits (additional visits may be provided upon approval by the Lead Chiropractor). Chiropractors follow evidence-based care pathways in their plan of management and use standardized clinical forms to monitor assessment, re-assessment, care plan, employment goals, functionality, progress, discharge and recommendations for suitable employment or (re)training programs relevant to the physical capabilities of the client.

Health2Work is a program developed by The Region of Waterloo, Community Service, Employment & Income Support (EIS) team in partnership with the Ontario Chiropractic Association, Langs Community Health Centre and local chiropractors. The evaluation of the program will assess how assessment and management of MSK conditions can help get people ready for employment or (re)training. The goal is that this will open doors for other people to receive the same type of care across the province.

The Region of Waterloo, Community Services, Employment and Income Support team is recruiting six local chiropractors from **Kitchener area** of the Region of Waterloo. As a chiropractor in the Health2Work program, you act as the first and primary point of contact for assessment, care and discharge of clients referred by Region of Waterloo caseworkers or employment facilitators, community organizations and/or primary care providers.

The "local chiropractor" is a skilled clinician, with an interest in working with complex patients who understands and takes a biopsychosocial approach to patient management and is an

active member in good standing with the College of Chiropractors of Ontario. The local chiropractor will be responsible for communicating with the client, referring organization and lead chiropractor, providing timely assessment and management plan (including up to 10 visits) and completing standardized paperwork, from their respective practice location or other location designated by the Program.

The local chiropractor will be connected to a “lead chiropractor” who will review, provide feedback on and approve assessments and treatment plans; the lead chiropractor will also help to stratify patients and coordinate care for those who require other supports (ex. Social work). The local chiropractor must provide care through a health equity lens and be able to work collaboratively with other health care providers, caseworkers, employment facilitators and community agencies. These positions are a good fit for someone who wants to be involved in an initiative related to both health care and social change. Many clients seen in this program may have never been to a chiropractor before, and it is important that the entire chiropractic office is welcoming, friendly, and understanding of the clientele, with sensitivity to patients who are living in poverty. Flexibility will be required, including with appointment changes, cancellations and lateness. Availability for occasional evening appointments and/or Saturday appointments is an asset.

Please note that successful candidates must complete training in advance of beginning to see clients. The time spent in training will be up to three hours, and will include trauma-informed training. Completing the training will be unpaid.

Key Responsibilities

Expert Practice

1. Acts as the first and primary point of contact for assessment and management of referred clients.
2. Provides specialized care, education and counseling for clients with MSK conditions.
3. Performs a history and physical examination for referred clients.
4. Conducts comprehensive assessment and communication of a diagnosis.
5. Makes recommendations to lead chiropractor about which stream of care is most suitable for each client.
6. Identifies clients who are not an appropriate fit for this program.
7. Has an understanding of the recommended care pathways and uses these combined with clinical practice guidelines and clinical experience to inform decisions.
8. Identifies signs and symptoms of undiagnosed medical conditions requiring a referral to diagnostic imaging/testing and/or referral to a physician.
9. Establishes, communicates and documents clinical impressions/medical diagnoses within a defined scope of practice.
10. Makes recommendation to lead chiropractor of plan of management in collaboration with the client/family.
11. Documents assessment and management plan according to standardized forms; submits proposed plan of management, reassessment and discharge forms to lead chiropractor for review and approval.
12. Communicates with lead chiropractor, caseworker/employment facilitator, referring organization, evaluators and other stakeholders as necessary.
13. Assesses client’s functional abilities and provides input to help inform return to work or (re)training plan at initial assessment and at discharge.
14. Completes and sends clinical note to client’s primary care provider, if permission to do so is provided by the client.

15. Participates in data collection required by evaluators.
16. Utilizes a patient-centered care approach consistent with patient goals, needs and values.

Teaching and Learning

1. Participates in local training events.
2. Facilitates knowledge transfer and evidence-based practice.

Accountabilities

1. Acts as an active member of Health2Work.
2. Accountable to align activities and performance with strategic goals and objectives of Health2Work.
3. Adheres to the Health2Work standards, policies and procedures, including use of evidence-based care pathways, centralized referral and clinic management system processes.
4. Participates in quality and performance management activities, including evaluation components of the program by a third-party evaluator, ReSpark.
5. Participates in policy and procedure development.

Clinic Responsibilities

1. Creates a welcoming, friendly and respectful environment for clients, without judgements or prejudice against clients
2. Has flexibility with no-shows or lateness

Program Evaluation

1. Participate in surveys, focus groups and/or interviews with evaluators. Your input will help inform how the program is working and where improvements could be made. Additionally, the evaluators will have access to patient information and clinical data, if consent is provided by patients.
2. Performs other duties consistent with the local chiropractor role, as assigned or requested.

Local chiropractor Fee for Service Rate

The local chiropractor per patient fee for service rate is \$80 for a 60 minute initial assessment, \$35 for follow-up appointments, and \$50 for re-assessment/discharge. Follow-up includes up to a maximum of 10 appointments per guidelines, unless approval is provided by the lead chiropractor for additional appointments. Travel expenses incurred while providing care to patients in the Health2Work program will be reimbursed at 50 cents per kilometer travelled. Parking costs, if applicable, will also be reimbursed.

[End of Part 2]

PART 3 – RESPONSE REQUIREMENTS AND RFEI PROCESS

Response Requirements

Respondents should include the following in their response to this RFEI:

LOCAL CHIROPRACTOR QUALIFICATIONS

- I. At least 4 years of clinical experience following completion of an accredited chiropractic program;
- II. Experience working collaboratively with other health care providers; and
- III. Valid and current malpractice insurance coverage (must provide proof)

PROFESSIONAL AFFILIATIONS/MEMBERSHIPS

- I. Member in good standing of College of Chiropractors of Ontario, required; and
- II. Member of Ontario Chiropractic Association required.

COVER LETTER AND RESUME

The cover letter should describe how your professional background and personality will contribute to the success of this exciting program. **IMPORTANT:** Please specify the precise address (including postal code) from where you will be providing services in your Cover Letter. Please also note if you are willing to travel to other facilities to provide care to patients, such as the Sanctuary Refugee Health Centre (note: travel fees will be reimbursed). In addition, please specify your availability for appointments, including whether you are able to take evening or weekend appointments.

RESPONDENT SUBMISSION FORM

Submissions should include a completed and signed Respondent Submission Form (attached as Appendix A), that acknowledges, among other things, that this RFEI and any respondent submissions shall not create a legal relationship or obligation regarding the procurement of any good or service.

SELECTION PROCESS

All applications will be compared using standardized criteria. If you are selected for an interview, you will be contacted. Interviews will be conducted in front of a panel of interviewers using standardized questions that all candidates will be asked. Please see below for the RFEI schedule for more information on timelines.

RFEI Schedule

The following is the schedule for this RFEI:

Milestone	Date
Clarification Questions Due	October 14, 2019
RFEI Due	October 28, 2019 9:00 A.M
Respondent Interviews	Tuesday November 19 th
Follow-up with RFEI Respondents	Week of November 25 th

[End of Part 3]

PART 4 – SUBMISSION INSTRUCTIONS

Submission of RFEI

Responses must be submitted via email to:

info@health2work.ca

Responses by other methods will not be accepted.

If your RFEI is received after the date and time specified the Region of Waterloo will have the option to either accept or reject your submission.

Submission Date and Forms

Respondents are asked to submit their information by October 28, 2019 9:00 A.M.

Submissions should include a completed and signed Respondent Submission Form (attached as Appendix A), that acknowledges, among other things, that this RFEI and any respondent submissions shall not create a legal relationship or obligation regarding the procurement of any good or service.

APPENDIX A

Respondent Submission Form

1. Respondent Information

a) Respondent's registered legal business name and any other name under which it carries on business:

b) _____
Name, address, telephone and e-mail address of the contact person(s) for the respondent:

c) _____
Name of the person who is primarily responsible for the submission:

d) Whether the respondent is an individual, a sole proprietorship, a corporation, a partnership, a joint venture, an incorporated consortium or a consortium that is a partnership or other legally recognized entity:

2. Terms of Reference

In responding to this RFEI each respondent should submit a completed and signed Respondent Submission Form that, among other things, acknowledges its acceptance of the RFEI Terms of Reference as contained hereunder:

Request for Information Not A Formal Competitive Bidding Process

This RFEI is issued for information gathering purposes and is not intended to be a formal legally binding "Contract A" bidding process. Without limiting the generality of the foregoing, this RFEI will not necessarily result in any subsequent negotiations, direct contract award, invitational tendering process or open tendering process and does not constitute a commitment by Region of Waterloo to procure any goods or services. Any pricing figures submitted by respondents shall be for general information purposes and will not be binding.

RFEI Shall Not Limit Pre-Existing Region of Waterloo Rights

This RFEI shall not limit any pre-existing Region of Waterloo rights. Without limiting the generality of the foregoing, the Region of Waterloo expressly reserves the right, at its discretion:

- to seek subsequent information or initiate discussions with any supplier, including suppliers who did not respond to this RFEI;
- to initiate direct negotiations for the procurement of any good or service with any supplier or suppliers regardless of whether the supplier or suppliers responded to this RFEI;
- to contact a limited number of suppliers, which may be limited to those who responded to this RFEI, or may include suppliers who did not respond to this RFI, for the purpose of a competitive procurement for the procurement of any good or service;
- to elect to proceed by way of open tender call where all potential suppliers, including those who did not respond to this RFEI, are eligible to compete for the award of a contract for the supply of any good or service; or
- to elect not to procure the good or service that is the subject of this RFEI.
- These expressly reserved rights are in addition to any and all other rights of Region of Waterloo that existed prior to the issuance of this RFEI.

Pricing Information for General Information Purposes Only

Any pricing information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will only be established where specified by the express terms of a subsequent tender call process or where established through the execution of a written agreement.

Information in RFEI Only an Estimate

Region of Waterloo and its advisors make no representation, warranty or guarantee as to the accuracy of the information contained in the RFEI or issued by way of addenda. Any quantities shown or data contained in this RFEI, or provided by way of addenda, are estimates only provided as general background information.

Parties Shall Bear Their Own Costs

Region of Waterloo shall not be liable for any expenses incurred, including the expenses associated with the cost of preparing responses to this RFEI. The parties shall bear their own costs associated with or incurred through this RFEI process, including any costs arising out of or incurred in: (a) the preparation and issuance of this RFEI; (b) the preparation and making of a submission; or (c) any other activities related to this RFEI process.

Accuracy of Responses

The respondent acknowledges that the information provided is, to the best of its knowledge, complete and accurate.

Submissions Property of Region of Waterloo

Except where expressly set out to the contrary in this RFEI or in the respondent's submission, the submission and any accompanying documentation provided by a respondent shall become the property of Region of Waterloo and shall not be returned.

Confidential Information of Region of Waterloo

All information provided by or obtained from Region of Waterloo in any form in connection with this RFEI either before or after the issuance of this RFEI: (a) is the sole property of Region of Waterloo and must be treated as confidential; (b) is not to be used for any purpose other than replying to this RFEI; (c) must not be disclosed without prior written authorization from Region of Waterloo; and (d) shall be returned by the respondents to Region of Waterloo immediately upon the request of Region of Waterloo.

A respondent may not at any time directly or indirectly communicate with the media in relation to this RFEI without first obtaining the written permission of Region of Waterloo.

The respondent hereby agrees to the terms set out in the Terms of Reference and in the RFEI.

Signature of Witness

Signature of Respondent Representative:

Name of Witness:

Name and Title:

Date of Signature:

I have authority to bind the respondent.