



REQUEST FOR QUOTATIONS

RFQ# 24-0004

March 12, 2024

TO: Valued Prospective Offerors

Kona Community Hospital ("KCH") and Kohala Hospital ("KH") of the West Hawaii Regional Health Care System ("WHR"), a division of Hawaii Health Systems Corporation ("HHSC") is soliciting quotations for:

Secure Image Sharing Platform

The term of the contract (implementation, training, and support) is expected to be for 3 years, from approximately April 1, 2024 through March 30, 2027, with 2 3-year options to extend, unless sooner terminated or extended.

If your company is interested in providing the products and services described in this RFQ, please provide all bulleted items listed under Quote Preparation:

QUOTE PREPARATION

Cost Quotation:

- A fixed firm price for each line item on provided form (Attachment 2);

Technical Quotation:

- Required information in Quotation Information section;
- Any terms and conditions you will request HHSC to agree to;
 - W-9;
 - State of Hawaii General Excise Tax Number and Certificate;
 - Certification of Good Standing from state of Hawaii DCCA ;
 - Redlines to the HHSC General Conditions (if any)
- HHSC will only agree to the BAA that is imbedded in the General Conditions.

TIMELINE*

Public release of RFQ	Tuesday, March 12, 2024
Virtual Demos	March 18-20, 2024
1st round of questions due from Offerors	Friday, March 22, 2024 12pm HST
1st Addendum release (if needed)	Monday, March 25, 2024
Quote Due Date	Friday, March 29 12pm HST
Award of Contract (tentative)	Week of April 1, 2024

*Dates on timeline are subject to change. Any major shifts will be communicated to Offerors.

HHSC is under no obligation to accept any quotations. The KCH CEO, or a designated representative, may execute a contract with the Company/Individual whose quotation is determined to be the best value to HHSC. The contract will be subject to the HHSC General Terms & Conditions referenced at <https://www.hhsc.org/wp-content/uploads/HHSC-General-Conditions-Purchase-of-Goods-and-Services-from-Non-HSP-Non-HRS-103D.pdf>. Include in your response any revisions your company requests to the HHSC General Conditions. Revisions not requested at time of quotation will not be considered.

OFFEROR'S RESPONSIBILITY

The Offeror is cautioned that it is the Offeror's sole responsibility to submit information related to the evaluation categories and that HHSC is under no obligation to solicit such information if it is not included with the Offeror's proposal. Failure of the Offeror to submit such information may have an adverse impact on the evaluation of the Offeror's proposal.

ADDENDA AND INTERPRETATIONS

Discrepancies, omissions, or doubts as to the meaning of specifications should be communicated in writing to the Issuing Officer listed below for interpretation. **These must be received no later than the Questions Due date(s) as stated in the Timeline table above.**

Any interpretation, if made, and any supplemental instructions will be in the form of written addenda to the specifications, which will be made available to all prospective Offerors prior to the due date in accordance with the RFQ timeline. Failure of any Offeror to receive any such addendum or interpretations shall not relieve the Offeror from an obligation under his quotation as submitted. All addenda so issued shall become part of the contract documents.

QUOTATION INFORMATION

Technical Proposal:

The Offerors should prepare their technical proposals to highlight all the elements of Scope of Service the Offeror's program meets. The Offeror's experience and past performance providing the requested services will be evaluated on the extent of its success in managing and integrating projects relevant to that defined in this Solicitation and General Requirements. Therefore, the Offeror is advised to submit any and all information which documents successful and reliable experience in past performances as related to this RFQ.

References:

References should be verifiable and be able to comment on the Offeror's related experience. The Offeror should submit, at a minimum, two (2) professional references for similar services provided over the last three (3) years that would demonstrate the Offeror possesses an understanding and the experience in providing the required services.

Proposed Method of Approach:

The Offeror should utilize a written narrative or any other printed technique to demonstrate its ability to satisfy the requirements of the Scope of Services. When appropriate, the narrative should describe a logical progression of tasks and efforts starting with the initial steps or tasks to be accomplished and continuing until all proposed tasks are fully described. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of proposed action. The usage of technical language should be minimized and used only when necessary to describe a technical process.

Cost:

The evaluation of the category of Cost, as requested in RFQ Attachment 2, shall be based on the prices, as indicated on the Compensation and Fee Schedule submitted with Offeror's quotation.

HHSC is not required to respond to each Offeror for further negotiations, even though that option is available.

Additional:

The Offeror may submit any other pertinent information that would substantiate the Offeror has the experience, expertise and capability to provide the required services.

SUBMISSION OF QUOTATION

OFFEROR is to submit its Quotation to the Issuing Officers no later than the "Closing Date for Receipt of Proposals", identified in RFQ Timeline. Quotations received after this time/date may be rejected. If Offeror's Quotation is larger than 10MB, please contact Issuing Officers at least 24 hours before due date/time for a Citrix File Share link. HHSC is not able to utilize any other file sharing platforms.

BASIS OF AWARD

Cost is a major factor for award but is subject to review only after review of the technical proposal and the best qualified Offerors are determined. Minimal or no redlines to the HSHC General Conditions will be viewed as favorable by WHR. Contract award is based solely on WHR's determination of the best overall value to WHR. WHR reserves the right to further negotiate.

ISSUING OFFICERS

The Issuing Officer or her designee is responsible for administering/facilitating all requirements of the RFQ solicitation process and are the only points of contacts for OFFEROR from date of public announcement of the RFQ until the selection of the successful OFFEROR. Contacting any WHR staff other than the Issuing Officers may result in disqualification from the RFQ. The Issuing Officer will also serve as the Contract responsible for contractual actions throughout the term of the contract. The Issuing Officers are:

West Hawaii Region

Yvonne S. Taylor, Sr. Contracts Manager

Email ytaylor@hhsc.org

Direct (808) 322-4442

Fax (808) 322-4488

AND

Michelle Gray, Contracts Assistant II

Email mgray@hhsc.org

Direct (808) 322-5830

NOTICE OF AWARD

Your quotation will be reviewed and notice of acceptance or rejection will be provided electronically, as soon as practical.

Thank you for your interest in doing business with HHSC.

ATTACHMENT 1

Scope of Services

BACKGROUND

Currently the West Hawaii Region (EHR) of the Hawaii Health Systems Corporation (HHSC) uses the software BEAM to electronically share images between healthcare entities in Hawaii. Individual patient image data is burned to a CD for each patient to pick up or for the facility to mail to outside referring provider practices. The BEAM system will be end-of-life in April, 2024, and must be replaced. In order to improve efficiencies across the organization, a system which can also replace CD burning would be most prudent.

This is a critical project for WHR. Work to implement a new system is to commence **immediately** upon execution of a contract between WHR and the awarded vendor. By submitting a quotation, Offeror is committing to an immediate project start date.

CONFIDENTIAL INFORMATION

An entire bid, proposal, offer, specification, or protest shall not be identified as confidential; only those portions which are considered proprietary, trade secrets or patented information. Pricing shall not be considered as confidential. The proposals are subject to disclosure rules set forth in Chapter 92F, H.R.S. The Offeror bears the burden of establishing that the designated data is exempted from the disclosure requirements set forth in chapter 92F, H.R.S.

All proposals and other material submitted by Offerors become the property of HHSC and may be returned only at HHSC's option.

EXPERIENCE

The successful Contractor shall have a minimum of five (5) years' experience selling and implementing similar secure image share portal software as it is proposing herein. Contractor, if not the developer of the Software, shall be an authorized licensed reseller in good standing with the company it is proposing.

The Contractor shall have adequately trained staff for both the initial implementation and ongoing support. A listing of staff that would be assigned to work with WHR, along with their qualifications and certifications (if any), shall be included with their proposal.

MAINTENANCE AND SUPPORT

Contractor shall provide all support necessary for the successful implementation and operation of the System. Operational support shall be available minimally 7:00 am – 5:00 pm HST, but preferred to be 24 hours day x 7 days per week.

Contractor shall provide the necessary training of the WHR staff for the successful use of the System, including the pre-go live, go-live, and future ongoing training as needed. This shall include both in-person and online training and resources for the different levels of users of the System.

Contractor shall provide ongoing support to assist WHR to further develop and use the system to its fullest.

PROJECT SCOPE

The WHR is looking for a best-in-class software solution to replace its BEAM secure image sharing portal (Solution). The requirements of a Solution shall include, at a minimum, items A-L below.

- A. Vendor neutral image share portal/platform
- B. Image share portal that supports EPIC Community Connect integration
- C. Image share portal that supports MyChart patient portal integration
- D. Image share portal that supports Fuji PACS integration
- E. Image share portal that allows outside requests of images/studies electronically
- F. The ability to send and receive high volume images to and from other facilities
- G. A patient share option that will allow patients to receive and share their images
- H. A holding pen for images that allows us to choose which studies we want to download and which studies can be deleted without saving to our PACS
- I. The ability to electronically request images from other facilities and for other facilities to request images from WHR
- J. HIPAA compliant with an Audit trail
- K. Would like to know if there are any Tiger Connect integrations that are available
- L. Best in class cyber security program. (Be prepared to discuss during the virtual demo)

The following users must have secure online access to the Solution:

- A. Patients of the WHR
- B. Referring providers of patient in and from the WHR
- C. WHR PACS Team

*Offeror must include in the Quotation any requirements it is not able to meet.

In order to assist you with understanding WHR's workload, please see the following usage information for the past 2 years:

Kona Community Hospital
2022 Radiology 7,269, Cardiology 1,541
2023 Radiology 2,330, Cardiology 664

Kohala Hospital
2022 Radiology 52
2023 Radiology 47

The Solution must be secure. Offerors shall include a detailed overview of the Solution's security and access protocols demonstrating the security of the Solution. The successful contractor will be required to agree to the HHSC Business Associate Agreement as PHI will be transmitted through the Solution.

Initial and ongoing training will be provided to WHR staff for the solution. Training is to be in-person during the implementation, but can be on-line as needed for new employees.

SYSTEM IMPLEMENTATION

At the time of proposal submittal, the Contractor shall provide a detailed implementation schedule and plan with an April 2024 implementation start date for a go-live date June 1, 2024. This shall include resources required from WHR and their vendors for implementation. Lastly, taking into best practices for implementation, identify areas or concerns that could affect the successful implementation.

WHR requires a site Project Manager on-site during the software implementation and for a period of two (2) months (not on-site) after the go-live date to ensure a seamless transition.

The Contractor shall hold regular implementation meetings with WHR throughout the implementation. Contractor shall provide meeting minute and update implementation schedule as mutually agreed.

The acceptance of the System shall be upon successful implementation of the Software in accordance with these Scope of Services and WHR acceptance, which will not be unreasonably withheld.

The Contractor and Contractor's staff shall adhere to WHR's safety, quality, and security policies, including but not limited to:

- A. HHSC Remote Access ITD 0005A Policy attached herein as Attachment 3
- B. Contractors' Guidelines Handbook, attached herein as Attachment 4
 - 1. Any Contractor staff who will be on-site more than ten hours per week must adhere to the Guidelines.

TECHNICAL REPRESENTATIVE

The Technical Representative has the right to oversee the successful completion of contract requirements, including monitoring, coordinating, and assessing Contractor's performance; placing requests for services; and, approving completed work/services with verification of same for Contractor's invoices. The Technical Representative will also serve as points of contact for "technical" matters throughout the term of the contract. The Technical Representative for this agreement is:

Craig Davis (or his designee)
Imaging Director
Kona Community Hospital
79-1019 Haukapila Street
Kealahou, HI 96750
cdavis@hhsc.org
(808)322-9311

TERM

The software license will be procured upon execution of the Agreement.

The Term of both the software support / maintenance agreements shall be for a period of three (3) years effective upon its full execution. The Agreement may be extended for two (2), two (2) year periods at the sole discretion of WHR upon execution of a Supplemental Agreement signed by both parties.

As an entity of the State of Hawaii, WHR will require the agreement to include a Termination for Convenience section for EHR, with a sixty (60) day termination clause.

VIRTUAL DEMOS

Due to Hawaii's remote location and the availability of virtual collaboration software, Offerors are invited to provide a virtual demonstration of their solution being offered. Each Offeror will be provided one (1) one (1) hour time slot to present its proposed solution to the RFQ evaluation committee. Each Offeror is requested to provide its own zoom/teams/other solution web meeting link at least 72 hours prior to the assigned time. At this time, a general overview demo is requested and should KCH have follow up questions or a second more in-depth demo is determined to be necessary, the appropriate Offerors will be contacted.

Virtual demonstrations are mandatory in order to submit a response to this RFQ.

QUOTATION

Pricing **must** be listed using the table in Attachment 2. OFFEROR may attached its standard quote sheet in addition to Attachment 2 if desired, as long as it is clear and concise. HHSC participates in Vizient GPO, so all OFFERORS are urged to provide such pricing, or better, if

your company holds a Vizient contract. Provide Vizient Contract Number if using Vizient pricing.

ATTACHMENT 2

Compensation and Fee Schedule

Vendor Name: _____

PRICING SCHEDULE

In accordance with the attached Scope of Services, General Conditions, Special Conditions and all information contained within this proposal, the Offeror submits the following pricing **inclusive of taxes**:

ITEM	AMOUNT
1. Purchase of Software License (In accordance with the Requirements Listed in the RFQ Document)	\$ _____
2. Software Implementation (In accordance with the Requirements Listed in the RFQ Document)	\$ _____
3. Three (3) Years Software Maintenance and Support (In accordance with the Requirements Listed in the RFQ Document)	\$ _____
4. TOTAL PROPOSAL AMOUNT (Amount to Include Sections 1, 2 and 3 above)	\$ _____

**** Offeror shall submit a detailed pricing proposal based on the requested Scope of Services broken down by the categories listed above. ****

HHSC shall pay Offeror for services performed, as designated by the Pricing Quote submitted with the Offer, for equipment furnished and services rendered pursuant to this agreement, inclusive, all-in arrears, subject to the prior receipt of the following written documentation, which must be included in the invoice for services:

- A. the date(s) of the service(s) performed;
- B. a description of the tasks performed with such detail as the Technical Representative may reasonably request;
- C. the dollar amount of work completed; and
- D. signed and dated by the Offeror's delegated signatory.



The Offeror's invoice is due to that facility by the tenth (10th) day of the month immediately following the month in which the services were provided. HHSC shall pay sums due THIRTY (30) days after receipt of Offeror's invoice or the last day of the month immediately following the month in which the services were provided, whichever is later.

The Offeror agrees to accept such amounts as payment in full for all services rendered in accordance with the terms of this Agreement.

ATTACHMENT 3

HHSC Remote Access ITD 0005A Policy

(Immediately following this page)

 HAWAII HEALTH SYSTEMS CORPORATION <i>Quality Healthcare for All</i> POLICY	Department: Information Technology Department (ITD)	Policy No. ITD 0005A
		Supersedes Policy No. N/A
Subject: Information Systems Access	Approved By:  HHSC Board of Directors By: Donna McCleary, M.D. Its: Secretary/Treasurer	Approved Date: January 23, 2020
		Last Reviewed: 01/21/20

I. PURPOSE:

To mandate adequate levels of information technology security to protect HHSC data and Information Systems from unauthorized access by defining the rules necessary to protect and secure the reliable operation of HHSC Information Systems.

II. DEFINITIONS:

All capitalized terms not defined herein shall have the meaning set forth in the ITD Glossary. Applicable to all ITD policies and procedures.

III. POLICY:

Only authorized Users shall be granted access to Information Systems. Access shall be limited to specifically defined, documented approved applications, and approved levels of access rights. Department managers are responsible for requesting User access.

Authorization shall be documented on an IT Security Access Request Form. Computer and communication system access control is achieved via User ID's that are unique to each individual User to provide individual accountability. Users are prohibited from sharing passwords with anyone, including IT personnel. Failure to comply with ITD policies and procedures shall result in loss of Information System access privileges and may include disciplinary action upon completion of a thorough investigation. Any disciplinary action shall be conducted in accordance with applicable collective bargaining unit agreements, if any, and with HR Guidelines.

A. Access Control

Any User (remote or internal), accessing HHSC networks and systems, may be granted access to information based on:

1. Context-based criteria (access based on the context of a transaction); or
2. Role-based criteria (access based on predefined roles); or
3. User-based criteria (access based on the identity of a User).

B. Workstation Access Control

All Workstations shall utilize HHSC-approved access control systems. Active Workstations left unattended for longer than five minutes shall be locked, logged off, or powered down.

C. Disclosure Notice

Where feasible, a warning notice shall be displayed when logging on to HHSC Information Systems. The warning notice shall make clear that these Information Systems are part of a private network or application, and that unauthorized Users should disconnect or log off immediately.

D. Access Control Mechanisms

Access control mechanisms shall be utilized to ensure that information is not improperly disclosed, modified, deleted, or rendered unavailable.

E. Data Access Approval

Access to information stored on Information Systems shall not be granted to any User without appropriate department manager approval evidenced by a completed HHSC Corporate IT Security Access Request Form.

F. Access for Non-Workforce Members

Non-Workforce members (i.e., Independent Contractors and Vendors) shall be required to enter into a Business Associate Addendum with HHSC in compliance with state and federal laws. Department managers shall approve non-Workforce member access by completing the ITD Security Access Request Form and submitting it to the Regional Compliance Officer or Regional CEO and IST.

G. Unauthorized Access

Users are prohibited from attempting to gain access to any Information Systems, application, or data outside the scope of their work duties or level of access.

H. Remote Access

All eligible Workforce, physicians, Independent Contractors, and Vendors who require remote electronic access to HHSC Information Systems shall comply with the following security requirements:

1. User Access Control

- a. Access to HHSC information systems from remote locations shall be approved by the User's department manager via the IT Security Access Request Form, which shall be submitted to the Regional Compliance Officer and IST for approval. Non-Workforce members shall not have remote access unless HHSC has executed a written agreement permitting such access. A master access list, maintained by the ITD, of all persons granted remote access privileges shall be subject to periodic review to determine the appropriateness of continued remote access privileges.

2. Vendor Restrictions

- a. Vendors who are contractually required to remotely access HHSC Information Systems for maintenance purposes shall be allowed such access, subject to the provisions set forth in this policy.

3. Approved Access Methods

- a. Internet-Based Access Configuration Controls for Users: Internet-based access into HHSC's internal network by eligible remote Users is allowed only by means of VPN and Virtual Desktop technology with encryption enabled. Encryption shall conform to current National Institute of Standards and Technology (NIST) encryption standards.
- b. Internet-Based Access Configuration Controls for Vendor Support: Internet-based access into HHSC's internal network by Vendors who need to provide remote support functions on their products are allowed by means of either VPN Virtual Desktop technology, as is described above, or by approved web-based remote-control support mechanisms.

4. Logging Requirements

- a. Logs of inbound remote access activity shall be maintained and periodically reviewed by System Administrators. Log review procedures shall be developed to comply with periodic log review requirements.

5. Remote Workstation Hardware Configuration

- a. If hardware to be used for remote access purposes is supplied and owned by HHSC, the configuration controls listed below shall be implemented on remote access devices. Documentation attesting to conformance shall be maintained in the ITD files:
 - 1. Anti-virus software shall be installed, and virus signature files shall be kept up to date.
 - 2. A personal firewall product shall be installed and properly configured. The personal firewall requirement is not a standard internal HHSC Workstation configuration requirement.
- b. If hardware to be used for remote access purposes is not supplied by, or owned by HHSC, the above-referenced hardware configuration specifications are strongly recommended, unless otherwise specified by contract.

I. Emergency Access

ITD shall create and implement procedures for obtaining access to necessary information during an emergency.

J. Maintenance/Helpdesk Remote Control Access

ITD may remotely access User Workstations for maintenance/helpdesk purposes.

IV. AUTHORITY:

- HIPAA [45 CFR §164.308(a)(3)(ii)(A)] [NIST SP 800-53 AC-1] [NIST SP 800-53 AC-3] [NIST SP 800-53 MP-2].
- NIST Special Publication 800-124 Revision 1 Guidelines for Managing the Security of Mobile Devices in the Enterprise.

V. RELATED PROCEDURE:

None.

VI. REFERENCES:

- Security Access Request Form.

ATTACHMENT 4

Contractors' Guidelines Handbook

(Immediately following this page)



Contractor Guidelines

NON-CONSTRUCTION



**KONA
COMMUNITY HOSPITAL**

Care You Can Count On

Introduction

This Contractor Guidelines Booklet is designed for contractors and sub-contractors who provide services to Kona Community Hospital.

This booklet provides requirements and expectations of the contractors and sub-contractors that are contracted to perform work in the hospital.

Contractors and sub-contractors working in the hospital must successfully complete all requirements listed in the booklet prior to any project work beginning on-site at Kona Community Hospital.

Important Phone Numbers

Human Resources	322-4458
Employee Health	322-4478
Infection Prevention	322-4478
Facility Director	322-4495
Maintenance Clerk	322-4592
Risk Manager	322-6976
Hospital Supervisor	322-4594
Patient Access (Admitting)	322-5803
Security	322-4525
Maintenance Supervisor	322-4566
Housekeeping	322-4521
ICU Manager	322-5824
Emergency Room Manager	322-4484
Medical/Surgical Manager	322-4477
Surgical Services (OR) Manager	322-6909
First Floor Acute Manager	322-4407
Behavior Health Manager	322-4573
Obstetrics Manager	322-4598
Imaging Manager	322-5872
Pharmacy Manager	322-4402
Clinical Labs Manager	322-4422
Dietary Manager	322-4415
Administration (CEO, CNE)	322-6970
IT Department	322-5887
Contracts Management	322-4442

Human Resource Requirements

Contact Human Resources to schedule an appointment to pick up and review documents listed below:

- ♠ Read the Contractor Guideline booklet. Return **Contractor Guidelines Confirmation of Understanding** to Human Resources.
- ♠ **Drug Screening:** Each contractor / sub-contractor will have to complete a five panel drug screen within six months of the project start date. Negative drug screening results are to be submitted to Human Resources. Additionally, if management has a reasonable individualized suspicion that a contractor is currently violating the Hospital Drug Free workplace policy, a urine drug screen may be requested. Arrangements to complete a drug screening can be made through Human Resources at a fee of \$17.00 per person. Contact Human Resources to schedule an appointment (page 4).
- ♠ **State and Federal Criminal History Record Check:** Each contractor / sub-contractor will have to complete a State and Federal criminal background check within six months of project start date. Background check results are to be submitted to Human Resources. Persons with any criminal charges pending or with any felony convictions shall not be eligible to work in the Hospital. Arrangements to complete a background check can be made through Human Resources at a fee of \$50.00 per person. Contact Human Resources to schedule an appointment (page 4).
- ♠ Complete **Request for State Federal Criminal History Record Check** form
- ♠ Complete and return the **Acknowledgement and Understanding**.
- ♠ Camera Surveillance and Image Recording form. Initial, sign, and date **Appendix A**. Policy is for your records.

Employee Health Requirements

Contact Employee Health / Infection Control to review documents listed below: All documents can be picked up at Human Resources.

- ♠ Complete the following forms:

- Contractor Health Evaluation**

- Immunization Declination Requirements for Maintenance and Construction Contractors**

- ♠ Submit a completed annual Tuberculosis test. Arrangements to complete a TB test can be made through your primary care physician or contact the Hawaii Department of Health at 808-322-1522.
- ♠ Completion of an annual influenza vaccine (or declination form) during the flu season of October through March.



Request for Records and Documentation

Contractor will cooperate with and make available to Kona Community Hospital any records and documentation required by such authorities within eight (8) hours upon request. Kona Community Hospital will make such requests during normal business hours.

Confidentiality

At Kona Community Hospital, privacy of patients is valued and protected by law. Although contractor employees will never have reason to use private health information, they may come into contact with documents and computer screens, or overhear conversations that contain private information. Please remember that this information is protected and private and should not be discussed or shared.

Not all areas of the hospital are open to the public for reasons of safety or privacy. If contractors are required to work in clinical areas they must observe specific HIPPA security/confidentiality rules.

General Safety

Kona Community Hospital is committed to the safety of employees, students, visitors, and patients. All employees, including contractor employees, are expected to take safety seriously and follow good safety practices. If there is any doubt regarding the safety of a job or task, notify the Facilities Director.

If you are feeling ill stay home. You are more prone to germs from others and more likely to spread your germs to patients who are already sick and have little defenses left to use against them. You will get better faster and you won't get anyone else sick either.

Kona Community Hospital has adopted and follows a safety plan designed to provide a safe environment. The goal of this plan is to create a workplace that is free from hazards and where risks of injuries to employees, patients, visitors, and contractors is at a minimum.

Since safety is a team effort, everyone working at Kona Community Hospital must look out for themselves and each other by watching for unsafe practices and correcting or reporting them if encountered.

Contractor Check-In

Upon the daily arrival of a contractor to Kona Community Hospital, the contractor is required to check-in and sign-in at the Maintenance Office. Contractors must also check-out and sign-out daily at the Maintenance Office. Hours of normal operations are 0600 to 1430 Mondays thru Fridays. Any off shift , holiday and weekend work requires prior approval and 48 hours notice arranged with the Facilities Director. Arrangements for card access to project areas requires 48 hours notice.

Identification Badges and Basic Security

All contractor employees must wear a KCH badge (permanent / temporary). Badges are issued from HR after all HR and Employee Health requirements are completed. Badges are signed out and back in daily through the Maintenance Department. The badge must be worn above the waist. Contractor employees without badges will be asked to check in at the Maintenance Department. Off shift, holiday and weekend arrangements will be made with the Maintenance Clerk and approval of the Facilities Director to have the badges sent to Patient Access to be signed in and returned at end of shift.

Parking

Parking at Kona Community Hospital is at a premium. Contractors must park in areas designated by the facility.

Smoking and Tobacco Use

Kona Community Hospital is a Smoke and Tobacco Free Campus. Use of tobacco products including cigarettes, chew and electronic cigarettes is not allowed on campus.

Personal Appearance

- ♠ A shirt displaying the contractor's name is preferred. Long work pants or jeans and covered shoes are required
- ♠ Identification badge must be worn above the waist.
- ♠ Not allowed are slippers, shorts and sleeveless shirts with holes, and / or offensive language and / or artwork.

Appropriate Behavior

Kona Community Hospital promotes a healthy work environment and expects appropriate behavior by everyone on campus.

Reports of inappropriate behavior will be investigated and disciplinary action may result.

Whistling, inappropriate language and any other gesture that is perceived to be offensive to Kona Community Hospital employees and guests will not be tolerated and will be cause for dismissal.

All contractors are responsible for adhering to these guidelines and must report inappropriate actions to the Nursing Supervisor, Facilities Director, or Risk Manager.

Workplace Violence Prevention

Violence, threat of violence, intimidation, harassment or coercion is not tolerated on the KCH campus.

Contractor employees are responsible for adhering to these guidelines and for reporting disruptive or violent behavior to Security, Nursing Supervisor, Facilities Director or the Risk Manager.

Interacting with Patients and Hospital Staff

The employees of Kona Community Hospital are proud of their facilities and are always careful to ensure the comfort and welfare of patients, visitors and co-workers. Even if only temporarily, contractor employees will become part of the KCH work force and may even be viewed as KCH employees by patients, guests or visitors.

All contact with patients, staff and visitors must demonstrate respect for the individual. Any action or words that suggest bias or prejudice are not appropriate.

Healthcare Personal Protective Equipment Requirements

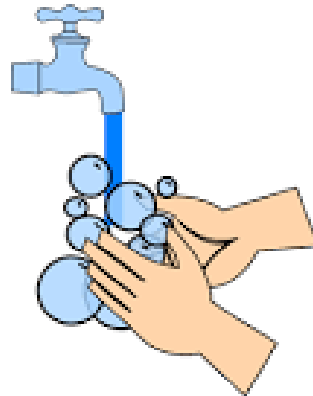
Personal protective equipment (PPE) is provided in an assortment of sizes and includes the following examples: gloves, isolation gown, mask, face shield, shoe covers and jumpsuits. Observe sterile work zone requirements and restrictions. Do not enter sterile corridors or rooms without appropriate attire required (ie. Scrubs, hats, booties, face mask, etc.) Do not wear this clothing out of the sterile area and re-enter, if you have exited area replace with clean PPE's prior to re-entry into area. You must coordinate with unit manager if you are unsure of appropriate attire or procedure required.



Hand-washing and Disinfection

In the Hospital setting any surfaces (phones, elevator buttons, tool handles etc.) can become a breeding ground for germs. Anyone that comes into contact with these surfaces can then transmit the germs to other areas in the hospital and potentially to our vulnerable patients. Every year thousands of people die from infections acquired at the hospital. The best defense against germs is hand washing; frequent hand washing in a healthcare setting will keep patients, staff and you safe from potential life threatening germs and spread of disease. KCH has alcohol hand washing stations throughout the facility for your convenience; to use just apply the foam/gel to your hands and rub until dry. If you like the traditional soap and water method please remember to scrub your hands for at least 20 seconds and use a paper towel to dry your hands and another one to turn off the faucet. Hand washing is expected during the following activities:

- ♣ When entering and exiting the facility and construction locations
- ♣ Before and after working on hospital equipment/locations
- ♣ When entering and exiting patient care areas
- ♣ Before applying and immediately after removing personal protective equipment.
- ♣ After removing gloves
- ♣ After using the restroom
- ♣ Before eating meals



Reporting an Emergency

To report an emergency at Kona Community Hospital please call the Hospital Operator at 322-9311 or dial 0 from hospital phone.

Emergency Response

In the event that emergency procedures are announced (Page Codes) check immediately with your Supervisor or the nearest KCH staff member to ask what is expected in this situation. You may be asked to leave the area.

Page Codes

Kona Community Hospital uses a color code system to notify employees, vendors and contractor employees of emergency situations. These codes will be given verbally over the public address system. These codes are:

For example, if there is a fire, there will be a page over the public address system stating: “Code Red” followed by the location.

If employees wait until an emergency is actually occurring before attempting to determine what is expected of them they may be too late because time is a very valuable commodity during an emergency.

Code Black	Severe Weather
Code Blue	Cardiac Arrest/Medical Emergency
Code Gray	Security Assistance
Code Green	Bomb Threat
Code Orange	Hazmat/ Bioterrorism
Code Pink	Infant Abduction
Code Red	Fire
Code Silver	Adult Elopement
Code Active Shooter	Active Shooter
Code Triage	Disaster Activation

Code Red—Fire Plan

Everyone working in Kona Community Hospital must always be aware of the locations of the nearest fire alarm pull station, the nearest fire extinguisher and the nearest exit.

When the fire alarm sounds everyone needs to leave the building.

R.A.C.E

R - Rescue

Rescue anyone in danger. Protecting of life is paramount.

A - Activate

Activate the nearest fire alarm station by pulling down the lever.

Dial # 40 on telephone handset and announce loudly 3 times “Code Red and location of fire (example code red electrical room first floor)”.

Assist others who may need assistance.

C - Confine

Close all doors, windows or openings in the room or corridor area where smoke and/or fire are present to isolate the condition.

Remember that smoke is also very dangerous, many victims of fires succumb to smoke.

If a closed door is hot, this may mean that there is fire on the other side.
DO NOT OPEN a hot door.

E - Extinguish: Secure fire extinguishers for use.

Fire extinguishers may be used only for small fires that are getting started, do not attempt to use a fire extinguisher on a fire that is too large or dangerous.

Only the respiratory therapy department or nursing may turn off medical gasses.

If you elect to extinguish the fire remember:

When using a fire extinguisher, remember the word “P.A.S.S”.
Each letter represents a step for using the fire extinguisher.

P– Pull the pin from the fire extinguisher.

A– Aim the hose at the base of the fire.

S- Squeeze the handle (lasts 20 seconds)

S- Sweep from side to side.

Evacuation—General Guidelines

- ♣ Keep Calm
- ♣ Leave lights on
- ♣ Do not use elevators (unless directed by Fire Dept.)
- ♣ Do not use telephones (unless directed by Fire Dept.)
- ♣ Keep all corridors clear at all times.
- ♣ Do not block the fire extinguishers or fire hoses.
- ♣ Do not block or lock any designated exits
- ♣ Know the location of fire extinguishers and pull stations.

Fire Safety General Guidelines—DO

- ♣ Obtain a Hot Work Permit prior to performing any hot work, including welding, soldering, torch cutting, or any work using an open flame.
- ♣ Participate in fire drills.
- ♣ Follow Interim Life Safety Measures (ILSM’s) implemented due to construction. Refer to attached policy (page 46)
- ♣ Place ceiling tiles back in place when completed with above ceiling.
- ♣ Protect penetrations through fire rated walls in accordance with UL System requirements.



**Kona Community
Hospital
79-1019 Haukapila Street
Kealahou, HI 96750**

Revised January 2016

Contractor Guidelines Confirmation of Understanding

By signing this page, I acknowledge that I:

- a. Have read and understand the contents of the contractor Guidelines Booklet.
- b. Responsible for my safety, and will abide by the safety rules of KCH and my employer.

Name (Print): _____

Signature: _____ Date: _____

Employer: _____

Project Name: _____

Contractor: _____