Request for Information (RFI) #26-0345
Epic Community Connect – Clinical Documentation Integrity (CDI) Integration

Issued by: Kona Community Hospital
Epic Model: Epic Community Connect via Queen's Health Systems

1. Background & Problem Statement

Kona Community Hospital (KCH) operates Epic EHR/EMR through the Epic Community Connect model with Queen's Health Systems. Under this model, Kona does not control Epic system configuration, interface engines, App Orchard approvals, or third-party integration decisions.

Kona currently utilizes a legacy CDI solution that does **not integrate with Epic**, requiring CDI staff to perform **duplicate data entry** between Epic and the CDI platform. This process introduces:

- Increased labor and operational inefficiency
- Elevated risk of documentation errors and inconsistencies
- Workflow fragmentation for CDI specialists

Kona is seeking information on **Epic-integrated CDI solutions** that eliminate duplicate data entry and are **already approved, supported, or live within Queen's Epic Community Connect environment**.

2. RFI Objectives

The objective of this RFI is to:

- Identify CDI solutions that integrate natively with Epic Community Connect
- Confirm approval status within Queen's Health Systems' Epic ecosystem
- Understand implementation approach, timeline, and risk
- Gather high-level budgetary pricing for a 96-bed community hospital
- Assess AI capabilities, reporting, and training models

This RFI is for **information-gathering purposes only** and does not constitute a commitment to proceed with an RFP or contract award.

3. Scope & Constraints (Mandatory)

Responses **must acknowledge and comply with the following constraints**:

- Kona Community Hospital **does not control** Epic configuration or interfaces
- Solutions **must already be approved** for Epic Community Connect tenants **or** be currently live within Queen's Health Systems
- Solutions requiring new Epic interfaces, custom builds, or non-standard approvals **will not be considered**

4. Hospital Profile
- Facility Type: Community Hospital
- Licensed Beds: 96
- Epic Model: Community Connect (Queen's Health Systems)
- Target Budget (Budgetary Estimate): Unknown at this time

5. Mandatory Vendor Qualification Questions
Please provide clear **Yes/No** responses with explanations where applicable.
1. Are you currently live at Queen's Health Systems? If yes, please describe scope and duration.
2. Are you explicitly approved for Epic Community Connect tenants?
3. Does your solution **fully eliminate duplicate CDI data entry** between Epic and your platform?
4. Can Kona be onboarded **without** creating new Epic interfaces or modifying Queen's Epic configuration?
5. Has your solution been deployed in a Community Connect model similar to Kona's?
6. Provide a **budgetary price range** to replace Kona's current CDI system for a 96-bed hospital.

6. Integration & Technical Architecture
Please describe:
- Method of Epic integration (native workflow, embedded tools, APIs, etc.)
- Whether CDI work is performed **entirely within Epic workflows**
- Any dependencies on Epic App Orchard or third-party approvals
- Known limitations within Community Connect environments

7. AI & Automation Capabilities
1. Does your solution use AI to:
   - Prioritize charts for CDI review?
   - Identify high-impact documentation opportunities?
2. If AI is used:
   - Describe the model type (rules-based, ML, generative, hybrid)
   - How frequently is the AI model updated or retrained?
3. If AI is not currently used:
   - Is AI on your product roadmap? If yes, anticipated timeline?

8. Reporting & Analytics
Please provide:

- A list of standard CDI reports included
- Examples of productivity, quality, and financial impact reporting
- Whether reports are real-time, near-real-time, or batch-based

9. Implementation & Training
Please describe:
- Typical end-to-end implementation timeline
- Required hospital resources during implementation
- Training included in base pricing
- Training delivery model (remote, on-site, hybrid)

10. Additional
If your available solutions provide valuable features not identified in this RFI, please provide information under this section.

11. RFI Timeline

Milestone	Date
RFI Issued	February 9
Vendor Questions Due	February 12
RFI Responses Due	February 20
Evaluation Complete	End of February

12. Response Instructions
Please submit responses electronically in PDF format.
Include:
- Company overview
- Epic Community Connect experience
- Responses aligned to RFI sections
- Primary and secondary contact information

13. Contact Information
RFI responses and questions should be directed to:
Dana Evans
Kona Community Hospital
Email: Condevans@hhsc.org

Thank you for your interest in supporting Kona Community Hospital's Epic-integrated CDI initiative.