



KONA
COMMUNITY HOSPITAL

Care You Can Count On

Request for Information (RFI) FY25-001

Virtual On-Demand Licensed Tel-Psychiatry Services

KONA COMMUNITY HOSPITAL
HAWAII HEALTH SYSTEMS CORPORATION

79-1019 Haukapila Street

Kealahou, HI 96750

(808) 322-9311

1.0 INTRODUCTION

Kona Community Hospital, (the “HOSPITAL”) is situated in the Kona region of the western side of the Big Island of Hawaii. Kona, a stunningly beautiful resort destination, is home to full and part time residents and has a significant number of visitors every year. The permanent population of 45,000 is increasing rapidly, projected to be 65,000 over the next ten years. An estimated 20,000 part time residents and approximately 4,500 daily visitors at local hotels and resorts combine with permanent residents to create a population that, at its current peak, is approximately 70,000 people.

The HOSPITAL is a division of the Hawaii Health Systems Corporation (HHSC) and an agency of the State of Hawaii. HHSC operates 9 hospitals and multiple clinics across the islands of Oahu, Kauai and the Big Island. The 94-bed HOSPITAL serves the Kona community by providing emergency services through its 24- hour emergency department (ED), Level III trauma center, acute care services, including ICU and surgical services, and women’s services, behavioral health, oncology, and rehabilitation. Ancillary services include imaging, laboratory, pathology and pharmacy. The HOSPITAL operates an eleven-bed Behavioral Health Unit (BHU). The HOSPITAL is seeking information from vendors who provide Tele-Psychiatry Services to be delivered primarily in the HOSPITAL’s ED and occasionally for emergent inpatients.

The HOSPITAL requires tele-psychiatry support twenty-four hours a day, seven days a week including holidays, with a response time within 60 minutes from the time HOSPITAL initiates call to vendor. Vendor’s providers are required to conduct virtual diagnostic assessment of patients in the ED, and if appropriate, write Admission Orders to the BHU. (Upon admission the patient becomes the responsibility of HOSPITAL clinician.) The HOSPITAL requires Emergency Department and emergent inpatient tele-psychiatry services approximately 35 to 50 times per month.

For more information about HHSC please visit our website at [Hawaii Health Systems Corporation \(hpsc.org\)](http://hpsc.org)
For more information about Kona Community Hospital please visit [Kona Community Hospital \(hpsc.org\)](http://hpsc.org)

2.0 PURPOSE

The purpose of this RFI is to ask potential vendors to detail their capabilities in delivering remote psychiatric care, including information on platform technology, services offerings, response time, provider qualifications, fee structure (not actual pricing), patient privacy practices and compliance with state and federal regulations.

This RFI is an inquiry only. No contract or agreement will be made from the results of this RFI. Responding to the RFI is entirely voluntary and in no way will affect the HOSPITAL's consideration of any proposal submitted in response to a subsequent solicitation. Vendors are responsible for the costs associated with RFI responses.

3.0 INQUIRES

All inquiries shall be sent via email to Alison Stransky: Alstransky@hhsc.org

Please include "FY25-001 RFI for Tele-Psychiatry" in the subject line. This is not a bid. Please do not request bid documents.

4.0 INFORMATION REQUESTED

- Company Name:
- Contact Person:
- Contact Information: (Phone and Email)
- Website:
- Range of Psychiatric Services Offered: (e.g. emergent evaluations, history & physical examination, recommendations regarding treatment and transfer status, individual therapy, medication management, crisis intervention)
- Patient Population Served: (e.g. adult, adolescents, children,)

Telehealth Platform Details:

- Platform Name
- Supported Devices (desktop, mobile app)
- Video/Audio Quality
- Security Features (HIPAA compliant)

Provider Qualifications

- Number of Psychiatrists on Staff
- Credentials and Specializations
- State licensure Information

Note: Hawaii has not yet completed the process for participation in interstate medical licensure compacts.

Accepted Insurance Plans

Out of Pocket Payment Options

Fee structure (per 24-shift, per evaluation, sliding scale)

Operational Aspects

- Evaluation Scheduling Process – Call Center
- Emergency Response Protocol
- Data Privacy and Security Measures
- Patient Satisfaction Surveys

Technical Requirements

- Minimum Internet Speed for Emergency Department and Recommended Device Requirements
- Ability to Integrate with Epic Electronic Health Record system.

Implementation and Support

Training and Onboarding Staff and Technical Support Availability

5.0. RFI RESPONSE SUBMITTAL TIMELINE

Vendors are asked to email their responses to Alison Stransky no later than **January 31, 2025** at Alstransky@hhsc.org

Alison A. Stransky
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West Hawaii Region, HHSC