RFP #: RFP763-18-12175-WR  
RFP Submittal Due Date: February 7, 2018, 2:00 pm

TITLE: Patient Experience Survey

FROM: Wendy Rounsley, Senior Buyer
DATE: January 22, 2018

ADDENDUM #1

The following clarifications and responses to inquiries are hereby submitted for consideration in your response to RFP763-18-12175WR

1) How many patients does the Health Service Center have and how many of these are within the cardiovascular services?
   We complete apx. 24,000 encounters in our clinics. Last year we had around 7,000 encounters in cardiology.

2) Can references be from life science/bio science or medical device organizations or must they be from a healthcare institution?
   Need to be from a health science organization.

3) Is UNT's goal to participate in HCAHPS/HHCAHPS?
   Yes

4) Are you sending this RFP to vendors on the HCAHPS approved vendor list?
   HCAHPS approved vendor list is one resource, however we use selected resources to solicit our proposals.

5) Would you please confirm the number of physicians that are in scope for this survey?
   80

6) Page 9 of the RFP indicates that we should complete and return the Pricing and Delivery Schedule. Would you please clarify whether this is a separate form we are to complete or if we are simply to create our own schedule that includes the information solicited in Section 5.3 on page 7?
   Create your own schedule.

7) In what time frame does this survey need to be completed?
   Survey needs to begin 30 days from award date. Survey data will be collected monthly until term of contract.

8) How will patients be reached to solicit their input to the survey?
   Phone, email, or snail mail.

9) What kind of response rate are you hoping to get?
   60 percent or greater.

10) Will any incentive be offered to patients to take the survey?
    No.

11) Is this the first attempt to measure the patient experience, or does past data exist?
    First, attempt at prospective data collection.

-End-

ACKNOWLEDGEMENT: Please acknowledge receipt of this addendum by initialing the appropriate line on the Addenda Checklist, Section 4 of the RFP.