



To: RFP 23-74438 proposal evaluation team

Date: January 31, 2023

EXECUTIVE SUMMARY

CPS Solutions, LLC

RFP 23-74438

Thank you for the opportunity to submit a proposal for managing pharmacy services at Evansville State Hospital (ESH). CPS Solutions, LLC (CPS) will detail in this letter its ability and desire to supply the requested products and services that meet or exceed the requirements noted in section one of the Request for Proposal 23-74438.

CPS has successfully managed ESH for over twenty-four (24) years. During our tenure, the pharmacy continues to be an efficient, cost-effective, well-run department with outstanding regulatory compliance. The talented CPS individuals we currently have in the pharmacy and our CPS corporate support are a combination for continued success. Through many years of service in multiple state venues, CPS is an expert in managing state hospital pharmacies.

In response to the job descriptions and additional requirements described in Exhibit 1- Scope of Work, the pharmacy department is currently staffed by three Indiana-licensed Doctor of Pharmacy degree pharmacists with behavioral health experience. They collaborate with ESH clinical departments in providing optimal psychiatric medication management. The pharmacists cover the pharmacy's business hours of 7:30-17:00 Monday through Friday and provide on-call and after-hours callback services. An Indiana-licensed pharmacy technician, working forty (40) hours per week, provides pharmacy services during pharmacy business hours. All CPS pharmacy staff perform the required pharmacy job responsibilities described in RFP 23-74438. CPS provides the required professional liability insurance to cover all employees and will comply with hospital-required training and health screenings.

CPS has invested significant financial resources in developing a proprietary, web-based application, Optimizer, to coordinate the distribution of information, tools, and education developed for client hospitals. This new suite of applications enhances the CPS pharmacy management capabilities and will be examined in further detail in this letter.

Optimizer is the repository for all clinical, benchmarking, regulatory, process-related documentation, data analytics, and training. By using Optimizer, CPS employees have access to over 1,100 tools and resources and over 700 e-learning courses on clinical, operational, administrative, and soft skills topics. The Optimizer has "Clinical Resource Portals" that contain training, operational and clinical information on multiple topics. These portals give CPS employees instant access to critical information and tools in a single view.

Through Optimizer's Resources tab, CPS supplies a standard Policy and Procedure Manual to support and govern all functions of the pharmacy department. CPS Corporate Compliance and Regulatory teams revise and develop content to reflect ongoing changes in practice standards and to improve operations to meet pharmacy best practices. CPS may customize policies to align with ESH's specific processes, when appropriate.

CPS developed Assessment, an audit tool within Optimizer, to maintain continuous readiness in patient safety, regulatory standards, and pharmacy best practices. In addition to comprehensive audits, Assessment includes focused GAP analyses that track progress in medication management areas, including Antimicrobial Stewardship, Controlled Substance Diversion Prevention, Medication Reconciliation, and Pain Stewardship. The combination of Optimizer tools and CPS accreditation survey experience allows our pharmacy team to rapidly implement programs that meet or exceed regulatory standards and provides "peace of mind" for the Hospital Administrative teams.

CPS is committed to educating pharmacists, nurses, and medical staff to ensure they have the knowledge and resources necessary to optimize medication use. Accessed through Optimizer, CPS provides pharmacists with subscription-only access to Elsevier's electronic drug information resource, Clinical Pharmacology, powered by ClinicalKey. Optimizer also contains archived clinical webinars, in-service materials, self-study modules, and competency assessments for clinical activities. CPS subject matter experts provide live educational opportunities and monthly Grand Rounds programs. The CPS Compliance and Regulatory department and the CPS Clinical Pharmacy Services team will ensure that ESH pharmacy staff are up to date on relevant topics. CPS is an ACPE-approved provider of continuing education for pharmacists.

RxMeditrend, an Optimizer component, assists in promoting safe medication use and improving medication processes by tracking and trending Medication Errors and Adverse Drug Reactions. RxMeditrend has additional capabilities, such as documenting Clinical Pharmacists' Interventions, Unusual Occurrences, Performance Improvement Activities, and Medication Storage Area Inspections.

CPS employs a full-cycle Talent Acquisition Team (Manager, 5 Recruiters, and 2 HR Coordinators) that supports all CPS-managed sites across the country. The CPS Talent Acquisition department collaborates closely with the Director of Pharmacy and Senior Vice President to recruit qualified personnel for needed ESH pharmacy positions. Applicants are screened and interviewed by the Talent Acquisition team to identify qualified candidates. The Director of Pharmacy and/or Senior Vice President will interview qualified candidates to determine the best fit for the hospital and pharmacy department.

The CPS Staffing Solutions division has CPS resources, tools, and expertise that support clients operationally while they search for the next permanent hire. CPS Staffing Solutions allows facilities to access a deep bench of pharmacy professionals (e.g., Corporate Directors of

Pharmacy, pharmacists, and pharmacy technicians) and subject matter experts who can assume interim roles at your facility. CPS Staffing Solutions aims to maintain operational, financial, clinical, and quality components of the pharmacy department.

CPS performs annual customer satisfaction surveys of nursing staff and prescribers. CPS leadership uses the results of these customer surveys to evaluate key topics, such as appropriate response time, communication skills, therapeutic recommendations, and the implementation of high-quality clinical programs. The current pharmacy department at ESH consistently scores exceptionally well on these customer service surveys.

CPS will conclude this letter with information outlining our clinical and financial medication management capabilities. We continue to work in partnership with ESH to achieve an optimal balance of clinical and economic outcomes of medication therapy. CPS takes a leadership role in working with Hospital Administration and the Medical Staff to monitor the use of high-priced drug products and encourage effective medication utilization. Based on our extensive experience and expertise, we will provide the methodologies and personnel through effective pharmacy inventory and formulary management. Education is provided to the pharmacy staff to assist them in many areas, such as formulary management, wholesaler-contract purchasing compliance, and effective inventory control measures (e.g., Annual inventory count).

With CPS, the hospital has ready access to the nation's largest peer network of pharmacy professionals and a cloud-based clinical content portal to help enhance the pharmacy practice model. The web-based clinical resources tool, Optimizer, is used to develop or manage formulary monographs, therapeutic class reviews, clinical pathways, medication protocols, therapeutic substitutions, and pain management algorithms.

CPS's clinical team helps identify, prioritize, and develop clinical goals to fuel drug cost reductions and improve clinical efficiencies. CPS's RxClinical Analytics (RCA), Optimizer program, identifies opportunities based on purchase practices and other programs implemented in similar hospitals. The CPS team then recommends and implements Focused Initiatives for Cost Savings (F.I.C.S.SM) designed to optimize your drug management and formulary efforts while realizing significant cost savings.

As previously noted, CPS has managed the pharmacy services at ESH for over two (2) decades. CPS continues to demonstrate its ability to provide high-quality psychiatric hospital services that support optimum medication management throughout the hospital. Our CPS team continues to be an efficient, cost-effective, clinically focused department with outstanding regulatory compliance. We are excited to have the opportunity to continue this demonstrated capability with ESH and eagerly anticipate the decision by the State of Indiana on this RFP.

CPS Solutions, LLC (CPS) is registered to do business with the Indiana Secretary of State office.
Business ID: 2013021400482.


State of Indiana CPS Bidder ID #	0000053244
CPS FEIN	95-3810548
CPS type of business	LLC
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Frank Segrave, Chief Executive Officer for CPS, is authorized to commit CPS to its representations and certifies that the information offered in the proposal meets all general conditions including the information requested in Section 2.3.4 ([Company Financial Information](#)).

Name of authorized official Frank Segrave
Title

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Signature:  Frank Segrave (Feb 1, 2023 08:38 MST)
Date: _____

Evansville State Hospital RFP Document 4

Final Audit Report

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