

REQUEST FOR PROPOSAL

SHERBOURNE HEALTH

Development of a Clinical and Cultural Competency Framework for Health Care for LGBT2SQ communities FOR RAINBOW HEALTH ONTARIO

CLOSING DATE AND TIME:

Sunday September 23rd 2018 at 5:00 pm

About Rainbow Health Ontario

Rainbow Health Ontario (RHO) is a unique, multi-faceted knowledge hub and capacity building program of Sherbourne Health, designed to promote the health and wellness of Ontario's lesbian, gay, bisexual, transgender (trans), Two Spirit, and queer-identified (LGBT2SQ) communities. Ontario's LGBT2SQ population includes people living in urban, rural, and remote communities, Indigenous people living on and off reserve, racialized people, a significant number of immigrants and newcomers, and people living with dis/Abilities and chronic conditions,. RHO's goal is to ensure the needs of one million LGBT2SQ Ontarians are included in health policy, planning, service delivery, and research.

Designed to respond to a broad range of stakeholders, RHO has four main areas of focus: practice and organizational change, policy and program development, catalyzing research, and knowledge dissemination.

RHO provides a range of supports for practice development and organizational change to health care and other health related service providers. Rainbow Health Ontario is a trusted source of clinical information; practice supports available include trainings on a range of aspects of LGBT2SQ health and clinical care, as well as ongoing peer-to-peer support for general practitioners and other clinicians who have participated in trans health trainings. RHO offers some training modules that are accredited by the College of Physicians and Surgeons for Continuing Medical Education (CME) credits.

RHO's policy and program development work addresses a vital need in the public sphere, through creating awareness of policy and programming opportunities and challenges affecting LGBT2SQ health and wellbeing. Furthermore, RHO's evidence-based materials, designed both for health care providers and the public, and availability for consultation provides the supports necessary for decision-makers to act.

About Sherbourne Health

Sherbourne Health is a leading provider of quality health care and transformative support to people who face social, economic and other systemic barriers. This is done through primary health and chronic disease services; health promotion and education; outreach and social supports; mental health services, and an in-patient program called Acute Respite Care or ARC.

Since its creation at Sherbourne in 2008, RHO has endeavoured to improve access to services for LGBT2SQ communities across the province by¹:

- Providing training to service providers about LGBT2SQ health.
- Providing trans specific training, weekly mentorship calls and consultation.
- Providing consultations to organizations across the province to develop their capacity.
- Encouraging, promoting and sharing research.
- Consulting on public policy issues.
- Hosting online directories of LGBT2SQ affirming service providers, of current research and a researcher database, and of a range of resources.
- Being a respected source of evidence-based information and resources.
- Hosting a biennial LGBT2SQ health conference.

Context for a competency framework at Rainbow Health Ontario

- Rainbow Health Ontario has been delivering face to face trainings on aspects of LGBT2SQ health for 10 years.
- We are currently in the early stages of preparing to develop and deliver on-line modules, and then to re-vamp our face-to-face trainings. We are also currently exploring additional means to support health care providers in developing and applying new knowledge and skills. A competency framework will be used to support these, and likely other, initiatives.
- Based on current and anticipated training requests, participants include:
 - Primary care providers (e.g. family doctors, nurse practitioners, nurses, dietitians)
 - Mental health providers (counsellors, social workers, psychotherapists, psychologists, psychiatrists)
 - Health care providers working in hospitals (intake workers, emergency department staff, specialists – e.g. internal medicine, endocrinology, nurses, social workers)
 - Staff at home support agencies – nurses, physiotherapists, occupational therapists, personal support workers
 - Health care administrative support (Office coordinators, Medical Office Assistants, Medical Secretaries, unit clerks, receptionists)
 - Supervisors & managers

¹ *Proposing consultants / vendors are encouraged to visit our website at www.rainbowhealthontario.ca*

- Access to culturally and clinically competent care needs to encompass the diversity of LGBT2SQ communities. This includes, but is not limited to, Indigenous and racialized people, newcomers to Canada, people living with dis/Abilities and chronic conditions, people living in large urban settings, smaller cities and towns, and rural and remote communities, and also includes children, youth, seniors, and people who are at end of life.

Scope of Work

The scope of the work to develop a competency framework will include the following:

- Planning, organizing, conducting, and analyzing results from consultations with experts in LGBT2SQ health regarding competencies (knowledge, skills, attitudes, and abilities) in providing clinically and culturally competent care
 - Consultations will need to involve health care providers at Sherbourne Health, health care providers elsewhere in the Province, elsewhere in Canada, and potentially international experts. Consultations will also need to involve people with lived experience of accessing health care systems.
 - Competencies will need to address the diversities that are part of LGBT2SQ populations (Indigenous and racialized people, newcomers to Canada, people living with disabilities and chronic conditions, people living in large urban settings, smaller cities and towns, and rural and remote communities, and also includes children, youth, seniors, and people who are at end of life).
- Completing a literature review of relevant peer-reviewed and grey literature regarding health care provider competencies in caring for the diversity of LGBT2SQ populations, best and promising practices, and standards of care
- Reviewing existing competency frameworks for physicians, nurse practitioners, nurses, mental health providers, and other roles (e.g. CanMEDS-Family Medicine 2017)
- Completing an analysis regarding which specific competencies (knowledge, skills, attitudes, and abilities) can be learned effectively through online training, and which are best developed through face to face trainings
- Preparing a draft report and competency framework and circulating for feedback to key stakeholders, and revising based on feedback
- Work with RHO leadership and key staff to seek input and receive feedback on content and process issues

Project time frame:

- An interim report outlining findings of a literature review and including a list of sources used is to be completed by January 2nd 2019.
- A draft competency framework & action plan is expected to be completed no later than January 31st 2019
- The final competency framework & action plan will be submitted no later than February 28th 2019.

Deliverables:

- A detailed workplan outlining methodology, key activities, time frames, and RHO staff involvement.
- An interim report outlining findings from a literature review and review of existing competency frameworks for Canadian health care providers, including a list of sources used
- Analysis of findings from consultations
- A draft and final competency framework and action plan, containing:
 - An executive summary,
 - An overview of the project, including methods
 - A framework outlining:
 - Competencies (knowledge, skills, attitudes, and abilities) for caring for diverse LGBT2SQ populations, including core competencies that span a breadth of professions, and competencies for specific professions and contexts.
 - An outline indicating how to develop each element of competency, indicating whether it should be developed through online learning or face to face learning, and which specific methodologies or techniques should be used.
 - An outline for a series of on-line and in-person training modules, including which competencies would be addressed in which modules, to support health care providers in developing these competencies.
 - An action plan, including considerations for resources and timelines, for developing online learning modules and developing or refreshing face-to-face trainings.
- Hard and electronic copies of the Final Report with Executive summary,

- Presentation of findings and recommendations to Sherbourne stakeholders (to be defined).

The deliverables will be the property of Sherbourne Health.

Responding to the RFP

Responses to the RFP are to be submitted via email. Incomplete responses will not be considered.

In response to the RFP, we request the following:

- A detailed description of previous and relevant work experience in developing competency frameworks, including in online contexts
- A proposed plan for stakeholder engagement and consultation (both face to face and via distance)
- Evidence of experience and/or commitment to working with LGBT2SQ communities.
- A proposed budget, including consultant's fees, any costs related to hosting consultations and any other anticipated costs.
- A description of the members of proponent team or group, including roles.
- Reference names and contact information from previous clients.

Evaluation of Proposal:

Sherbourne Health Centre will evaluate the proposals with consideration for the following factors:

- An understanding of the scope and objectives of the project.
- An overview of the experience of the firm in related projects.
- The specific consultant(s) proposed and their experience relative to the role for which they are proposed.
- The daily rate, the total days and associated cost for this project.
- An indication of the degree of flexibility in the consulting days proposed.
- References

Sherbourne intends to use a high degree of discretion in its selection decision, guided by the above factors.

RFP Timelines

Release Date: Thursday August 30th, 2018

Closing date: Sunday September 23rd 2018 at 5:00 pm. Late responses will not be accepted.

Interview timeframe: Weeks of October 8th and 15th, 2018

Questions regarding the content of this RFP may be submitted by e-mail to the contact person set out in this RFP. Questions will be answered if received by Friday September 14th at 5 pm. For transparency, Rainbow Health Ontario will release answers to the questions by posting them on our website – www.rainbowhealthontario.ca. We anticipate posting answers to questions and any other updates at least once a week.

Contact information

For inquiries or to submit a proposal, please email:

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