

November 9, 2017

To Whom It May Concern:

Thank you for your inquiry. This is to confirm that Joint Commission Resources (JCR) is the sole source supplier for Tracers with AMP™. Please see the attached pages for the responses to the Sole Source Criteria and Required Documentation questions.

If you need additional information or have additional questions, please do not hesitate to contact me.

Thank you for your interest in our products, and we appreciate the opportunity to serve you.

Sincerely,



Mary Aviles, MA

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Sole Source Criteria and Required Documentation

Vendor Letter

1. *The product or services being purchased must perform a function for which no other product or source of services exist – what is the unique functionality of this product?*

Tracers with AMP is a software product, which allows health care organizations to score their compliance with The Joint Commission standards and to conduct Tracer observations for The Joint Commission standards.

Tracers with AMP is developed and maintained by Joint Commission Resources (JCR). JCR is the non-profit affiliate of The Joint Commission, the sole source for The Joint Commission standards. Therefore, JCR enjoys an exclusive relationship with The Joint Commission that no other product, services, or company can replicate. This exclusive relationship allows JCR to have private access to personnel from The Joint Commission and allows JCR to gain advance knowledge of upcoming projects, changes, and initiatives from The Joint Commission.

This unique relationship with The Joint Commission allows Tracers with AMP to incorporate a number of features not found in other products or services. Tracers with AMP is the only software that allows health care organizations to download their survey findings and Requirements for Improvement directly from The Joint Commission. In addition, it is the only software that allows health care organizations to send their data directly to The Joint Commission.

Tracers with AMP also enjoys a unique relationship with the Centers for Medicare and Medicaid Services (CMS). The software incorporates a crosswalk, which shows the alignment between The Joint Commission standards and CMS Conditions for Participation (COPs). This crosswalk is officially reviewed and sanctioned by The Joint Commission and CMS, and it is the only software to use this official crosswalk.

Tracers with AMP has a number of unique features not found in other products and services:

- Mobile app
- Ability to take photographs directly from the software
- Mock survey option
- Complete set of CMS COPs, which hospitals can score their compliance against.

2. *What are the specific business objectives that can be met only through the unique product or services – why does UMMC need the specific unique functionality?*

UMMC has several business objectives that can be met by using the Tracers with AMP software.

First and foremost, UMMC—and all health organizations—have a mission to provide the highest quality patient care and to ensure patient safety during that care. This means that organizations need to identify areas in which they are doing well and areas in which they are at risk of compromising care and safety. To identify their risk points, hospitals need to conduct self-assessments, to collect and analyze data, and to observe how different areas of the hospital are performing. These activities require a software, such as Tracers with AMP, which allows hospitals to collect, analyze, and report on quality and safety data. Tracers with AMP has hundreds of templates and thousands of questions, which are designed to make it easy for hospitals to collect the quality and safety data they need. These questions are created by Clinical Advisors, all of whom are former nurses and health care leaders, which makes the questions unique.

Although health care organizations need to provide exceptional care and to keep patients safe at all times, they need to accomplish these while at the same time working within budgetary limits and under financial constraints. Tracers with AMP can help UMCC meet its financial business objectives. The software allows hospitals to collect data on all departments/areas of a hospital, on all inpatient and outpatient care settings, as well as on specific topics (for example, hand hygiene, pain management, restraints). The software then allows organizations to run reports, which show departments/areas, settings, or topics in which the hospital/organization is underperforming. By targeting resources to these areas, Tracers with AMP allows organizations to strategically allocate their limited resources to those areas or topics rather than blindly expending resources on areas that do not need improvement, and thereby not operating in the most optimal financial manner possible.

Last, UMMC is accredited by The Joint Commission. The Joint Commission obligates organizations to meet specific requirements to maintain accreditation. One of these requirements is to maintain continuous compliance with The Joint Commission standards, which entails conducting self-assessments and periodically submitting data and reports to The Joint Commission. Another requirement is to pass an on-site survey on a triannual basis and to submit survey data. To meet these requirements, UMCC must collect and analyze data on the status of their compliance with The Joint Commission standards. Tracers with AMP allows UMCC to enter data, which will allow them to score their compliance against the standards and to conduct Tracer observations, which are tied to the standards. After all the data are entered, Tracers with AMP allows UMCC to run a number of reports, which show exactly how UMCC scores against the standards. Tracers with AMP is uniquely situated to help UMCC accomplish these requirements because it is developed by Joint Commission Resources (JCR), which enjoys an exclusive relationship to The Joint Commission, as explained above.

3. *The product or services must be available only from the manufacturer and NOT through resellers who could submit competitive pricing for the product or services – does the vendor allow resellers/can anyone else give a quote for this item?*

Joint Commission Resources (JCR) is the sole source supplier for Tracers with AMP. The software is developed and maintained by JCR staff. JCR staff also market, sell, fulfill, and support the software. JCR is completely responsible for all facets of the software.