STATE OF WASHINGTON

## Department of Social & Health Services

## SOLE SOURCE POSTING

02/24/2025

The Department of Social & Health Services (DSHS) contemplates awarding a sole source contract to HealthStream, Inc. to Upgrade and expand the current and existing software.

The upgrade and expansion of the existing software is needed to comply with provisions of Senate Bill 5236, passed during the 2023 Regular Session. The 2025 supplemental operating budget includes a funding request to support this purchase (030-ML-SU-SB5236 Staffing Requirements). Governor’s budget included funding for this software purchase.

Eastern State Hospital's (ESH) existing staff scheduling software, which has been in use since 1998, is at the end of its life, and an upgrade is required.  ESH must continue to maintain this staff scheduling software to comply with CSM and TJC requirements.  It was also determined that this software needs to be expanded to both the Child Study and Treatment Center (CSTC) and Western State Hospital (WSH) to comply with Centers for Medicare and Medicaid Services (CMS)and The Joint Commission (TJC) requirements. Our existing software cannot support these requirements, while HealthStream's solution is specifically designed to facilitate adherence to Washington hospital staffing laws established by Senate Bill 5236.

The HealthStream staff scheduling software is not only CMS and TJC compliant but will also be used by the Hospitals to comply with the requirements under Senate Bill 5236. HealthStream's scheduling software provides a scalable, single-platform solution that significantly simplifies staffing processes. This enhancement in scheduling efficiency will also lower administrative overhead, allowing staff to concentrate more on patient care instead of dealing with complex scheduling challenges. Expanding HealthStream's software represents a cost-effective investment that will alleviate the financial burden associated with regulatory non-compliance while simultaneously enhancing our operational capabilities at ESH, CSTC, and WSH.

It is imperative that BHA upgrade ESH's existing staff scheduling software and expand it to WSH and CSTC. This upgrade is not just a technological improvement; it's a critical step toward ensuring the safety, compliance, and quality of care for our patients across all facilities.

The contract will be issued on or about 03/10/2025 and continue through 12/31/2030. The dollar value is estimated at $967,850.00.

Vendors contemplating the below requirements are required to submit capability statements detailing their ability to meet the state’s requirements by February 28, 2025. The following information should be included in the capability statements:

* Software should include a form of dynamic shift management that accommodates irregular shift types, allowing for greater flexibility in scheduling and ensuring that all staffing needs can be met effectively; and
* Software should include a form of enterprise resource management provides an actionable and comprehensive view across multiple departments, helping management to better allocate resources and optimize staffing levels; and
* Software should include a form of real-time cost tracking allows for monitoring of real-time costs associated with hospital staff, overtime, and travel nurses, which aids in budget management and financial planning; and
* Software should include a form of advanced compliance reporting to generate detailed nurse-to-patient compliance reports that help ensure adherence to regulatory requirements under SB 5236; and
* Software should include a form of license and certification tracking allows the hospitals to keep track of staff licenses and certifications, ensuring that all personnel meet the necessary qualifications and comply with regulatory standards; and
* Provide details how staff scheduling software complies with CMS and TJC requirements; and
* Vendor must provide proof of technical capacity and expertise to provide and support software and/or services to include the above bullet points.

In the absence of other qualified sources, it is the state’s intent to make a sole source award of the contract.

To submit capability statements or for questions, contact:

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