

# Electronic Medical Records Procurement Process

Bureau of Primary Health Care

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# The Process

- ◆ Problem Definition
  - ◆ Process Identification
  - ◆ Process Analysis
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- ◆ Product Evaluation
  - ◆ Vendor Qualification
  - ◆ Request for Proposal
  - ◆ Contract Negotiation
  - ◆ Implementation

*Don't call  
vendors  
yet*



# In The Beginning ...

- ◆ Get to know your health center
- ◆ EMRs come in various sizes, prices, and flavors
- ◆ The vendor is as important as the product
  - ◆ Quality
  - ◆ Service
  - ◆ Financials
  - ◆ R&D
  - ◆ Experienced Staff Does Matter  
(healthcare I.T. experience is very important)

# What is your goal? (The problem(s) you are trying to solve)

- ◆ Problem definition – Identify each problem and determine why it exists
  - ◆ One method: Interview the staff (by department or specialty) and have them write down the problems they frequently encounter.
  - ◆ Another: Observing the various processes

*“You can observe a lot by just watchin’ ”*

Yogi Berra



# Most Common Reasons (for wanting an EMR)

- ◆ “Increase Productivity”  
(Why is productivity less than desired?)
- ◆ “Perform Outcome Studies”  
(Are proper administrative procedures in place?)
- ◆ “We need to get a better handle on costs”  
(Cost Accounting is not normally part of the EMR,  
are you prepared to invest on additional  
interfaces, resources, and/or systems?)



# Product Evaluation

- ◆ Difficult because there is no standard definition for an EMR
- ◆ But...discoveries made during process analysis can be compared to the EMR functional specification presented as a Statement of Requirements
- ◆ BPHC provides the Functional Specification document (web)



# Product Evaluation

- ◆ Two purposes
  - ◆ Tells the vendors what is wanted
  - ◆ Used as a resource document for evaluating the product, demonstrations, and site visits



# Product Evaluation

- ◆ Concentrate on what is important for the function and not I.T. – technology is not as important as the clinical functionality



# Vendor Qualification

- ◆ Length of Time in Business
  - ◆ Number of copies sold
  - ◆ Number of users
- ◆ Customers
  - ◆ Number of systems sold
  - ◆ Number installed



# Vendor Qualification

- ◆ Financials
  - ◆ Audited financial statements for last 3 years
  - ◆ Banking reference
- ◆ Mergers
  - ◆ Are they taking care of their users following a merger?



# Vendor Qualification

- ◆ Development & Technical Support
  - ◆ Number of employees exclusively associated with the EMR
  - ◆ Average experience
  - ◆ Average tenure in
    - ◆ Support, R&D, QA/QC, Help Desk
- ◆ Interfaces
  - ◆ HL7
  - ◆ Standards Organizations



# Preparing the Request for Proposal

- ◆ Common Sections
  - ◆ CHC/Network Information
  - ◆ Vendor Information
  - ◆ **Functional Specification**
  - ◆ Support and Services



# Resources

- ◆ Resources: <http://bphc.hrsa.gov/CHC/>
- ◆ Click “ Programs/Initiatives”
- ◆ Click “Electronic Medical Records Resources Project (New)”



# Negotiating a Contract

