Information Systems Selection

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Session 7.01 Physicians and Physician Organizations:
Making the Purchasing Decision – Developing Your
Requirements and Making Your Selection

MGMA Information Exchange

- Information Systems Selections – RFIs and RFPs – 282 respondents (Item #4879 – December 2002)
- Who selects?
  - Administrator (93%),
  - Physicians (46%),
  - Support Staff (53%),
  - CIO (27.8%),
  - Medical Director (31%)
- Consultant used – 9%

Evaluation Methodology

- Formal RFI Process – 24%
- Formal RFP Process – 25%
- Establish
  - Essential elements,
  - Current system uses,
  - Expectations
- "On-line" demos

The selection process…

- Know your vision
- Gain buy-in of the stakeholders
- Assemble a selection committee
- Do an internal needs assessment
- Research available technology

- Develop the RFP
- Create a shopping list
- Project costs
- Narrow the list of vendors
- Net demos and/or on-site demos
- Due diligence

Creating an RFP…

- Practice section:
  - Description of the practice
  - Statement of MIS needs
  - Current systems – software/hardware/network
  - Instructions for response including timeline
- Vendor section:
  - Headquarters, background, financial information
  - Number of installations, number of physicians, specialties
  - Description of software/capabilities (checklist provided)
  - Description of database, integration capabilities
  - Support and maintenance requirements including upgrades
  - Cost projections
  - Implementation schedule
  - Specimen agreement

Core Functionalities of an EHR System

Institute of Medicine Committee on Data Standards for Patient Safety Letter Report May 2003 (www.nap.edu)

- Health information and data
- Results management
- Order entry/management
- Decision support
- Electronic communication and connectivity

- Patient support
- Administrative processes
- Reporting and population health management

6 Key Selection Factors

- Functionality
- Flexibility
- Support availability
- Integration capability
- Scalability
- Cost

Return on investment...

- Savings:
  - Transcription
  - Paper charts
  - Printing
  - Storage
  - Personnel

- Gains
  - Coding
  - Documentation
  - Quality of care
  - Efficiency
  - Value-added services

Concluding the selection process…

- Negotiate the contract
- Set implementation guidelines

Other considerations...

- *Your practice, your needs…*

- *Internal capabilities*

- *Cycle of service...*

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