

**Request for Proposal – Electronic Medical Records**

April 18, 2017

The Leeds, Grenville & Lanark District Health Unit (LGLDHU) is currently seeking a consultant (s) to assist with the selection of an electronic medical record system for the Health Unit clinical services.

**Clinic Services**

The Health Units current client record system is “paper based”. Client records for sexual health, breastfeeding clinic and the needle syringe program are stored at each of the health unit’s six sites that provide the service. Over the past few years we average approximately 6100 clients between these 3 programs. Client records can be from 1 single encounter to multiple encounters over a number of years. Clients can be registered with their full name or a client number. Clients can move between sites so there is the potential to have multiple charts. The content of a client record can vary typically can include a client health history, assessment form, progress note, medication/dispensing record. Oral contraceptives and equipment from our needle syringe program are managed using access database.

**Project Deliverables**

The successful consultant(s) will work in collaboration with the Manager, Healthy Living and Development to:

1. Identify existing EMR’s that could be used by the Health Unit to fulfill the following requirements at a reasonable cost:
  - Book and manage appointments
  - Facilitate case management of clinic clients
  - Can upload existing documentation and processes
  - Make changes in house to the EMR documentation forms/templates
  - Receive imports from other open source electronic medical records
  - Implement continuous quality improvement processes such as chart audit and ability to track key performance indicators
  - Conduct inventory management i.e. Birth control pill inventory and needle syringe program
  - Meet all expectations outlined in privacy/confidentiality legislation, professional college expectations and Health Unit policies.
  - Has the capacity to be expanded to also record interaction with groups e.g. community organizations, schools

2. Arrange presentation from 2 to 3 potential EMR distributors to EMR Task Force. This would include but not limited to the strengths and challenges for implementation and ongoing support.
3. Review the technology requirements for each proposed EMR system with the Health Unit IT team.
4. Prepare a report that outlines EMR's reviewed, resources required to implement, and recommended EMR.
5. Work with selected EMR distributor to develop a work plan for implementation of the selected EMR.

### **Project Timelines**

The work would ideally be initiated by May 31, 2017 and completed by October 31, 2017.

An initial indication of interest should be forwarded to Jackie Empey, Business Manager by April 28, 2017 to [tendering@healthunit.org](mailto:tendering@healthunit.org)

There will be opportunity to ask questions by phone about the project on Thursday, May 4, 2017 at 613-345-5685, ext. 2286.

The proposal is due to Jackie Empey, Business Manager on May 12, 2017 to [tendering@healthunit.org](mailto:tendering@healthunit.org)

### **Proposal Requirements**

The proposal should include the following:

- Name of the consultants (s) assigned to the project and proportion of time each would contribute if there is more than one.
- Experience of consultants in electronic records.
- Experience working with and knowledge of local public health.
- Workplan with activities, timeline, milestones and deliverables.
- Costing of proposal specific to deliverables;
- Three references.

The proposals will be evaluated against these criteria:

- Understanding of the project;
- Experience of consultants in EMR's;
- Experience working with and knowledge of local public health;
- Clarity, precision and feasibility of workplan;
- Appropriateness of timelines;
- Cost - lowest bid will not necessarily be the one selected.