



KHIE
KENTUCKY HEALTH
INFORMATION EXCHANGE



2012 Kentucky eHealth Summit

Workshop C: Vendor Management



Facilitator:

Rodney Murphy, CIO, Cabinet for Health and Family Services, Executive Director, Office of Administrative and Technology Services

Panel:

- **Randy McCleese, CIO, St. Claire Regional Medical Center**
- **Martha Sullivan, CIO, Harrison Memorial Hospital**
- **Kerry Kelley, CIO, Primary Plus**

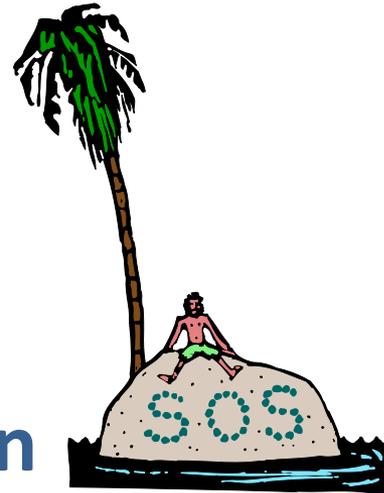
Courtship



Marriage



After the Honeymoon



- **Courtship:** planning and vendor selection
- **Marriage:** implementation and integration
- **After the Honeymoon:** optimization and maintenance



Planning and vendor selection



- Planning the courtship
- Total cost of ownership
- Selection process—things to keep in mind
- Contract negotiation

Planning the courtship

- Defining the need
- RFI/RFP process
- Internal analysis
 - Current staff skills
 - Electronic capabilities
 - Compatibility (culture/technology)

Total cost of ownership

- Purchase price is a small portion of the TCO
 - User training
 - Annual maintenance
 - Regular check-up (to maximize usability)
- Interfacing
 - HIE
 - Internal
- Meaningful Use
 - Updates for future stages

Selection process—things to keep in mind

- Decision on vendor selection (best of breed in each system or single vendor?)
- Vendor stability
 - Financial
 - Longevity in business
 - Reputation
 - Merger/buyout possibilities

Selection process—things to keep in mind

- References
 - In-person or virtual site visits
 - Client list

Contract negotiation

- Pricing
 - Payment terms and timing
- Vendor and client team composition
 - Experience, knowledge, scope
- Vendor's backlog of installations
- Build and go-live support
- Inclusion/exclusion of 3rd party software

Implementation and integration

- Business requirements
- Interface or integrate?
- Testing and validation



Business requirements

- Goals and objectives
 - Who will use the product (physicians/other clinical staff or both)
 - What are the desired benefits to patient care (KHIE)

Business requirements

- Internal/external resource needed:
 - Implementation
 - Maintenance upon go-live
 - IT Department – other departments
- Data validation – testing scenario
 - Physician/clinical/administrative

Interface or integrate?

- Pros and cons of using EHR vendor (integrated)
 - Implementation timeframes
 - Fix/change methodology
- Pros and cons of using 3rd party solution (interfaced)
 - Writing back to EHR
 - Non-viewable field access
 - Integration with other EHR Modules

Testing and validation

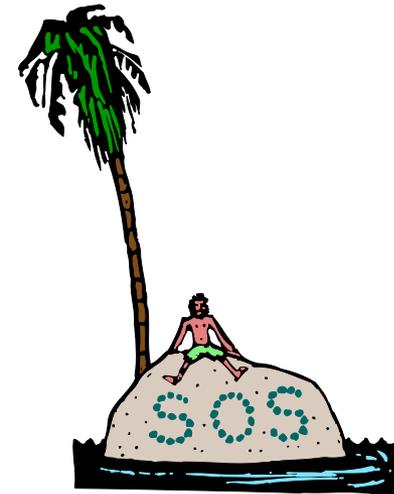
- Testing
 - All patient types
 - Edits made to record – updating KHIE
 - Merges and corrections
 - Discoverable – incorporate into finished product
 - Timing and training

Testing and validation

- Validation
 - Naming convention
 - Philosophy - 90/10 rule
 - Forest for the trees

Optimization and maintenance

- Keeping vendor relationship open
- Vendor stability and succession
- Meaningful use and beyond



Keeping the vendor relationship open

- Openness
 - Lay it on the line
 - Pave the way
- Honesty
 - Put on your big boy pants/ big girl panties
 - Hold little back, if any...
- Communication
 - We all know bi-directional is the most efficient

Vendor stability and succession

- Company stability
 - It's important... no, really... it is
 - Weebel's wobble, but...
- Leadership succession
 - We have a pwan... (no, it is not misspelled)
 - Boot-scootin' boogie?
- Business possibilities
 - Do WE have a future?

Meaningful use and beyond

- Meaningful Use
 - Stage 1, 2, 3, ??????
- ACOs, PCMHs, etc.
 - Pick your poison
- ICD-10, HIPAA 6020, ?????
 - And the hits just keep on coming

Regional Extension Centers

- Kentucky Regional Extension Center at the University of Kentucky (www.ky-rec.org)
- Tri-State Regional Extension Center at HealthBridge (www.tristaterec.org)

College of Healthcare Information Management Executives (CHIME) (www.cio-chime.org)

HHS Certified Health IT Product List
(<http://oncchpl.force.com/ehrcert?q=CHPL>)

EHR/HIE Interoperability Workgroup
(www.interopwg.org)

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This presentation, along with other materials from the
2012 Kentucky eHealth Summit, will be posted on
<http://khie.ky.gov/esummit/Pages/home.aspx>.