Mid Valley Independent Physician Association

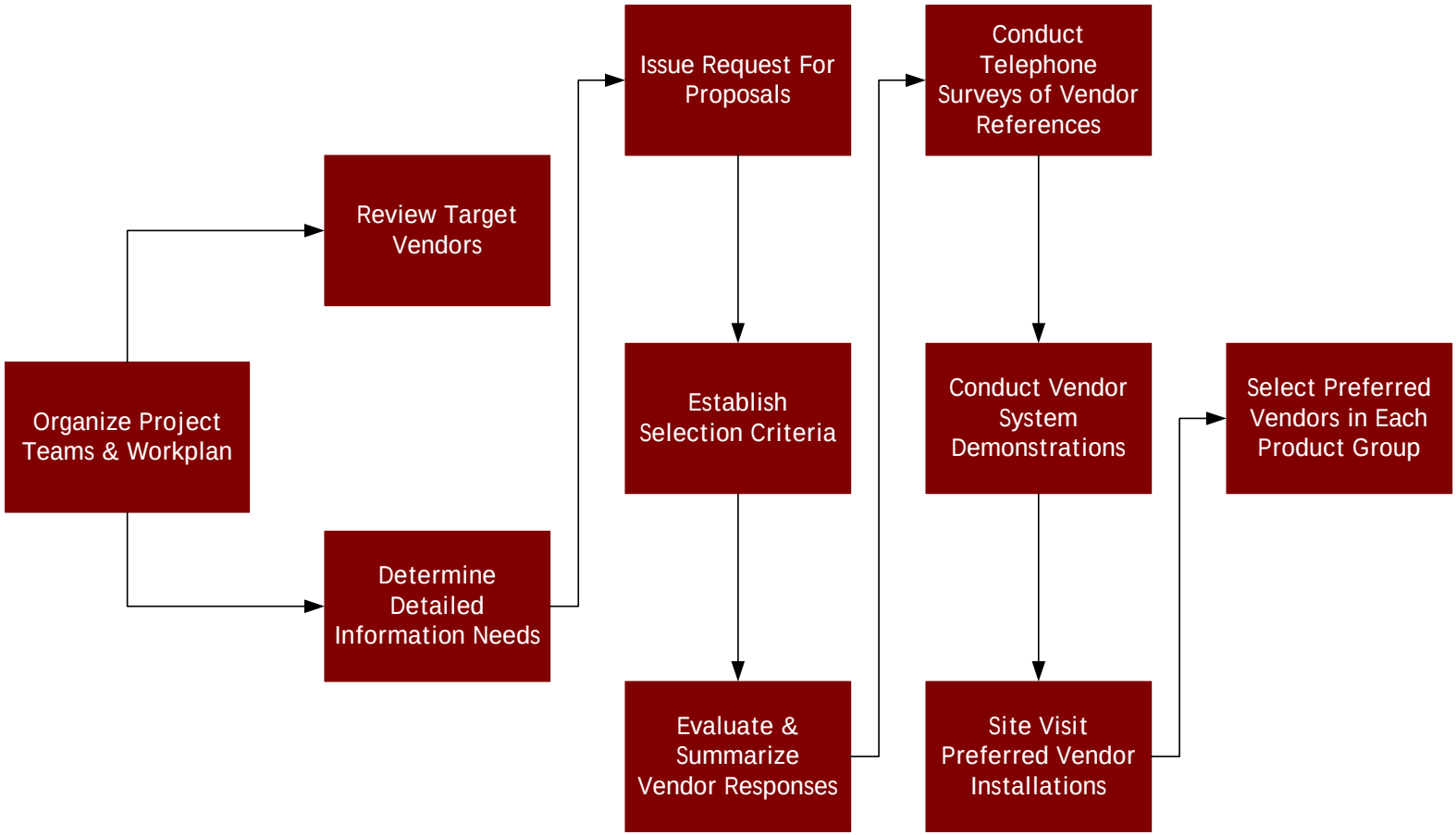
Electronic Medical Records Systems Selection -
Project Status Update

August 31, 2003

Key Guidelines for System Selection & Evaluation:

- Minimum number of current clients (e.g., 25)
- Proposed products must have been installed a minimum of 18 months in marketplace
- Full EMR product integration (single hardware/software platforms)
- Industry standard technology architecture (Graphical User Interface, Web enabled, relational and non-proprietary data base)
- Adequate firm size and financial resources (e.g., $50 million in annual revenue)
- Ability to support IPA-wide EMR and other functions

Multi-phased Approach to Complete the System Selection Process



Systems Selection Project – Task Activities Update

- Review Relevant Documentation - Completed
- Review Target Vendors - Completed
- Determine Detailed Information Needs - Completed
- Issue Requests For Proposal - Completed
- Establish Selection Criteria - Completed
- Evaluate and Summarize Vendor Responses - Completed
- Conduct Initial Vendor System Demonstrations - Complete

Systems Selection Project – Task Activities Update

- Conduct Second Round Vendor System Demonstrations – ? (include Practice Management applications) – Mid September
- Conduct Telephone Surveys of Vendor Client References - Late September
- Site Visit Preferred Vendor Installations – Late September/Early October
- Prepare & Present Vendor Selection Recommendation Reports - Mid October
- Negotiate Vendor Contracts - Late October

The RFP was sent to twelve (12) Electronic Medical Records vendors

- Allscripts - Invited to Conduct a System Demonstration
- A4 - Invited to Conduct a System Demonstration
- Cerner - Invited to Conduct a System Demonstration
- Eclipsys - Eliminated due to the lack of client sites
- Epic - Invited to Conduct a System Demonstration
- GE - Invited to Conduct a System Demonstration

The RFP was sent to twelve (12) Electronic Medical Records vendors

- IDX - Invited to Conduct a System Demonstration
- McKesson - Eliminated due to low functional & technical scores
- NextGen - Invited to Conduct a System Demonstration
- PMSI - Invited to Conduct a System Demonstration
- Siemens - Eliminated due to low functional scores & lack of minimum client base
- WebMD - Eliminated due to low technical scores

Results of Initial Vendor Demonstrations - PMSI

Vendor - PMSI	2	3	4	5	6	7	8	9	10	11	12	Total	Total Rsp	Total Avg
1. Clinhcal Functionality		4	3	3	4	4	4	4	3	3	2	34	10	3.4
2. Administrative Functionality				3	4	2	3	3.5	4	3	2	24.5	8	3.1
3. Overall Ease of Use	3	3	3	3	4	4	3	4	3	2	3	35	11	3.2
4. System Integration		2.5	2	3	4	3	3	4	4	2	2	29.5	10	3.0
5. Ability to access/manipulate data?		4	4	3	4	3	3	4	4	3	2	34	10	3.4
6. System Flexibility (user tailoring)?	3	3	3	3	4	3	3	4	4	3	3	36	11	3.3
7. Reporting Capabilities		4			4	2	3	3.5	1	3	1	21.5	8	2.7
8. Future Development					4	3	4	4	3	2	2	22	7	3.1
9. Unaccepetable Limitations						3	3	3		2.5	2	13.5	5	2.7
10. Other?												0	0	N/A
Average Rating												**250**	**80**	**3.1**

Results of Initial Vendor Demonstrations - NextGen

Vendor - NextGen														Total		
Attendee	2	3	4	5	7	8	9	10	11	12	13	14	15	Total	Rsp	Avg
1. Clinhcal Functionality	3	4	4	3	4	4	3	4	3	1	3	4	*3*	43	13	3.3
2. Administrative Functionality	4		3	3	3	4	2	4	2	2	3		*3*	33	11	3.0
3. Overall Ease of Use	3	2.5	4	2.5	4	4	2	3	2	2	3	3	*3*	38	13	2.9
4. System Integration	4	3.5	3	2	4	4	3	4	2	1		3.5		34	11	3.1
data?	4	4	4	2.5	3	4	3.5	4	3	1	3	4		40	12	3.3
tailoring)?	4	4	4	2.5	4	3	3	4	3	1	3	4	*3*	42.5	13	3.3
7. Reporting Capabilities	4	4		3	4	4	4	4	4	1	4	3		39	11	3.5
8. Future Development	3				3	4	3			2	4	2.5		21.5	7	3.1
9. Unaccepetable Limitations					3	3			2	1	2			11	5	2.2
10. Other?		4		3							3			10	3	3.3
Average Rating														**312**	**99**	**3.2**

Results of Initial Vendor Demonstrations - EPIC

Vendor - EPIC Attendee	2	3	4	5	6	7	8	9	10	12	13	14	Total Total	Total Rsp	Total Avg
1. Clinhcal Functionality	4	4	4	2.5	3	4	4	3	4	1	4	4	41.5	12	3.5
2. Administrative Functionality	4		3	2.5		4	4	3	4	2	3		29.5	9	3.3
3. Overall Ease of Use	3	4	4	3	3	3	4	3	4	2	3	3	39	12	3.3
4. System Integration	4	4	4	2	3	2	4	3		3	1	3.5	33.5	11	3.0
5. Ability to access/manipulate data?	3.5	4	4	2.5	2	4	3	3	4	1	4	4	39	12	3.3
6. System Flexibility (user tailoring)?	3.5	4	3	3	3	4	3	4	4	2	3	4	40.5	12	3.4
7. Reporting Capabilities	3	4		2	4	4	4	4	4	1	4		34	10	3.4
8. Future Development	3					4	4	4	4	1			20	6	3.3
9. Unaccepetable Limitations						3	4	4		3			14	4	3.5
10. Other?		4											4	1	4.0
Average Rating													**295**	**89**	**3.3**

Results of Initial Vendor Demonstrations - GE

Vendor - GE Attendee	2	3	4	6	8	10	11	12	14	16	Total	Total Rsp	Avg
1. Clinhcal Functionality	3	4	3	3	2	4	3	2	3.5		27.5	9	3.1
2. Administrative Functionality	3		3	4	1	4	3	2			20	7	2.9
3. Overall Ease of Use	3	3.5	2	3	2	4	2	2	3	2	26.5	10	2.7
4. System Integration	3	3.5	3	3	2	3	3	1	3		24.5	9	2.7
5. Ability to access/manipulate data?	3	4	3	4	2	4	3	2	3.5		28.5	9	3.2
6. System Flexibility (user tailoring)?	3.5	3		3	2	4	3	3	3	3	27.5	9	3.1
7. Reporting Capabilities		4		4	2	4	3	2	3.5		22.5	7	3.2
8. Future Development					4	4		2		3	13	4	3.3
9. Unaccepetable Limitations					2		3	2		3	10	4	2.3
10. Other?							3			1	4	2	3.0
Average Rating											**204**	**70**	**2.9**

Results of Initial Vendor Demonstrations – A4

Vendor - A4 Attendee	2	3	4	6	7	8	10	11	12	14	Total	Total Rsp	Avg
1. Clinhcal Functionality	3	4	4	4	3	4	4	3	2	3	34	10	3.4
2. Administrative Functionality	3.5		3			4	3	3	2	3.5	22	7	3.1
3. Overall Ease of Use	4	2.5	4	4	3	4	4	3	2	3	33.5	10	3.4
4. System Integration	3		3	4	4	4	2	2	2	4	28	9	3.1
5. Ability to access/manipulate data?	3	2.5	3	3	3	4	4	2	2	3.5	30	10	3.0
6. System Flexibility (user tailoring)?	3	2.5	3	4	4	4	4	3	2		29.5	9	3.3
7. Reporting Capabilities	3.5	2.5		4	4	3	3	3	1		24	8	3.0
8. Future Development	3			3		4			1		11	4	2.8
9. Unaccepetable Limitations					3	4		2	1		10	4	2.5
10. Other?									1		1	1	1.0
Average Rating											**223**	**72**	**3.1**

Results of Initial Vendor Demonstrations - Cerner

Vendor - Cerner Attendee	2	4	6	8	10	12	14	Total	Total Rsp	Avg
1. Clinhcal Functionality	3	3	2.5	2	4	3	4	21.5	7	3.1
2. Administrative Functionality	3	3	3	2	4	2		17	6	2.8
3. Overall Ease of Use	3		3	2	4	3	3.5	18.5	6	3.1
4. System Integration	3	3	3	2	4	2		17	6	2.8
5. Ability to access/manipulate data?	3	4	4	3	4	2	4	24	7	3.4
6. System Flexibility (user tailoring)?	3	3	4	2	4	2		18	6	3.0
7. Reporting Capabilities	3	2	4	2	4	2	3	20	7	2.9
8. Future Development	3		2	4	4	3	4	20	6	3.3
9. Unaccepetable Limitations			3	2	4	4		13	4	3.3
10. Other?								0	0	N/A
Average Rating								**169**	**55**	**3.1**

Results of Initial Vendor Demonstrations - IDX

Vendor - IDX Attendee	2	3	6	8	9	10	11	14	Total	Total Rsp	Avg
1. Clinhcal Functionality	3	3	2	2	2	3	2	4	21	8	2.6
2. Administrative Functionality	3		3	2	2	4	2		16	6	2.7
3. Overall Ease of Use	2.5	2.5	2	2	2	3	2	2.5	18.5	8	2.3
4. System Integration	3.5		2.5	3	2	4		4	19	6	3.2
data?	3.5		2	2	2	4	3	3.5	20	7	2.9
tailoring)?	3		2	2	2	4	2	4	19	7	2.7
7. Reporting Capabilities	3	3		3	2	3	2	3.5	19.5	7	2.8
8. Future Development	3		3	4	2		3		15	5	3.0
9. Unaccepetable Limitations			2	2	1	4	2		11	5	2.2
10. Other?	2	2				4			8	3	2.7
									167	**62**	**2.7**

Results of Initial Vendor Demonstrations - AllScripts

Vendor - Allscripts Attendee	5	8	11	15	16	Total	Total Rsp	Avg
1. Clinhcal Functionality	3	2	3	4	4	16	5	3.2
2. Administrative Functionality	3	3	2		4	12	4	3
3. Overall Ease of Use	3	2	3	4	3	15	5	3
4. System Integration	3	2	3	2	4	14	5	2.8
5. Ability to access/manipulate data?	3	2	3	3	4	15	5	3
6. System Flexibility (user tailoring)?	3	2	2.5	4	4	15.5	5	3.1
7. Reporting Capabilities	3	3	3	4	4	17	5	3.4
8. Future Development	3	3	3	3	4	16	5	3.2
9. Unaccepetable Limitations		3	2	3	3	11	4	2.7
10. Other?				4		4	1	4
						136	**44**	**3.1**
Average Rating								

Summary Results of Initial Vendor Demonstrations

Vendor	PMSI		NextGen		Epic		GE		A4		Cerner		IDX		Allscripts	
Responses	Total #	Avg	Total #	Avg	Total #	Avg	Total #	Avg	Total #	Avg	Total #	Avg	Total #	Avg	Total #	Avg
1. Clinhcal Functionality	10	3.4	13	3.3	12	3.5	9	3.1	10	3.4	7	3.1	8	2.6	5	3.2
2. Administrative Functionality	8	3.1	11	3.0	9	3.3	7	2.9	7	3.1	6	2.8	6	2.7	4	3
3. Overall Ease of Use	11	3.2	13	2.9	12	3.3	10	2.7	10	3.4	6	3.1	8	2.3	5	3
4. System Integration	10	3.0	11	3.1	11	3.0	9	2.7	9	3.1	6	2.8	6	3.2	5	2.8
data?	10	3.4	12	3.3	12	3.3	9	3.2	10	3.0	7	3.4	7	2.9	5	3
6. System Flexibility (user tailoring)?	11	3.3	13	3.3	12	3.4	9	3.1	9	3.3	6	3.0	7	2.7	5	3.1
7. Reporting Capabilities	8	2.7	11	3.5	10	3.4	7	3.2	8	3.0	7	2.9	7	2.8	5	3.4
8. Future Development	7	3.1	7	3.1	6	3.3	4	3.3	4	2.8	6	3.3	5	3.0	5	3.2
9. Unaccepetable Limitations	5	2.7	5	2.2	4	3.5	4	2.3	4	2.5	4	3.3	5	2.2	4	2.7
10. Other?	0	N/A	3	3.3	1	4.0	2	3.0	1	1.0	0	N/A	3	2.7	1	4
Average		**3.1**		**3.2**		**3.3**		**2.9**		**3.1**		**3.1**		**2.7**		**3.1**

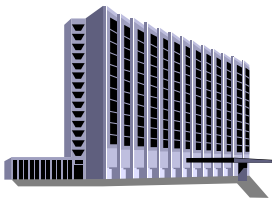
Remaining Selection Task Activities

- Reduce the Number of Vendors for Second Round of Demonstrations
- Expand Test Scripts to Include Practice Management Modules:
  - Appointment Scheduling
  - Patient Intake/Registration
  - Eligibility & Authorization
  - Physician Billing & Accounts Receivable Management
- Reference Checks & Client Site Visits for Finalist Vendors
  - Select Reference and Site Visit Facilities Similar to MVIPA
  - Products Implemented for Minimum of 9 – 12 Months
  - Effective Users of Systems Under Consideration
- Contract Negotiations
  - Tiered Pricing Model
  - If Hospital Selected System is One of the Three MVIPA Preferred Vendors, then Joint Negotiations Opportunity

Salem Community-Wide Technology Vision

MVIPA Physicians

Patient Profile
Encounter History
Medication History
Med's Prescribed



Hospitals

Physician Referrals
Pre-Admit Plans
Claims Data

Pharmacies

Medications Filled

Laboratories

Laboratory Results

Data Repository

Patient

- Profile
- Encounters
- Claims
- Medications
- Ancill Results
- Assessments
- Outcomes
- Surveys

Provider

- Profile
- Surveys
- Outcomes

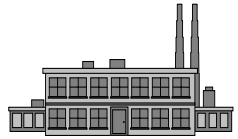
Payors

- Profile
- Plan Types

Employers

- Enrollment
- Benefits

Enrollment Data
Provider Data
Benefit Plan Data



Employer/Payor

Functional Assessment
Satisfaction Survey

Fiscal Intermediary

Lifestyle/Behav Survey
Patients Own Hist
Provider Data

Patients

Periodic Reports
Special Studies

Community

Marion/Polk Community-Wide Technology Vision
Unique Opportunity

- Good Working Relationships with MVIPA & Salem Hospital Management Teams.
- Concurrent Systems Selection Projects at Both Organizations
  - MVIPA EMR Systems
  - Salem Hospital Clinical Information Systems
  - Patient & Physician Internet Portals Systems
- Close Coordination of Vendor Selection & Contract Negotiation Activities
- Joint System Deployment Options
  - Separate I/T Entity Serving MVIPA Members
  - Shared Staff & Facility Resources

Phase II Implementation Planning Considerations

- Pilot Office Site Readiness Assessment
- System Deployment & Outsourcing Options (Separate Entity for MVIPA I/T Services)
- Other Hospital's Participation
- Funding Options
  - Grants
  - Vendor Contributions
  - Other