# Resultado de imagen para MOHW jamaica



**National Electronic Health Record**

# Request for information



# Jamaica 2019-2024

# Introduction

This document is intended to outline details for the request for information for a national EHR platform component solution and is primarily used to gather information about supplier solution. In addition to gathering basic information, this RFI is used as a solicitation sent to a broad base of potential suppliers for the purpose of developing a strategy, building a database, and preparing for a Request for Proposal (RFP) or Bidding Document.

The Ministry of Health and Wellness (MOHW) is the pre-eminent government organization whose mandate is “*To ensure the provision of quality health services and to promote healthy lifestyles and environmental practices.*” The Ministry, together with its Regional Health Authorities (RHAs), Agencies and related organizations make up the public health system and are responsible for healthcare delivery across the island.

Information Systems for Health of Jamaica is a strategy developed by the MOH focused on governance and capacity building, data management and information technologies, information and knowledge management for health analysis, and advocacy and strategic communications. It is rooted in the Information Systems for Health (IS4H) framework that is an integrated effort for the convergence of interconnected and interoperable systems, data, information, knowledge, processes, standards, people, and institutions, supported by information and communication technologies that interact to generate, identify, collect, process, store, and make free and publicly available, quality data and strategic information for better policy and decision-making processes in Public Health Systems.

The National Plan for the Information Systems for Health of Jamaica seeks to adopt cost-effective ICT tools and solutions such as standardized electronic health records as well as define, update and implement policies, standards for interoperable and interconnected systems, and best practices in health data management for improving decision-making and well-being under the framing of four overarching regional approaches: universal access to health and universal health coverage, health in all policies, Open Government Partnership, and open and big data principles.

The first component of the National Plan regarding information technology is the Electronic Health Record (EHR) Management System. This includes, but is not limited to, a range of data management activities, including demographics, medical history, medication and allergies, immunization status, laboratory test results, radiology images, vital signs, personal statistics like age and weight, and billing information. It will also address disease registries and health records in which health data and information maintenance will be shared by patients and providers. The intention of this component of the national plan is to provide a complete and accurate summary of an individual's medical history which can be accessible online.

This RFI process is being used to canvas targeted vendors in the industry for one or more of the following purposes:

* Acquiring general information about the capabilities of major potential suppliers;
* Soliciting assistance in identifying potential technology solutions.

**Information Being Requested**

The information being requested at this stage consists of:

1. company profiles of potential suppliers;
2. summary of product offerings and
3. high-level pricing information for products and services.
4. **Instructions for Responding to this RFI**

**How to Respond**

One electronic copy in machine-readable format (***Microsoft*© *Word*** format) should be sent to:

**The Procurement Management Specialist**

Email: [hsspproject@moh.gov.jm](mailto:hsspproject@moh.gov.jm)

***To meet the deadline for all responses to this RFI must be received electronically to:*** [***hsspproject@moh.gov.jm***](mailto:hsspproject@moh.gov.jm) ***by 6:00 PM (EST) on December 15, 2019.***

**Format of RFI Responses**

The following outline is offered to assist in the development of your response. You should include:

1. A cover letter on a company letterhead which should include a brief summary of your response.
2. The response itself (soft copy), covering any or all of the areas of information requested by this RFI. See RFI Response Format below.
3. If required, a glossary that explains terminology used in your response.

# EHR Platform solution overview

## Vision

***One Patient, One Health Record*** represents the implementation of a standardized electronic health record that will transform the delivery of healthcare by creating a shared patient record and quality data for decision makers (health professionals, directors, researchers, citizens) across the health facilities of Jamaica.

## Mission

The fruition of this vision across the 320 Health Centers and 24 public Hospitals represents a long-term goal for the MOHW. With the support of the investment Loan from the Inter-American Development Bank, the first stage will be to implement the EHR and related Digital Health technologies at **10 primary care health centers and 3 hospitals starting in July 2020**.

The MOHW has chosen to approach relationships with EMR/EHR and related vendors from a vendor-neutral perspective. The EHR is based on an analysis of all the products and solutions available globally that can potentially be implemented in Jamaica.

The products to fit the necessities of the MOH will be evaluated on a wide array of criteria such as but not limited to: product functionality and usability, proven ability to support users, user experience, costing model, manpower, implementation strategy, change management strategy, scalability, and sustainability.

The companies are invited to complete the attached RFI to indicate their interests in development or adaptation, implementation and maintenance of the National EHR of Jamaica. This information will be used in our product grid that will identify appropriate products and services for MOHW. When filling out the RFI form, do not alter or change the form in any way. If your company has multiple EHR products to be considered, please complete a separate form for each product.

**National EHR of Jamaica**

The scope of the National EHR of Jamaica includes community health centers, district health centers, comprehensive health centers and hospitals. The National EHR needs to share patient data across all healthcare facilities including private healthcare providers and health insurance companies, private laboratories, and specialists. The aim is to establish patient data interoperability across the entire healthcare ecosystem system. All the transactions recorded will create automatic reports to the public health surveillance system where the MOHW authorities will analyze the real time data for decision-making purposes.

# Technical Requirements

## Primary Care EHR

The community healthcare centers provide core services such as Maternal and Child Health, Nutrition, Mental Health, Chronic Care, Curative services and others. An EHR is necessary to enable the delivery of efficient and effective care. Data integration between specialists and hospitals is key to improving the quality of care and the patient referral pathway.

Core capabilities of a primary care EHR include, but are not limited to, the following:

1. Demographics and Identity Management
2. Front Office: Master Patient Index, Patient Identification, registration, admission, discharge, transfer.
3. Appointment scheduling, appointment reminders (SMS, telephone call, email)
4. Personal, Family History and Disease History
5. Module for clinical encounters documentation via Physicians, Nurses, and other healthcare providers
6. Diagnostic and Medical Treatment Support Systems
7. Two-way Referrals – intra- and inter-health facility
8. Nutrition Module
9. Vaccinations management module
10. NCD’s management and alerts module
11. Laboratory and Pharmacy integration
12. Public Health Reporting Module
13. Patient Dashboard

## Hospital EHR

Within the hospital setting, dedicated ICT solutions are required to manage the delivery of care. These operational systems include core components such as:

1. Front Office: Master Patient Index, Patient Identification, registration, admission, discharge, transfer.

2. Appointment scheduling, appointment remainders (SMS, email), patient waiting list management.

3. Specialist Consultation Services

4. Hospital Management: stock, workflow, user management, health promotion, reports, audit, Document management, Management information system.

5. Emergency Care: A&E, Registration, Triage, Stat orders

6. Management of Patients under observation

7. Management of two-ways Referrals (intra and inter-health facility)

8. Drug Management

9. Drug-surveillance Management

10. Laboratory Information Management System

11. Perinatal Information Module

12. Radiology Information System

13. Management of Diagnosis Tests and Treatment

14. Outpatient Clinic: Clinic management, queue managements, digital signage, doctors’ queue

15. Management of Pathology Services

16. Epidemiological Surveillance System

17. Outpatient Clinic: Clinic management, queue managements, digital signage, doctors’ queue

18. Nurse and physician modules

19. Bed Management

20. Operating Theatre: Scheduling, booking, pre-operation, anesthesia, in-operation, post operation.

## Guiding Principles of the National EHR of Jamaica:

Both the vision and the mission of the EHR reflect a common interest based on aspirations shared by all the actors in the system and the conviction that an accessible EHR will provide accurate information in a timely manner to serve the population of Jamaica. To achieve this goal, the EHR will cover the following key values ​​that together will guarantee the quality of the entire system:

**Technology Platform:** The EHR will gradually be transformed from a partially paper-based system to a fully electronic system in the collection centers and, if possible, at the data collection and analysis points. It will use technological tools that facilitate interoperability and access to the system and will be based on methodologies and standards that allow for homogeneous and orderly growth.

**Integration and Collaboration:** The EHR will integrate multiple data sources based on the needs of healthcare professionals. For this reason, it is necessary to define standards for the creation of interfaces and for the exchange of data between the different institutions. The participation of all the actors is fundamental for the definition of parameters and strategies that facilitate the flow of data to and from the EHR.

**Representativity:** Data collection, analysis and dissemination of information will be representative and non-discriminatory, including all segments of the population. The data will be disaggregated so that there are no disparities in gender, socio-economic, ethnic or geographical characteristics.

**Protection, Security and Confidentiality:** The EHR will be governed by a security system that guarantees, on the one hand, the preservation of data in a secure manner and with contingency plans before disasters and on the other hand, the privacy of health information, preventing unauthorized access to patient information. The EHR will contain a mechanism to monitor access and transactions made within the system.

**Standardization:** The EHR will adhere to international guidelines, regulations, and methodologies. These standards will refer to the development and acquisition of ICT in all its components and for all stages of the software development life cycle. Special importance will be given to the identification of processes that can be standardized and unified to simplify the collection of data and the production of reports to minimize the duplication of data input.

**Transparency**: Trust and sincerity between the different actors involved in the EHR is essential for the population of Jamaica. The responsibilities, procedures and norms will be agreed upon and established in advance of implementation. They will be fulfilled and informed in a simple, direct and clear way, where the actors are part of the process through mechanisms that allow them to support and share their opinion for the improvement the health of the population and to strengthen the institutions and to improve governance.

**Sustainability**: It is critical for the sustainability of the public health care system to have a technical, scalable solution that can be sustained by the local manpower. The costs of the EHR implementation and maintenance must be evaluated and approved in a planned, realistic and affordable budget by the MOHW authorities.

### Accessibility: The EHR should be accessible by any healthcare facility, including all healthcare professionals and public health workers as well as citizens via their computer and/or mobile devices.

### Interoperability: The architecture of the EHR platform should be open and standardized in nature with the integration of open technologies including APIs that will communicate effectively with all health information sources including hospital and primary care information systems, laboratories, private practices, and other third party EHR applications.

# RFI Requirements Process

In addition to gathering basic information, this RFI is used as a solicitation sent to a broad base of potential suppliers for the purpose of building a database and preparing for the procurement. This RFI requirements are not subject to any restriction in the approach proposed by candidates. The solution envisioned must match the functional requirements.

## Participation to RFI

All vendors confirming their participation should send a Letter of Interest to the attention of:

EHR RFI

Procurement Management Specialist,

Support to the Health Systems Strengthening for the Prevention and Care Management of

Non Communicable Diseases Programme

Ministry of Health and Wellness Jamaica

IBM Building

52 Knutsford Boulevard

Kingston 6

Jamaica

Email: [hsspproject@moh.gov.jm](mailto:hsspproject@moh.gov.jm)

## RFI Schedule

RFI key dates are the following:

|  |  |
| --- | --- |
| November 16, 2019 | RFI made available to the responders |
| December 2, 2019 | Deadline for addressing questions |
| December 6, 2019 | Response to all questions |
| December 15, 2019 | Deadline for receiving response (all material) |
|  | Responses to be evaluated. Responders may be invited to present solution (presentation meetings, not negotiation meetings). Live demonstrations may be launched at this presentation. |
| January 15, 2020 | Decision to launch procurement |

## RFI RELATED questions / clarifications / submission:

All questions related to this RFI should be directed to:

[hsspproject@moh.gov.jm](mailto:hsspproject@moh.gov.jm)

Vendors must ensure that the information is delivered to the following address on or before the date specified above. Any notices with respect to this RFI should also be mailed to the Contact and Address.

EHR RFI

Procurement Management Specialist,

Support to the Health Systems Strengthening for the Prevention and Care Management of

Non Communicable Diseases Program me

Ministry of Health and Wellness Jamaica

IBM Building

52 Knutsford Boulevard

Kingston 6

Jamaica

Email: [hsspproject@moh.gov.jm](mailto:hsspproject@moh.gov.jm)

### Liabilities

This RFI is only a request for information about potential products / services and no contractual obligation on behalf of the Ministry of Health and Wellness, Jamaica

### Confidentiality & RFI Ownership

This RFI is both confidential and proprietary.

### RFI RESPONSE FORMAT

|  |  |
| --- | --- |
| **Company Information** | |
| Name of the Company | Click here to enter text. |
| Name of the contact person | Click here to enter text. |
| Email of the contact person | Click here to enter text. |
| Website | Click here to enter text. |
| Market Data | |
| Number of years as EHR vendor | Click here to enter text. |
| Number of live sites | Click here to enter text. |
| Number of new EHR installations over the last 3 years? | Click here to enter text. |
| List the services your company provides (Ex: Requirements analysis, Software development, implementation, training, helpdesk support, infrastructure design and setup, hosting, data security, etc.) | Click here to enter text. |
| Product Information | |
| Product name | Click here to enter text. |
| Is it a Client Server, ASP or Hosted model? | Click here to enter text. |
| Is your software Proprietary, Open Source, Open Source with a Service Provision or other? | Click here to enter text. |
| Can your software be enhanced according to specific technical requirements? | Click here to enter text. |
| List all modules available | Click here to enter text. |
| Reporting Capabilities | |
| Does the product allow custom reports to be created? | Click here to enter text. |
| Is creation of Ad hoc reports by users an option? | Click here to enter text. |
| Is the product capable of federated searches? |  |
| Provide a list of standard reports (no customization) which the customer may run at Go Live | Click here to enter text. |
| Does reporting/querying require the integration of a third-party Business Intelligence or Reporting Tool? State the tool(s). |  |
| Certification | |
| Is the product certified? (list all certifications and certifying bodies) | Click here to enter text. |
| Security and Privacy Features | |
| Does the product provide different levels of security based on User Role, Site, and/or Enterprise settings? | Click here to enter text. |
| Data Protection | |
| Describe how the patient’s data is always secured and in all modules of the product (e.g., strong password protection or other user authentication, data encrypted at rest, data encrypted in motion). | Click here to enter text. |
| Describe how the patient’s data is secured when accessed via handheld devices (e.g., secured through SSL web sites, iPhone apps, etc.). | Click here to enter text. |
| Licensing | |
| How is the product licensed? Onetime payment, per year, per month, if is opensource what kind of licensing. | Click here to enter text. |
| Are licenses purchased per user? | Click here to enter text. |
| Are licenses purchased by Health center | Click here to enter text. |
| What is the cost structure / estimate per user or per Health center |  |
| What is included in the licensing cost? What other cost must be considered (training, implementation, updates, enhancement) |  |
| Infrastructure and Technology | |
| What type of hardware is required? | Click here to enter text. |
| Can systems be virtualized? | Click here to enter text. |
| Are 3rd party backup solutions supported? | Click here to enter text. |
| What database(s) does the system use?  Is it relational or object-oriented? |  |
| Does the product support third party integration?   * Name all third-party products supported * Types of data supported * API’s supported * LIS integration * Pharmacy Integration * PACS/RIS * Workflow * others | Click here to enter text. |
| List the standards compliance of your product (ex, HL7 v2.x, HL7v3, HL7 FHIR, OpenEHR, DICOM, IHE, IHE XDS, ISO, others) |  |
| Does your system involve an open platform architecture? |  |
| Can your software be enhanced to be compliant to the listed standards? Please indicate the list of standards can be adapted. |  |
| Indicated what kind of vocabulary standards your product supports: LOINC, ICD-X, ICF, UCUM, NANDA, NDC, SNOMED-CT, CCC, ICPC, other. |  |
| Vendor Support | |
| Do you offer multiple support programs? Please provide a detailed list of each with your standard SLA for each support program. | Click here to enter text. |
| If customer wants to add an enhancement/new functionality, what is the process? | Click here to enter text. |
| Training/Testing – All Phases (Selection through Post Go-Live) | |
| Development/Training Environment | Click here to enter text. |
| Specify if this will be provided before or after a contract is signed. | Click here to enter text. |
| Will access be granted to development/training environment for testing during upgrades and during training processes? | Click here to enter text. |
| What types of online training are available? | Click here to enter text. |
| Videos   * Recorded Modules/Workflow Training Courses * Recorded Interactive "Many-to-One" Training Sessions * Quick Reference or Tips & Tricks Videos * Trial Demonstration of EHR | Click here to enter text. |
| Web Based Training   * Interactive training activity with screenshots & instructions to give clinic exposure of EHR selected before core training | Click here to enter text. |
| Is Practice/Specialty Specific Training Offered? | Click here to enter text. |
| What is created by vendor vs. customer?   * Creating specialized templates for efficient documentation * Creating favorites/shortcuts within the product * Does the product have customizable preferences? | Click here to enter text. |
| Will a workflow assessment be completed by the vendor?   * Will a document be sent to be completed by clinic? * Will vendor complete on-site workflow assessment? * Is there an additional cost for workflow assessment? | Click here to enter text. |
| Will recommendations be provided for abstracting or bulk loading data from paper charts into the EHR? | Click here to enter text. |
| Go-Live | Click here to enter text. |
| Will vendor staff be on-site during ‘Go Live’ timeframe? | Click here to enter text. |
| What will be their role during ‘Go Live’?   * Trainer * Technical | Click here to enter text. |
| Other Vendor Services Offered | |
| Maintenance/Support | |
| What other companies have you partnered with to provide services on your behalf and what are their contact information? | Click here to enter text. |
| **Feel free to attach any useful additional information (brochure, links, ppts, others.)** |  |
|  |  |