



# EHR Procurement The RFP Process

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Part I



# The Process

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- The Planning Process
  - What needs to be done prior to the preparation of a Request for Proposal



# The Process

(before contacting the vendor)

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- Feasibility Analysis
  - A high level proposal describing the system needed
  - Cost/benefit analysis
  - Procurement and implementation plan
- Problem Definition
  - Process Identification
  - Process Analysis



# The Process

(After contacting the vendors)

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- ✓ Product Viability
- ✓ Vendor Evaluation
- ✓ Request for Proposal
- ✓ Contract Negotiation
- Planning for Implementation



## In The Beginning ...

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- Get to know your organization or practice
  - Assemble a project team/steering committee
  - Clinician participation is a must – this is not an IT issue – the objective is not system design
  - It is a clinicians tool – the objective is to define the EHR's desired functionality



## In The Beginning ...

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- Do some research - EHRs come in various sizes, prices, and flavors
- Get to know the marketplace and evaluate potential vendors - The vendor is as important as the product
  - Quality
  - Service
  - Financials
  - R&D
  - Experienced Staff Does Matter (healthcare IT experience is essential)



# In The Beginning...

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- What is your goal?  
(The problem(s) you are trying to solve)
  - Problem definition – Identify each problem and determine why it exists
  - Needs Requirements



## In The Beginning ...

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- One method: Interview the staff (by department or specialty) and have them write down the problems they frequently encounter (Physician involvement is preferred)
- Another Method: Observing and documenting the various processes (clinicians or clinician appointed staff as observers) and comparing them with existing procedures



## Develop, publish, and distribute the RFP

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- Request for Information (RFI)
  - Describe problem and invite vendors to give you their best solutions to solve it
  - Provides the organization with available alternatives to solve the problem
  - Select the best or most feasible approach
  - Decide whether to proceed with a 'full blown' RFP

# Develop, publish, and distribute the RFP

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- Request for Proposal (RFP)
  - Sent to potential vendors asking them to submit a detailed proposal to provide a system
  - It must include cost, timelines, technical and application detailed information
  - The RFP must provide detailed information about the organization, the desired system, and the criteria that will be used to evaluate the responses
  - The selected response will become part of the contract

# Develop, publish, and distribute the RFP

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## ○ Common Sections

- Organizational information, statistics, technical environment – hardware and software, web access
- Proposal – purpose, type of system
  - Functional requirements
  - Training and implementation requirements
  - Technical requirements
  - Technical support and maintenance
  - Vendor Information and relationship with strategic partners



# Resources

## Identifying the vendor/products

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- AC Group - [www.acgroup.org](http://www.acgroup.org)
  - a healthcare technology advisory and research firm designed to save participants precious time and resources in identifying EHR products and their vendors
- Klas – [www.healthcomputing.com](http://www.healthcomputing.com)
  - measures and reports on vendor and product performance



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Part II  
Analyzing RFP Results and  
Selecting a Vendor