

EHR VENDOR SELECTION PROCESS



THE CHALLENGE

A health system servicing a rural community of approximately 50 thousand lives has been utilizing an EHR system for 18 years with many integrated 3rd party systems and interfaces. The organization's executives embarked on a journey to either upgrade the current EHR or implement a new EHR. Recognizing a lack of internal resources and overall experience in managing a vendor selection process, coupled with the necessity to condense the quantity of 3rd party applications, the health system executives solicited the help of HSi to provide guidance throughout the process. One of the biggest challenges was in preparing the organization for the major changes to come.

THE SOLUTION

HSi provided a project manager and a subject matter expert to take the health system hospital and clinics through an in-depth vendor selection process. Using a proven methodology and a condensed timeline, assistance was provided with gathering the detailed functional requirements from key stakeholders, and in identifying three vendors to meet the unique organizational needs. HSi arranged for product demonstrations, audited the demonstrations, developed scorecards, and managed the proposal process. Throughout the initiative, and to meet the aggressive target dates, the HSi project manager coordinated tracking of internal staff responsibilities and task completion. Additionally, management of each vendor occurred which included setting vendor guidelines and ensuring the process was consistent for all parties.

THE BENEFIT

Ultimately, the client chose to implement a new EHR system-hosted solution provided by an affiliated partner. The ability to have a hosted solution and eliminating many of the 3rd party systems was appealing to the organization. The hosted solution allowed the organization's forward-thinking executives to transform the IT department from its traditional applications support role to a clinical informatics support role. Following the vendor selection process, HSi was asked to provide a co-project manager to represent the health system's best interests during the implementation. The project's Go-Live in September 2016 was on schedule and on budget with successful completion of all HSi assigned responsibilities.

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