
REPORT TITLE: Supply and Implementation of an Electronic Patient Care Records Solution for Paramedic Services (Document 2014-508P)

**FROM: Sean Baird, Commissioner of Service Excellence and Innovation
Nancy Polsinelli, Commissioner of Health Services**

RECOMMENDATION

That the contract for supply and implementation of an Electronic Patient Care Records Solution for Paramedic Services (Document 2014-508P) awarded to Interdev Technologies Inc. be increased in the amount of \$410,500 (excluding applicable taxes) for a revised contract amount of \$721,242.16 (excluding applicable taxes) pursuant to Procurement By-law 30-2018, as amended;

And further, that authority be granted to renew the Contract on an annual basis (or for multiple years at a discounted rate) for ongoing maintenance, support, upgrades and additional licenses for the lifecycle of the solution, subject to satisfactory performance, price and approved budget;

And further, that authority be granted to increase and extend the contract for any additional goods and services that are deemed proprietary or similar in nature, to maintain the lifecycle of the system and to the limit of the approved budget.

REPORT HIGHLIGHTS

- In 2015, Peel Regional Paramedic Services (PRPS) conducted a competitive procurement process to procure an Electronic Patient Care Records (ePCR) Solution to document patient care details.
- The 2-Way ePCR Communications with CADLink initiative will allow the ePCR solution to receive call/dispatch details securely and automatically from the Central Ambulance Communication Center (CACC) in real time.
- Implementation of the 2-Way ePCR solution is anticipated to reduce paramedic medical documentation efforts by 40 per cent as information, from CACC, will be automatically updated in the patient care record.
- Implementation of the CADLink platform will allow for dispatch location information to be automatically updated to mapping devices electronically in determining the quickest and most efficient route to the dispatch location.
- An added benefit of the 2-way electronic connection will be the availability of an enhanced "Real Time View (RTV) dashboard". The enhanced RTV dashboard will allow PRPS management the ability to view and manage PRPS paramedic deployment using the most accurate and available call information.
- The CADLink initiative is an additional enhanced functionality which can only be delivered by Interdev who implemented the current ePCR solution.
- In accordance with Procurement By-law 30-2018, as amended, the process to increase this Contract requires Council Approval.

DISCUSSION

1. Background

In 2015, Peel Regional Paramedic Services (PRPS) conducted a competitive procurement process (Document 2014-508P) to procure an Electronic Patient Care Records Solution to document patient care details. Today, the ePCR solution is pivotal to PRPS service delivery by ensuring complete medical and call dispatch information is collected accurately, efficiently and is forwarded to base hospital, the receiving facility, and our own Paramedic Service. As part of the current ePCR solution each Ambulance carries two ePCR tablets, one in the rear of the vehicle and one in the cab of the vehicle. These tablets are currently used to document patient care information.

This initiative is to procure additional functionality to implement a bi-directional (2-Way) electronic connection between the Ministry of Health, Central Ambulance Communication Center (CACC)/Dispatch, Interdev Technologies, and Peel Regional Paramedic Services. The 2-way electronic connection will enable information to be securely exchanged, in real time between CACC technologies and ePCR tablet computers on the ambulances and other PRPS vehicles. At the time of dispatch, information related to the call will be automatically sent to the specific tablet computer in the PRPS vehicle being dispatched. The instantaneous transmission of the call information will allow paramedics to respond quicker without the need to write down dispatch details prior departing for the call. In addition, by having information automatically updated to the on board ePCR tablet it is anticipated that ePCR documentation, by paramedic, will decrease by approximately 40 per cent as there will be no need to connect with CACC to verify or complete documentation. Not only will this reduction in documentation activities result in a faster return to service it will also reduce the risk of documentation errors thereby improving data integrity and quality.

An added benefit of the 2-way electronic connection will be the availability of an enhanced “Real Time View (RTV) dashboard”. The enhanced RTV dashboard will allow PRPS management the ability to view and manage PRPS paramedic deployment using the most accurate and available call information. As information is entered into the CACC system or the ePCR solution call specific details will be available in the dashboard.

In addition to the 2-way real time exchange of ePCR information, the solution will also provide an integrated mapping solution to allow call information to automatically populate an in-cab solution to provide automatic GPS routing/direction information (CADLink). Paramedics will no longer need to enter address information into a GPS solution to provide mapping directions. By enabling the 2-Way electronic information exchange and the automatic GPS mapping features, Peel Paramedic will be able to depart to a call without taking time to program a GPS solution. Peel Region had previously developed a comprehensive, Peel Region specific mapping solution on the Garmin platform to aid paramedics in reaching call destinations as quickly and efficiently as possible. As part of this implementation, we will leverage the map development and update process as part of the CADLink solution.

It is important to continually assess the technologies and solutions used to deliver PRPS services and this implementation builds and enhances those technologies and solutions.

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a. Benefits of the solution

By adopting one solution that speeds the exchange of information between CACC, Interdev and PRPS, the Region expects to realize and enhance services. Benefits of the solution are:

- Electronically receiving information in a highly secure environment ensures personal health information confidentiality.
- Alleviate the need for paramedics to complete all parts of the ePCR, as information would automatically be populated, with an anticipated 40 per cent reduction in paramedic documentation activities.
- Dependable 24/7 technical support provided by Interdev.
- Leverage the existing Interdev ePCR platform to provide the additional functionality
- Improved GPS/AVL mapping functionality & features while leveraging already existing map development activities. With no need to program a GPS mapping solution paramedic can begin making their way to a call as quickly as possible.
- Additional tools for PRPS management to actively manage paramedic deployment
- Improvement of data integrity and quality by reducing manual documentation activities.
- Results in cost savings through the reduction of paramedic documentation activities & time.

The additional functionality, required by PRPS, can only be delivered by Interdev as they are the Vendor who developed and implemented the original ePCR solution. Both the existing solution and the new functionality are delivered through integrated proprietary technology developed by InterDev; which also significantly reduces the ability to use alternate third-party products for these purposes.

2. Procurement Process

In 2015, a competitive procurement process was conducted under Document 2014-508P for the Supply and Implementation of an Electronic Patient Care Records Solution.

In accordance with the Procurement By-law 30-2018, as amended, the process to increase this Contract by an additional \$410,500 (excluding applicable taxes) requires Regional Council approval. Additionally, approval is requested to continue to renew and increase/extend the Contract for additional goods and services that are deemed proprietary or similar in nature, to maintain the lifecycle of the system.

FINANCIAL IMPLICATIONS

There is no net impact from the award of this contract. There are sufficient funds within the Capital Project 207807 to cover this initiative. The operating and licensing costs related to this initiative were included in the approved 2021 Operating Budget.

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Reviewed and/or approved in workflow by:

Department Commissioners, Division Directors, Financial Support Units, Legal Services and Procurement.