
REPORT TITLE: Supply of Electronic Health Record Software Solution for Region of Peel Long Term Care - Document 2022-212N

FROM: Gary Kent, CPA, CGA, ICD.D, Chief Financial Officer and Commissioner of Corporate Services

RECOMMENDATION

- 1. That a contract (Document 2022-212N) for the Supply of Electronic Health Record Software Solution for Region of Peel Long Term Care be awarded to PointClickCare Technologies, Inc., in the estimated amount of \$400,000.00 (excluding applicable taxes) for a contract period of 36-months pursuant to Procurement By-law 30-2018, as amended;**
- 2. And further, that authority be granted to the Director of Procurement to renew the contract annually or every three years to take advantage of multi-year discounts, for ongoing software licenses, hardware, maintenance and support, and to increase the contract for any upgrades, technical support, implementation and additional modules, hardware and licenses for the lifecycle of the solution, subject to satisfactory performance, price, and approved budget.**

REPORT HIGHLIGHTS

- PointClickCare is an Electronic Health Record Software with functions including care planning and health record management, used by the Region of Peel's Long Term Care (LTC) homes since 2003, and widely across the LTC sector in general.
- The solution procured through a competitive process under Document 2002-355P was originally used for the resident records system. Its functionality was later enhanced with the Point of Care module to improve service response times and delivery of care in the five LTC centres.
- The software has been successfully used by LTC over the past several years and continues to be a viable solution for LTC operations.
- The PointClickCare software solution is proprietary to PointClickCare Technologies, Inc.

DISCUSSION

1. Background

In 2003 a contract was awarded to Wescom Solutions Inc. now operating as PointClickCare Technologies Inc. on behalf of the Region of Peel Long Term Care for the implementation and on-going annual subscription of their proprietary Electronic Health Record software PointClickCare, for the use of clinical and financial modules designed to support nursing and administrative staff.

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PointClickCare is also being used by the LTC centres to do their reporting on information of resident health records, billing financial records, care planning and adult day care services.

The functionality of PCC was later enhanced to include the Point of Care module to improve service response times and delivery of care in the five LTC centres. Point of Care offers the functionality required to capture resident information at the point of care, reducing the need for manual documentation by the personal support workers and then transcription into the clinical documentation system by registered nursing staff. This has improved documentation accuracy and integrity as all resident care staff are able to document information in real time. As well, clinical nursing staff are able to spend more time in direct resident care reducing the need to spend time on data entry at a computer terminal.

The Point of Care module provides management staff with easy access and monitoring of documentation practices and increased efficiency in clinical data collection and analysis. Module capabilities improve completeness of an accessibility to resident reports, therefore, ensuring that adverse changes to resident status may be detected sooner and interventions enacted. A number of other proprietary modules have also been added over the years to enhance documentation practices and increase efficiencies including the Skin & Wound application and eConnect that provides access to Connecting Ontario results.

PointClickCare Technologies, Inc. is the vendor who has proprietary rights to the PointClickCare software, the Point of Care module and all other proprietary modules in the marketplace and therefore a competitive process is not feasible.

As this software is currently being used for LTC operations and is still a viable solution, LTC and IT Solutions staff are seeking a contract term of 36-months with an option to extend annually or every three years to take advantage of multi-year discounts, for the remaining lifecycle of the system.

2. Procurement Process

This is a non-competitive procurement process and requires Regional Council approval. The process to award this contract is in compliance with the Procurement By-law 30-2018, as amended, which authorizes the award of direct negotiation procurements for goods and services that are reasonably available from only one source by reason of the scarcity of supply in the market or the existence of exclusive rights held by any vendor or the need for compatibility with goods and services previously acquired and there are no reasonable alternatives or substitutes.

FINANCIAL IMPLICATIONS

There are sufficient funds in the operating budget of the five homes within Long Term Care to award the contract.

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