
REPORT TITLE: Electronic Medical Record Solution for the Region of Peel - Document 2019-131P

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

RECOMMENDATION

- 1. That the contract (Document 2019-131P) for Electronic Medical Record Solution for the Region of Peel awarded to Telus Health Solutions Inc. be increased in the estimated amount of \$450,000, (exclusive of applicable taxes), for a revised total contract amount of \$1,115,950, (exclusive of applicable taxes), pursuant to Procurement By-law 30-2018, as amended; and**
- 2. That authority be granted to the Director of Procurement to increase the contract for any upgrades, technical support, implementation services, additional modules, hosting, licenses, and other related products and services for the lifecycle of the solution, subject to satisfactory performance, pricing and approved budget.**

REPORT HIGHLIGHTS

- In 2019, on behalf of Public Health, Procurement awarded Document 2019-131P to Telus Health Solutions Inc. for the acquisition and implementation of a hosted, browser based Electronic Medical Record (EMR) solution to support various Public Health clinics and programs.
- The Region's pandemic emergency efforts and staffing challenges caused this project to be placed on hold as all priorities and resources were diverted towards supporting the Region's Mass Vaccination Program (MVP).
- Telus Health Solutions Inc. was engaged to expedite and configure a public facing Scheduling/eBooking/Questionnaire application leveraging the EMR solution in order to meet the requirements to deploy the MVP clinics to the Peel Region residents.
- The Ministry of Health has fully funded all of MVP related expenses and the total cost incurred to deploy the MVP application.
- There are no additional funds being requested in this report, Procurement Authority is required to increase the contract as the authorized amount of the original contract was reallocated towards the MVP application implementation payments.

DISCUSSION

1. Background

In 2019, the Region of Peel conducted a competitive procurement process to acquire a secure, hosted, browser based Electronic Medical Record (EMR) solution that will support 12 Public Health clinics and programs including: Oral Health Program; Communicable Disease Investigations; Healthy Sexuality Clinics; Immunization Clinics; TB Case

Electronic Medical Record Solution for the Region of Peel - Document 2019-131P

Management; Hepatitis Program; Vaccine Management and Physician Information; Infant Feeding Services; Healthy Babies Healthy Children; Health Protection Case and Contact Management; Population Health Assessment; and, Infection Prevention and Surveillance – Infection Prevention and Control. The solution is aimed at improving client experience and contributing to greater population in the Region by enhancing several confidential client care management areas, such as, client intake and service delivery to reporting and analytics. Specifically, project objectives include implementing a solution that:

- Converts paper-based documentation to secure electronic data capture;
- Captures and maintains confidential client and secure service delivery information; and,
- Improves information flow processes to create efficiencies.

Telus Health Solutions Inc. (formerly Healthism Systems Inc.) was awarded the contract for their proposed EMR solution called Collaborative Health Record (CHR), which is a complete cloud-based digital health solution offering full EMR functionality (scheduling, billing, prescriptions, labs, encounter notes), patient engagement tools and streamlined documentation.

Since March of 2020, the Region's Public Health Services has been heavily involved in supporting the Region's MVP. This resulted in the implementation of the EMR solution to the 12 Public Health clinics being placed on hold due to the Region's shifting of efforts towards COVID-19 emergency responses. All efforts and resources were redirected in the implementation and deployment of the Scheduling, eBooking and Questionnaire components of the CHR platform using the existing Region of Peel instance of the platform in order to support the MVP.

The Region incurred an estimated amount of \$450,000 towards the cost of expediting and configuring a public facing Scheduling/eBooking/Questionnaire application to meet the requirements of deploying the MVP clinics for the Peel Region residents. This amount was fully funded by the Ministry of Health and no funds were incurred by the Region; however, all payments were processed against the existing contract established for the EMR solution. The full implementation of the EMR solution is now scheduled to resume and the contract needs to be increased to reinstate the authorized amount that was used for the MVP related expenditures.

The summary below outlines the contract amount and MVP spend:

Original Contract Amount	\$ 665,950.00
Total amount incurred for MVP	\$ 450,000.00 (requested increase)
New Total Contract Amount	\$ 1,115,950.00

2. Procurement Process

This report is seeking a financial increase to an existing contract. In accordance with Procurement By-law 30-2018, as amended, Regional Council approval is required.

RISK CONSIDERATIONS

Without the requested contract increase, the full implementation of the EMR solution will not be completed and Public Health will have to revert to manual management of client intake, reporting, and paper-based documentation of confidential client information.

FINANCIAL IMPLICATIONS

There are sufficient funds in the capital budget under Cost Centre 155306, Account # 23930 to carry out the recommendation.

G. Kent.

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

Authored By: Glenda Baylon, Supervisor, Program Services, Corporate Services