



Royal New Zealand Plunket Society Inc

Plunket Primary Client Information System

Request for Information

PPCIS RFI

v1.0 Final

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# 1 Executive Overview

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Plunket is well known in New Zealand as the predominant provider of support services for the development, health and wellbeing of New Zealand children.

To support their activities, Plunket staff and volunteers have been using long-established methods of collecting and maintaining the necessary child, caregiver and health information.

Plunket now wishes to significantly increase the support to these front-line care delivery staff by introducing a modern information system with point-of-care access to information and the ability to update that information in real time at the time of care delivery.

This Request for Information (RFI) is the first step of our process to find and implement a new system, that we're calling the *Plunket Primary Client Information System* which we refer to as PPCIS.

The RFI invites organisations to let us know if you have a system that could deliver the required functions, or part of the functions.

The purpose of the RFI is to seek information about the types of solutions that might be available, as input to the Request for Proposal (RFP) we're developing in the coming months. This RFI is not an evaluation, selection or short-listing process.

We are hoping that a variety of organisations will be able to help us, including:

- Software vendors
- Providers of health care services, social services or other forms of community and personal support services, including government agencies
- System integrators who are already experienced in this field.

At this stage we do not require information about the hardware devices or telecommunications services that will be needed for the system.

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## 2 Introduction

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### Background

Plunket is the largest provider of support services for the development, health and wellbeing of New Zealand children.

Comprehensive Plunket networks of clinical staff and volunteers work together in communities across the country to provide support for parents, whānau and other caregivers with children up to five years of age.

Plunket provides information, advice, resources and support services to these parents, whānau and caregivers through the different stages of their children's development from pre-birth to age five.

Plunket is a not-for-profit community-based organisation unique to New Zealand providing free services that help to ensure young children are cared for by knowledgeable, confident and loving families, providing the best start in life.

These services include Plunket Nurse visits, Car Seat Rental Schemes, Parent Groups, Parenting Education, Toy Libraries and the PlunketLine free telephone advice service for parents, whānau and other caregivers.

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### Plunket's Vision Statement

'Together, the best start for every child.'

'Mā te mahi ngātahi, e puāwai ai ā tātou tamariki.'

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### Plunket's Mission Statement

'Caring for young families, whānau āwhina.'

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### Introduction to the Requirements

Plunket wishes to procure and implement a new Plunket Primary Client Information System (PPCIS) that will collect, store and report on all contacts that Plunket has with clients. PPCIS will bring together information collected from a variety of internal and external sources into one system.

A key component of the system will be the Electronic Health Record (EHR) that will be used by Plunket's care delivery staff, PlunketLine and ultimately by caregivers, with other Plunket services such as volunteer services, car seat rental scheme, parenting programmes also accessing and maintaining the EHR.

The requirements are outlined later in this RFI document and will be detailed as part of our RFP in due course.

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### Vision for PPCIS

The broader outcomes expected by Plunket in moving towards capturing information electronically include:

- Improved outcomes for New Zealand children by having access to in-depth, accurate and timely information by those who need it.
  - Working in partnership with parents, whānau and other
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caregivers so that they have access to and receive the information they need to allow them to parent safely.

- Free up staff time to allow more time to care.
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## Principles

Plunket has adopted these principles for the procurement of the new PPCIS:

- Clear understanding and definition of requirements.
  - Requirements informed by best-practice as found in other successful systems.
  - An open, contestable procurement process, through an RFP.
  - PPCIS may be a single system, or an amalgam of multiple smaller systems.
  - The client-centric electronic health record (EHR) will be at the heart of the system or systems.
  - Processes must be client-led, which requires flexibility of both the staff member and the system; there will not be a set process followed during client contacts.
  - PPCIS will be implemented in a modular fashion, as part of a larger change project, over a period of some two to five years.
  - The solution is the long-term solution and will be evaluated as such.
  - Hardware is not in scope of this RFI and RFP and will be the subject of a separate procurement process once the solution for PPCIS is selected.
  - Telecommunications services are not in scope of the RFI and RFP as Plunket has already selected its provider through a recent procurement process.
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### 3 Procurement Process and Timetable

#### Overall Procurement Process

Plunket is planning to follow a standard procurement process:

#### Request for Information (RFI)

We prefer to buy not build. Therefore we are undertaking this RFI to assist with development of our requirements definition.

This is an exploratory step, to determine what systems are in use that might be of interest to Plunket and to collect information from the wider software, health and care delivery sectors, to inform our procurement process.

#### Requirements Definition

Analysis of requirements will result in a requirements specification document, which will form the basis of the RFP.

We intend to use what we have learned from the RFI to ensure that best-practice ideas are identified and included.

#### Request for Proposal (RFP)

An open, contestable step, where organisations will be invited to submit their proposals for the provision of a system or a set of systems that will meet our requirements as set out in our requirements specification document.

#### Evaluation and Selection

Proposals will be evaluated according to pre-determined criteria. These will be closely aligned to the details in our requirements specification as well as the normal commercial considerations.

A short-listing process will be followed once we decide which proposals we wish to investigate more deeply. We expect a certain amount of follow-up contact and consultation with proposers at this stage.

When a preferred solution is selected, we will work with the proposer(s) to form a suitable agreement for proceeding.

#### Implementation

We intend to implement the new PPCIS progressively over a period of about 2 to 5 years, following selection of the system.

#### Timetable

<b>RFI</b>	4 <sup>th</sup> Quarter 2009 Closing date: 20th November 2009
<b>RFP*</b>	1 <sup>st</sup> Quarter 2010
<b>Evaluation and Selection*</b>	1 <sup>st</sup> – 2 <sup>nd</sup> Quarter 2010
<b>Implementation commences*</b>	2 <sup>nd</sup> Quarter 2010

*The dates marked with \* are indicative.*

## 4 Plunket Definitions and Processes

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### Volumes

Plunket provides services to the families of over 90% of babies born in New Zealand each year and employs 493 well child nurses and 144 health workers based in 434 locations throughout the country.

Each year Plunket staff and volunteers make over 700,000 contacts with families of children aged from birth to 5 years and 27,900 referrals to other health and social service providers.

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### Client

The primary client is the child from pre-birth through to the age of 5 years.

In some cases the parent is the person receiving the information and would be seen as the client for some Plunket Services; the parent is then the secondary client.

There are clear relationship linkages between the primary client and secondary client.

The whole family (whānau) can be seen as a client of Plunket.

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### Caregiver

The person or persons who have legal guardianship of the child.

For the majority of cases this would be the mother and father, however in other cases it could be a variety of people. Therefore it is important to understand the relationship of the caregivers to the child.

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### Plunket Care Delivery Staff

Plunket have a number of roles – the key roles for the PPCIS are Plunket Nurses, Community Karitane, and Plunket Kaiawhina - all are defined as Plunket Care Delivery Staff.

Volunteers, parenting facilitators and car seat rental scheme co-ordinators will also need to add information to the system.

Management includes Clinical Leaders, Volunteer Service Leaders, Area Managers, Advisor and Educators who will on occasions add information, however their key role is to access information for reporting and management purposes.

Administrators also have a role in updating data such as demographic data.

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### Other Care Providers

Plunket works with a number of different care providers.

The majority of referrals to Plunket are from the Lead Maternity Carers (LMCs), but others include DHBs, GPs and self referrals.

Plunket refers clients to a number of services including GPs, DHBs, Dental Services, Education Services, NGOs and Government departments.

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**Client Contact**

*The core client contact is the heart of Plunket's service delivery and it consists of a structured visit to the client, generally a child and their mother or other caregiver, in their family home.*

There are several other different types of client contact and there are differing levels of information access or collection requirement associated with each type.

The client contacts may be individual contacts (i.e. Plunket Nurse with the caregiver and child), or they may be in groups (several clients attending a parenting group). In some cases they may take place by telephone or other messaging services.

Contacts can be booked or they could occur at cold calling.

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**Care Plan**

The care plan will be based on the Well Child Framework/Tamariki Ora Schedule.

This schedule comprises a number of factors that must be actioned at a client contact, with factors presented relevant to the stage of development of the client. Plunket staff enter various information, including confirmation that each factor has been discussed and addressed .

Plunket require facilities to alter the content and criteria of the care plan template from time to time, for example the schedule is currently under review and some changes are expected.

Each assessment as part of the care plan will be the relevant components of the Well Child Framework based on the child's age.

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**Follow-up**

During a client contact, Plunket care delivery staff usually identify one or more follow-up actions that are required.

Often this is just to schedule another client contact.

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**Contracts**

Plunket has a number of contracts for provision of services.

Each client contact needs to be recorded against a contract number to ensure that when reporting on contracts the correct information is used/available.

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**Electronic Health Record**

Plunket intends to have an electronic health record (EHR) for each client.

The EHR is to be client (child) centric. It is to be the single record for the client and available to Plunket staff as appropriate.

The EHR must record all the relationships between the client and others, for example parents, grandparents, siblings etc, who will also be entered into the database.

Plunket care delivery staff will be able to access and update their client's EHR before, during and after a client contact, using a mobile computer. This may occur in any location using mobile

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telecommunications.

Plunket care delivery staff must be able to use the system in "online" and "offline" modes, with access to the client's EHR at all times. Information captured while offline needs to be uploaded at the first opportunity.

Information included in the EHR or linked with it will include:

- Identifying data.
- Demographic details.
- Observations.
- Needs assessments.
- Risk assessments.
- Other information provided.
- Analysis.
- Alerts.
- Care plan.
- Contacts that have taken place, also those planned.
- Risks to staff when visiting client (eg dog).

The default view of a client's EHR should be a summary of key information and contacts.

All data is to be tagged with a date and time stamp and details of the person entering or updating it.

There must be a facility to print the entire EHR if required by a statutory agency.

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### **Mobile Computer**

It is envisaged that Plunket care delivery staff will have mobile devices that can access the EHR from any location using mobile communications, such as client's homes, maraes and pre-schools, and allow input or updating of information.

Plunket also requires that these devices can access other Plunket and non-Plunket systems, including the internet.

Plunket's experience has indicated that the mobile computer needs to be of the tablet style, or similar.

These devices will be the subject of a separate procurement process once the solution for PPCIS is selected.

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## 5 Outline of Requirements

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Plunket's requirements for the PPCIS are outlined here.

Full details, including implementation priorities will be included in the requirements specification document that will form part of an RFP at a later stage.

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### Scheduling

Plunket care delivery staff and other staff, managers and administrators need to be able to schedule appointments (mainly client contacts) for themselves and where necessary other team members who will then confirm.

Scheduling is important as the staff member needs to not only schedule future appointments for themselves but also be able to make tentative bookings for clients with other colleagues, who will confirm the appointment.

The scheduling system needs to have a feedback loop so that once an appointment has been confirmed a notification is forwarded not only to the client but also the case manager (Plunket Nurse). Email confirmations need to be forwarded to both the client and the Plunket Nurse as the case manager.

Mobile phone txt messages generated from the scheduling function may also be of interest to Plunket.

Diaries need to be accessible to the administrators and management team.

Scheduling needs to identify what type of contact is arranged i.e. phone call, home visit, clinic visit or whatever.

Reminder messages to clients (external to Plunket's systems) should also be part of the scheduling component.

Key alert information needs to be on the staff members calendar pertinent to each day's appointments, eg John Smith – dog on property, ring prior to visit.

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### Client Contact

Information is to be obtained at the time of the client contact and entered directly into the system.

This means that records for clients need to be accessible at all times.

Recording of information needs to be flexible as contacts should be client-led, so they will be discussing what is important for them at that time rather than following a pre-determined sequence.

At the choice of the individual Plunket care delivery staff, the information may be fully entered or, it may be entered in note form then expanded later.

A choice of handwriting or text input is required, with handwriting automatically converted to text. Plunket recognises this aspect of the requirements is likely to be met by the mobile computer rather than the system.

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What is recorded depends on the role of the staff member and the type of contact. A pre-defined minimum amount of information will be recorded in all cases.

Some information will be selected from drop-down boxes while for other types of information free-form narrative will need to be used, for example the caregivers viewpoints or requests.

The ability to leave information at the time of the visit will also be important – a summary of the visit or key information for the parents such as referral information or specific clinical information.

The child's record and action points for the visit are based on the Well Child/Tamariki schedule (care plan) and updated at each contact.

Care delivery staff also need to be able to access the web during the visit to show information to caregivers.

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**Decision Support**

During a client contact the Plunket care delivery staff may need to utilise the decision support system.

This is an intelligent support system which will support the staff member's decision making as required. It will be based on key child development milestones and the needs assessment tool that will be used by staff.

The Plunket care delivery staff using their professional judgement may need to override the decision support recommendations. The reasons for this decision need to be documented in the system.

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**Follow-up Action**

At each client contact a decision will be made between the care delivery staff member and caregiver regarding the follow up actions.

The follow-up actions must be recorded in the system.

The follow-up actions could include internal or external referrals, such as:

- A referral to another Plunket staff member or service.
- A referral to an external agency such as a GP, DHB or early childhood education services as examples.
- A notification to Child Youth and Family (CYF).

Each requires a slightly different structure around the type of referral and method of sending the information.

The follow up would also involve scheduling another contact, whether phone or in person.

In the case where care delivery staff make recommendations to the caregiver, these are also entered into the system so that a follow-up can be generated to check at a later date or during the next contact that the recommendations have been followed.

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**Privacy of Information**

All standards around security of health information will need to be met.

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A system for authenticating the person accessing the system is required.

**Security of Access to Systems and Data**

The system must ensure that only those staff who have authority to access clients' records can access them. Certain staff will be permitted to access more information than others.

A record must be kept of who has accessed the system, what they viewed and what was entered or updated.

**Caregiver Access to Client Record**

In the long term it is expected that clients or, usually, their caregivers will be able to access the majority of their EHR and even add to it with information on a child's progress.

There will be key sensitive information that must not be available to the client or parent.

From time to time there may be a change of guardianship for a client, therefore the access rights need to be able to be changed when required.

**Integration of data with other Plunket systems**

Information from other services within Plunket needs to be integrated with the PPCIS to some extent, so that we are able to see all the services that clients are receiving.

Information from other Plunket services also needs to be able to update the demographic and other information on the Electronic Health Record. An example of this would be if a client books with the Car Seat Rental Scheme and provides a new address, then that new address needs to be automatically updated in the EHR.

**Information Exchange**

Information will need to be exchanged between Plunket and a number of other organisations' systems.

Information will automatically populate Plunket's database from the College of Midwives system while we expect to receive referrals from others electronically.

Plunket will also be sending information electronically for referrals to other providers and notifications to CYF.

In the future a summary of Plunket client contacts will be sent to GP's systems automatically. And conversely visits to GP's by Plunket clients will be automatically sent to PPCIS.

Reporting for contractual requirements will also be electronic.

All future sharing of information will be in line with the principles of HISNZ.

**Management Information**

All information in the system should be available for reporting purposes.

Reports may be on the individual client, Plunket staff member,

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Plunket location, sub-branch, branch, area; DHB, PHO, LTA and nationally. This will include contact information through to services and population health information.

Information management will also be used for monitoring and managing workflow and ensure that clients receive all their contacts that they are entitled to within the agreed timelines.

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**Modular Approach** Plunket recognises that implementing the new system will be just part of a larger exercise to introduce changes in process and information capture for all its care delivery staff, support staff and management.

As there will be a significant impact on the organisation to manage and absorb this amount of change, we have decided to implement in a modular manner, progressively rolling out functionality across the workforce in tranches over about two to five years.

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## 6 What is Not in Scope

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Currently Plunket is not seeking to purchase:

- Mobile computers.
  - Any other devices.
  - Telecommunications products or services.
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## 7 Responses Invited

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**What we are asking you for**

Through this RFI, Plunket is asking organisations to provide some information that will be used to ensure we end up with the best system we can afford that provides optimal support to our clients and Plunket staff.

We are asking you to advise if you have a system that will or could meet our high-level requirements as set out above, and some information about the system.

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**Who are we asking**

We invite responses from the following types of organisations:

- Software vendors
- Providers of health care services, social services or other forms of community and personal support services, including government agencies
- System integrators who are already experienced in this field.

While we intend to publicise this RFI through a number of open channels, we will also approach some organisations directly in order to ensure they are aware of the RFI.

We are not able to use the New Zealand government's electronic tenders service (GETS) as we are not a government organisation.

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**Information sought**

We would like organisations to provide information along the following lines:

- Overview of the system.
- Description of functionality.
- Description of non-functional aspects of the system.
- Some organisational information about yourself, including support information as it is important to us that we can receive NZ based support, potentially at multiple locations.
- Whether you are prepared to work with a systems integrator, if it is necessary for us to engage one.

Please note that although we'd prefer a complete solution, we are also interested in any systems that meet part of our requirements, with the intent that we'd look at integrating a number of systems if necessary in order to meet our requirements.

A strict structure is not requested, as this is not an evaluation process and we do not want to overly impose on organisations.

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## 8 Form of Responses

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While not requesting a formal, structured response, it would be helpful if organisations could provide, in an informal package:

- A covering letter.
  - A list of contents of your information.
  - Some minimal information about your organisation.
  - Information about your system.
  - Brochures, if applicable.
  - Specification sheets, if applicable.
  - Website addresses for us to access further details.
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### Media

We're happy to receive your information electronically by email or on paper.

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### Please address to

Please address your information to:

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## 9 Appendix A: Glossary of Acronyms

CYF	Child, Youth and Family, a service of the Ministry of Social Development
DHB	District Health Board
EHR	Electronic Health Record
GETS	Electronic tenders service, provided by the NZ government for government-related procurement
GP	General Practitioner (Doctor)
HISNZ	Health Information Strategy for New Zealand
LMC	Lead Maternity Carer
LTA	Local Territorial Authority
NGO	Non government organisation
NZ	New Zealand
PHO	Public Health Organisation
PPCIS	Plunket Primary Client Information System
RFI	Request for Information
RFP	Request for Proposal

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