

# **National Annual Health Information System Management Process**

## **Statement of Commitment to National change process**

### **Between**

Health Organisations (ACC, DHBNZ, Patients First, Ministry of Health, National Health IT Board and PHARMAC)

### **and**

Primary and Secondary Care System Vendors represented by the New Zealand Health IT Cluster.

**1 December 2010**

### **Background**

Primary and secondary care system vendors are concerned that health organisations do not always provide consistent or adequate notice to implement required changes. Health organisations and funders requesting change are concerned that system vendors do not always implement changes in line with required timeframes.

The introduction of the National Health IT Plan means a number of changes will need to be made to primary and secondary systems, with changes required for maintenance and reporting processes. The process is aimed at creating agreed priorities with all agencies in a managed process rather than competing priorities as has been the case previous.

### **Objective**

The agreement will assist vendors by giving clear and consistent guidance on national change priorities, thereby helping them meet the needs of their clients and the health sector.

### **System Scope**

This currently applies to all primary and secondary care systems vendors. As the National Health IT Plan develops, and the linkages between health systems increase, the process of change management will become increasingly important to the sector. The National Health IT Board will review this document annually.

### **Statement of Commitment**

By committing to the agreement the health organisations agree to provide timely and accurate notice of change to vendors, and enhance transparency between agencies on up-coming requirements. This will be in the form of a structured process of consultation by an agreed governance body representing all Health organisations / funders and organisations requesting change.

Health system vendors agree to implement changes in line with the published change cycle.

By signing this agreement, health organisations commit to:

1. The establishment of a twice-yearly change cycle with practice management and PHO system providers (see below)
2. An annual change cycle for National Collections Annual Maintenance Programme (NCAMP)
3. Provide six months notification of change (excluding BAU fee-type changes, the need for alignment between primary and secondary systems, and national emergencies such as pandemic and disease outbreaks)
4. Notify vendors of changes (excluding BAU) using a version controlled change notification
5. Agreement to the national change dates published annually by the National Health IT Board
6. When changes are funded by a Healthcare organisation 'accredited' PMS vendors all will receive appropriate funds.<sup>1</sup>
7. Health Organisations are free to select PMS vendors as leaders ( including additional funding) as long as any decision is open and transparent.

By signing this agreement, system vendors commit to:

1. Implementing changes in accordance with the national change dates published annually by the National Health IT Board
2. Providing system releases to health organisations with sufficient time for testing before implementation.

The signatories also agree to the following guiding principles in dealing with each other:

1. Integrity – each party will act towards the other honestly and in good faith
2. Communication – each party will engage with the other openly and promptly
3. Respect – each party will seek to enable the other to meet each party's objectives and commitments
4. Collaboration – each party will work in a co-operative and constructive manner
5. Accountability – each party will recognise the accountabilities that each party has to its stakeholders and shareholders
6. Innovation – each party will encourage new approaches and creative solutions
7. Transparency – each party will provide each other with copies of their requirements to get input as to where these can be streamlined and provide information as a by-product of clinical activity where possible
8. Quality Improvement – each party will work collaboratively to achieve quality services.

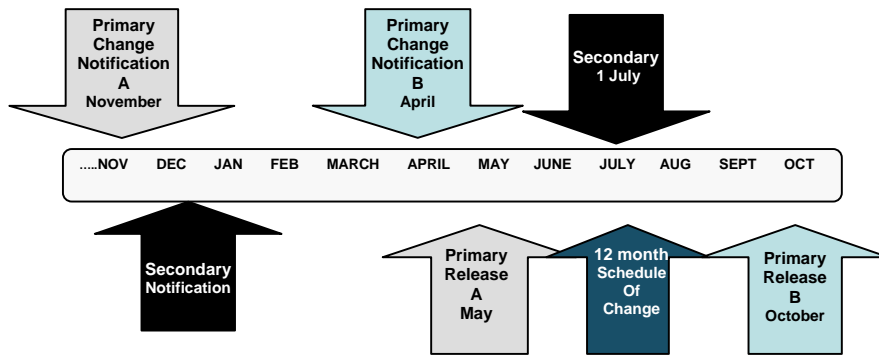
Health organisations agree to engage with vendors in a manner that satisfies their individual organisation's policies in relation to procurement of services, as well as the requirements of the Office of the Auditor General.

## **Change cycle**

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<sup>1</sup> In the short term through to December 2011 this is related to Medtech, My Practice, Houston and Intra Health.

The establishment of a twice yearly change cycle with practice management and PHO system providers. Notification of the next years change dates will be agreed and then circulated through sector stakeholders. The process will see two change periods for primary care between the secondary change and NCAMP (National Collections Annual Maintenance Program) maintenance process.



## Signatories

_____	_____	_____
<b>Minstry of Health</b>	<b>Position</b>	<b>Date</b>
_____	_____	_____
<b>National Health IT Board</b>	<b>Position</b>	<b>Date</b>
_____	_____	_____
<b>ACC</b>	<b>Position</b>	<b>Date</b>
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<b>DHBNZ</b>	<b>Position</b>	<b>Date</b>
_____	_____	_____
<b>Patients First</b>	<b>Position</b>	<b>Date</b>
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<b>PHARMAC</b>	<b>Position</b>	<b>Date</b>
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<b>Health IT Cluster</b>	<b>Position</b>	<b>Date</b>