

# City Council Report

**Date:** October 20, 2014  
**To:** City Council  
**Through:** Alex Deshuk, Manager of Technology and Innovation  
**From:** Edward Quedens, MPA, C.P.M., CPPO, Business Services Director  
Matt Bauer, MBA, CPPO, CPPB, CPSM, Procurement Administrator  
**Subject:** Ratification of an Emergency Purchase of a Three-Year Electronic Patient Care Reporting (ePCR) Software Subscription and Tablets to Replace the Current System for the Fire and Medical Department (Funded by the Fire and Medical Department Operating Budget) **(Citywide)**

**Strategic Initiatives:**



## Purpose and Recommendation

Council is requested to ratify the purchase of a Three-Year Service Contract for the Software Subscription and Tablets for Electronic Patient Care Reporting (ePCR) Services with Starwest Tech International at \$50,000 for the first year, and \$115,000 annually for Years 2 through 3, as recommended by the Fire and Medical Department, Information Technology Department and Purchasing.

## Background / Discussion

On May 3, 2010, Council approved the purchase of an Electronic Patient Care Records System with ScanHealth, Inc. dba Sansio for the total amount of \$185,638.53.

Mesa has been experiencing incidents of missing data with its current ePCR system due to a loss during transmission or in the systems hosted databases. Patient care data forms that become 'lost' must be recreated from memory by Paramedics, EMT's and mid-level providers. The potential loss of information could present a risk to public health and safety which resulted in the need to bypass the public procurement and normal Council approval process. The emergency purchase was reviewed and approved by the City Manager's Office.

Inadequate funding prevented MFMD from replacing the current ePCR software in FY 13/14 as planned. MFMD has continued to work with our current vendor to stabilize the platform, and enhance our ability to collect reliable patient care data, but with very limited success.

Also, Sansio has demonstrated that it is unwilling and/or unable to meet all of our current and emerging needs; the requirements for data capture are not met for the Health and Human Services (HHS) Medicare Grant.

Accurate and reliable patient care information is core to our evolving medical service delivery model. The new data requirements from the \$12.5 million HHS Medicare Grant and the current vendor's inability to meet not only our current, but also our emerging needs, necessitate this effort to be considered a critical priority for funding and immediate implementation. All patient care information and data must maintain integrity throughout the collection, distribution, and analysis processes. Starwest Tech's Zoi software-as-a-service (SaaS) provides a top of the line ePCR product with the ability to uniquely and quickly configure the system to meet our specific Community Care Program needs. Field staff would be able to access the system with an easy to use iPad tablet that focuses on secure, readily available, and enhanced data capture. Starwest Tech's business background and years of experience in EMS software, in addition to a technology framework that can provide data to our internal IT department for MFMD's much needed data analytics, makes this a very valuable and timely change in software platform.

Starwest's solution allows for data capture on the device as a backup as well as other enhanced Cloud services to retain and secure our data. Lastly, due to the lack of configurability of the current vendor's system, manual/paper capture of data would likely be required to satisfy the program analysis required by the grant, resulting in a decrease of efficiency, duplicate data entry, and probable morale issues. Our current ePCR vendor has demonstrated that it is unwilling and/or unable to meet all of our current and emerging needs.

The Mesa Fire and Medical Department (MFMD) is seeking to enter into an agreement with Starwest Tech International for the purpose of upgrading our electronic patient care reporting (ePCR) system, which improves the ability to collect patient information and other relevant data needed to support the day-to-day operations of the department and to fulfill the Health and Human Services Medicare Grant's data reporting requirements.

### **Alternatives**

Considering the time constraint associated with this request, MFMD has only one other option which is to remain with the current ePCR vendor for the duration of the HHS Grant (approximately 36 months) and continue to risk the validity and integrity of patient care data. This alternative negatively impacts the MFMD's day-to-day operations as well as the integrity of the data provided to Health and Human Services (HHS).

### **Fiscal Impact**

The annual contract amount for the first year is funded by the FY 14/15 Fire and Medical department operating (General Fund) budget.

The annual contract amount for Years 2 (FY 15/16) through 5 (FY 18/19) will be requested through the annual budget process.

### **Coordinated With**

Fire and Medical Department, Information Technology, and Purchasing.

**PURCHASING INFORMATION**

Action: Award

Procurement Type: Emergency Purchase

Solicitation Number: 2015066

Protests Received: None

Pricing Available to Other Cooperative Agencies: Yes

Initial Contract Term: Three years

Possible Renewals: Two, one-year renewals

**AWARD RECOMMENDATION**

***Starwest Tech International***

**Tempe, AZ**

Description	
Software Subscription for Electronic Patient Care Reporting (ePCR)	
<b>Annual Contract Amount (First Year):</b>	<b>\$50,000.00</b>
<b>Annual Contract Amount (for Years 2 and 3):</b>	<b>\$115,000.00</b>