



Intrahealth response to Vendor Questionnaire for PRIMHD

#	General Questions	Vendor Response
1	What health IT products do you currently offer to Non Government Organisations (NGOs) such as; a Client Management System; working with an incumbent CMS?	<p>Intrahealth’s Health Care Community (HCC) software is a comprehensive client management system specifically designed for Community health environments and offers the following features:</p> <ul style="list-style-type: none"> • Built-in Referral and Case management functions • Enhanced workflow options to support your business needs: <ul style="list-style-type: none"> ○ Appointment schedule ○ To Do list reminders ○ Work Centre to view Case and Referral loads ○ Care Plan management ○ Care Teams ○ Configurable Matrix for access to client information ○ Correspondence – template based ○ Reporting • Configurable PRIMHD reference code sets • Data Validation rules are applied at the time of data to ensure compliance with your business rules.
2	Does your IT solution capture and record the required PRIMHD compliant information?	HCC supports all PRIMHD data capture requirements.
3	How does your IT solution simplify NGO provider reporting to the Ministry of Health?	<p>HCC ensures that data is recorded correctly at the point of data entry</p> <p>For example, HCC prompts you to ensure all mandatory data items are recorded.</p> <p>PRMHD reports can be scheduled to run automatically at the same time</p>

		<p>every month.</p> <p>Ad-hoc query tool allows you to monitor compliance levels.</p>
4	Does your IT solution provide flexible in-house reporting options for NGO providers, including ad hoc reporting?	<p>HCC has a number of reporting options:</p> <ul style="list-style-type: none"> • A simple ad-hoc reporting tool for simple queries • Built-in reports for: Service Utilisation, Care plan compliance, Key Performance Indicators and many more. • Advanced Report writer for more complex queries • Ability to export to Excel or other reporting tools.
5	Have you previously worked with NGOs, and the Ministry of Health on ? Are you able to demonstrate that your application combined with the NGO data-set achieves compliance? (Note: it is not just the application that obtains compliance; rather, it is the NGOs data-set that achieves compliance.)	<p>HCC is currently used by a number of NGO's seeking compliance.</p> <p>HCC is used by ADHB, WDHB and CMDHB as part of their Regional Mental Health solution.</p> <p>NGO specific reference data-sets are easily configured for each new site.</p>
6	How easy is it to modify your Client Management System (CMS) to ensure it meets future Ministry of Health requirements? (Note: The data-set will be reviewed every 3-5 years. As a result of the field codes used, the software may need to be updated to include new data fields and/or new sub-set of information.)	<p>Flexibility is a key strength of the HCC application.</p> <p>In most cases, changes to the data recording or data extract requirements can be managed by a change to HCC's configuration.</p> <p>If a new version of the program is required, Intrahealth will provide a new version to support any required changes.</p>
7	Does your application currently include other modules which offer additional functionality to NGOs (e.g. dashboard, generates electronic TXT messages to clients, customisation of reports by users)? Explain how this could be implemented (e.g. change management, training, support etc).	<p>HCC has many functional modules to support standard business processes. These include:</p> <ul style="list-style-type: none"> • Clinical Overviews (dashboard) • SMS txting (eg for Appointment reminders) • Customised reports • Customised Assessment forms • Process flow configuration • And many more

		<p>Initially these functions can be ‘turned off’ to simplify the user experience and then, as you become more familiar with HCC, more functions can be activated to extend support to other areas of your business.</p> <p>If required, Intrahealth can provide additional support and training to help you customise HCC for your specific needs.</p>
8	<p>Some organisations have multiple agencies funding and other contract reporting requirements e.g. reporting to the District Health Board, the Ministry of Health and the Ministry of Social Development. How will your system assist the NGO to also meet these diverse reporting requirements ensuring that activities are not being double reported?</p>	<p>HCC’s reporting functions be tailored to meet your specific requirements. To avoid duplication, reports can be scheduled to run at the same time every month.</p> <p>Where necessary, internal validation rules can be used to check the quality of the data at the time of data entry and/or when the reports are run.</p>
9	<p>Describe the user access and administration access rights of your system (e.g. the ability for people to view only limited records, or for clients to view only their own information.)</p>	<p>HCC has a comprehensive role-based security model controls both access to data and data privacy. For example, you may wish to set up access based on one or more of the following rules:</p> <ul style="list-style-type: none"> • Care team-based restriction - Restrict access to a client’s information based to only those users belonging to the client’s current Care Team • Time-based restrictions – Restrict access to a clients information only while their Case is active (ie has been updated within the last xx days). • Service-based restrictions – Allow Read/Write or Read-only depending whether the user belongs to a service that is currently open for the client’s Case. • Contact-based privacy – Restrict access to specific contact Encounters • Breakglass – emergency access provision is supported
10	<p>Is your solution compliant with the Secure Health Network code of practice? If the NGO is the one that needs to compliant, do you help them meet the requirements?</p>	<p>Intrahealth will assist NGO’s with compliance in this area.</p>

11	Is your solution compliant with the Health Information Privacy Code 1994?	Yes
Commercial requirements		
12	What is the initial purchase cost of your system (inc GST and any ongoing costs)? Specify costs for the component plus any additional modules that may apply. Does your company provide consultancy to implement the change management process?	<p>HCC is a licensed product. Initial implementation costs comprise the licence plus implementation services and are dependent on user numbers.</p> <p>We have a comprehensive system implementation methodology which includes organisational change management activities.</p>
13	What are the annual licence renewal costs, if any? (Include additional licence costs, which may apply to server software i.e. additional user licensing for web-based applications.)	<p>HCC's licence cost is a one off charge. An annual support and maintenance cost applies. The level of this charge depends on the size of your site. As a rule of thumb this charge is approximately 20% of the licence and implementation cost.</p>
14	What are the annual maintenance fees, if any?	As above
15	How do you manage application software upgrades? (i.e. frequency, ease of upgrade, any additional cost including approximate consulting fees.)	<p>Intrahealth issues regular software updates usually on a quarterly basis (or more frequently if required).</p> <p>Upgrades are free of charge for users with current user-license.</p>
16	What are your consulting fees for non-contracted modifications to the software, on-site support etc (e.g. creating reports.)	<p>Reporting writing charges are \$800 to \$1000/day depending on the level of complexity and experience of the developer. Alternatively we can train you on report writing so that your staff can write their own reports or you can employ an inhouse expert to do so.</p>
17	From a New Zealand perspective, describe the maturity of your software product including the length of time in a production environment; the approximate number of users; and the number of mental health NGOs currently using your system.	<p>Intrahealth has been developing software for the General Practice, Community Health environment for over 15 years.</p> <p>HCC is a mature product currently deployed in a number of community health settings in both DHB and NGO environments.</p> <p>HCC is currently used to support one of the largest clinical community environments in NZ with over 800 concurrent users, 50,000 active Cases and 95,000 clients.</p>

		HCC is also used at a number of NGO and Maori Community sites across NZ.
18	Describe your post-implementation support, help desk facility, issue resolution process, and user access to consultancy resources.	<p>Intrahealth will assist you with the initial deployment of HCC and will also provide training to ensure your staff are productive from the start.</p> <p>We also have a toll-free helpdesk support service which is available during normal business hours to assist with any queries or issues you may have post-implementation.</p> <p>If you require assistance with more detailed systems configuration, Intrahealth has resources available to help with implementing forms, reports and process flows specifically designed to fit your organisation.</p>
19	What system user manuals and other documentation and training are provided?	Extensive on-line help is available within HCC.
Technical requirements		
20	How compatible is your application with different operating systems and database software?	<p>HCC runs on standard Microsoft Windows environments. It uses a variety of relational database systems including:</p> <ul style="list-style-type: none"> • FireBird • SQL server • Interbase
21	Can your application be remotely accessed via a secure web portal? If yes, with which mobile devices?	Intrahealth web-based application 'Accession' allows external access to HCC data using standard browsers.
22	Does your application require a stand-alone server? Does the NGO host the application? Describe any hardware requirements or additional cost implications.	Depending on the size of your organisation, Intrahealth will recommend the appropriate hardware and database software appropriate to your business. Generally, we recommend a stand-alone application and database server hosted on-site at your organisation.
23	What is the level of technical expertise required for NGOs to administer your application?	Once the application has been installed and configured for your business, the HCC application administration role does not require significant technical expertise. Standard functions for this role typically

		<p>include:</p> <ul style="list-style-type: none"> • Creating new users • Assigning Role permissions and access rights • Assigning roles to users • Resetting passwords • Creating new services and service membership • Configuring role access • Updating / maintaining reference codes and lists
<p>24</p>	<p>Are NGOs able to customise your application in any way? If yes, how much technical expertise is required?</p>	<p>Customisation of the HCC application can be applied at different levels each requiring higher levels of technical expertise.</p> <p>Simple configuration – Some understanding of basic IT concepts:</p> <ul style="list-style-type: none"> • Setting mandatory and default data items • Implementing data validation rules • Writing ad-hoc queries and stored reports <p>Medium-level configuration – Some previous scripting language experience (eg Visual Basic) would be useful:</p> <ul style="list-style-type: none"> • Writing report macros • User Interface-level validation macros • Developing user-defined assessment forms • Creating a User Data dictionary (Termset) <p>Complex configuration – VB, C# programming experience preferred:</p> <ul style="list-style-type: none"> • Web service interfaces to communicate with external applications' • Customised macro's for reporting and exporting data • Object-level validation macros