

Participating Vendor Questionnaire for PRIMHD – Expo sessions planned for 18 August 2010

Vendor – Walsh Trust

#	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>Integrated Client Information Management (iCIM)</p> <p>This system offers allows information regarding client’s use of a range of mental health and social services (across an organisation and across different funders) to be recorded, tracked and reported on in real time.</p> <p>Employment / vocational services can also use the system to log client contacts, employment placements and contacts with employers. The system also includes recording and analysis of Key Events (eg. incidents, complaints, compliments, crisis interventions, hospitalisation...).</p> <p>Finally the system offers basis HR functions to assist with the management of staff.</p>
2	Does your IT solution capture and record the required PRIMHD compliant information?	Yes
3	How does your IT solution simplify NGO provider reporting to the Ministry of Health?	By encouraging / requiring standardised and consistent data entry by staff and offering easy, one-click standard reporting features, (including PRIMHD reporting), as well as the ability to “create” one-off unique reports.
4	Does your IT solution provide flexible in-house reporting options for NGO providers, including ad hoc reporting?	Yes – standard, scripted (single click) reports are available, as well as the ability to create ad hoc reports.
5	Have you previously worked with NGOs, and the Ministry of Health on PRIMHD? Are you able to demonstrate that your application combined with the NGO data-set achieves PRIMHD compliance? (Note: it is not just the application that obtains PRIMHD	<p>Yes. WALSH Trust has been a provider of mental health support services since 1988.</p> <p>The iCIM software achieved PRIMHD compliance in June 2009.</p>

	compliance; rather, it is the NGOs data-set that achieves compliance.)	
6	How easy is it to modify your Client Management System (CMS) to ensure it meets future Ministry of Health PRIMHD requirements? (Note: The PRIMHD 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.)	Field codes may be added without the need of a developer of specialist knowledge. New data fields can be easily added by developer (estimate 1 hour's work)
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).	Yes; this is an integrated software package which includes: HR / staff records / timesheet function, recording of other stakeholders involved in client care/support, key event log (including incident health and safety, complaints recording, reporting and collation), supported employment, assessment recording/reporting/graphing, client alerts, risk management assessment. We are in the process of developing a module that records staff training activities that supports the implementation of "Lets Get Real".
8	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?	iCIM offers the facility to record other service activities funded by other services. While the system allows integration of all information, it also ensures that health information can be considered / reported on separately.
9	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.)	User access is controlled by different levels of password; each log on is recorded. A further function (to be added shortly) records activities that have occurred at each session (eg. records added, edited or viewed). Presently the system does not allow clients to view only their information; at time of writing we are developing a facility for clients to access their information using a web browser.
10	Is your solution compliant with the Secure Health	Yes

	Network code of practice? If the NGO is the one that needs to be compliant, do you help them meet the requirements?	
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 PRIMHD component plus any additional modules that may apply. Does your company provide consultancy to implement the change management process?	<p>Cost is \$4000 for the package. In addition, a copy of Filemaker Pro (a commercial software application) must be purchased for each machine that will use iCIM. Filemaker Pro will cost approximately \$400 per licence.</p> <p>Where the system is to operate across a network a copy of Filemaker Pro Server must be purchased; this will cost approximately \$2000</p> <p>We can provide consultancy to assist implementation, training and any change management processes.</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.)	There are no annual licence renewal costs for the iCIM software.
14	What are the annual maintenance fees, if any?	There are no annual set maintenance fees.
15	How do you manage application software upgrades? (i.e. frequency, ease of upgrade, any additional cost including approximate consulting fees.)	Standard software upgrades are made available at no charge; one-off maintenance / adjustments / alterations may be carried out remotely by the developer. Where a provider has employed the developer to customise the iCIM database, standard upgrades will likely require further customisation.
16	What are your consulting fees for non-contracted modifications to the software, on-site support etc (e.g. creating reports.)	\$110 per hour (ex. GST)

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.	This product began life in 1998. In late 2008, with the advent of PRIMHD requirements, using the experience of the earlier software, the package was re-built (from the ground up). This process utilised a dedicated software developer, staff familiar with using such software, and the previous developer.
18	Describe your post-implementation support, help desk facility, issue resolution process, and user access to consultancy resources.	Post implementation training and trouble-shooting assistance is available; further customisation of the software may be requested / implemented to meet a customers specific needs.
19	What system user manuals and other documentation and training are provided?	A basic manual describing use is currently available; a more comprehensive manual will be developed during 2011.
Technical requirements		
20	How compatible is your application with different operating systems and database software?	The iCIM database operates on both Windows and Mac operating platforms – even allowing a mix of machines across the same network. As of writing the system is being updated for use by iPhone and iPad devices.
21	Can your application be remotely accessed via a secure web portal? If yes, with which mobile devices?	Yes – using PC / laptop or iPhone / iPad.
22	Does your application require a stand-alone server? Does the NGO host the application? Describe any hardware requirements or additional cost implications.	Yes, a stand-alone server is required. Yes, the NGO will host the application. Standard networking hardware is required (cabling, switches, routers..)
23	What is the level of technical expertise required for NGOs to administer your application?	A generally confident computer / PC user
24	Are NGOs able to customise your application in any way? If yes, how much technical expertise is required?	The system allows for some customisation using preferences. More significant customisation can be introduced using the developer.