



Sanguen Health Centre Request for Proposal EMR optimization

Sanguen Health Centre provides health and social care for people who face barriers to accessing traditional care, including people experiencing homelessness and people who use drugs. Our services include Clinical care; Mobile health care & outreach; Addiction medicine, harm reduction & overdose prevention; and Community capacity building.

Scope/workplan:

Sanguen MDs (Internal Medicine, Family Physicians, Psychiatry), Nurse Practitioners (Primary Care), Nurses and Social Workers document their client care using Practice Solutions. Much of the documentation has occurred in open narrative fields. We are seeking to better understand the opportunities available to make our documentation input more efficient and to be able to access our documentation to create reports. At the end of this project Sanguen Health Centre will have:

- Improved documentation practices regarding client care (less effort; more details)
- Improved/ standardized demographic data collection (more information)
- Sanguen Data Guidelines Manual - outlining standardized documentation practices in the Sanguen EMR
- Sanguen Reports Manual - outlining how Sanguen staff can pull data reports for funder reporting; for program planning and evaluation; for showcasing the awesome work we do to gain more support for our work

Deliverables:

- Gap analysis
 - 1. Current reporting capacity from EMR and current reporting needs (including funder, program planning and program showcasing)
 - 2. Current EMR documentation practices and options for improved documentation to support client care
- Work plan describing next steps to move from where we are to where we want to be (to be approved by Sanguen Leadership) including recommendations of PSS tools and templates and possible manual content
- Creation and uploading of PSS tools and templates to Sanguen PSS
- Sanguen Data Guidelines manual

- Sanguen Reports Manual
- Training for current staff on the above manual

Timing

- Project to start fall of 2023
- Engagement to occur and workplan to be submitted by end of December 2023
- Deliverables including manual and training to be completed by June 2024

Review criteria - experience / proven expertise

- Proven experience working with medium sized clinical practice with interdisciplinary teams serving marginalized communities
- Inclusion of methods for staff engagement to
 - identify the gaps
 - desired end state
 - vision of showcasing our story
 - feasibility of how data collection fits into the workflows for staff
- Inclusion of change management principles to improve likelihood of staff satisfaction and uptake
- Proven expertise in Telus PSS EMR
- Proven expertise in training
- Proven experience in streamlining quantitative data and developing reports

Amount available

- \$55,000

Please send a description of your proposal with budget to Anne Phillips by September 28th, 2023. Please contact annep@sanguen.com for further information.