



Administrative Report

Office of the Chief, Essex-Windsor EMS

To: Warden MacDonald and Members of Essex County Council

From: Justin Lammers
Chief, Essex-Windsor Emergency Medical Services

Date: Wednesday, February 07, 2024

Subject: Electronic Medical Documentation Platform RFP Results

Report #: 2024-0207-EMS-R02-JL

Purpose

The purpose of this report is to provide Essex County Council with information and to seek approval to enter into a five (5) year contract with the option to extend another five (5) years, or a portion thereof, with Medusa ESO, for software to collect, store, disseminate and interpret patient care records, operational processes, and other legislatively required data.

Background

Essex Windsor EMS responded to 70,236 requests for service in 2023. When a Paramedic makes it to the scene of such a request, whether or not there is a patient located and assessed, an electronic ambulance call report (eACR) is required under the Ambulance Act. When a patient is transported to the emergency department, the completed eACR is electronically sent to the corresponding hospital for attachment to the patient's records and becomes a part of the patient's journey. These eACRs are often referenced by Physicians when determining the course of treatment for the patient.

In addition to eACRs, Paramedics are required to complete Incident Reports, missed/late lunch claims, External Violence Incident Reports, Medication Usage, and many other forms. Due to the nature of the industry, Paramedics must complete these forms in every corner of our region, both in station and when mobile out on the road. In 2011, Essex Windsor EMS moved to electronic documentation and as a result, information is readily available in

real-time, to make necessary operational decisions and provide efficiency with process approvals and auditing.

In 2017, Essex Windsor EMS was chosen to be the sole Paramedic Service in Ontario to work with the Ministry of Health on a Business Proof of Concept to create the bi-directional flow of data, between the Paramedics documentation platform and the Communications Center. As a result, critical information is now sent directly from the Communications Center to the Paramedics eACR, allowing for more precise data and reporting, and cutting down the time on task for eACR completion. Collected information from patient interactions is also pushed back to the Communications Center for a complete record of interaction. This data has also been leveraged to provide the leadership team and system stakeholders with a Situational Awareness Dashboard that shows the current level of service in our region in real time. With this dashboard, the leadership team becomes aware of impending surges and can make real-time decisions to support the front line.

Finally, all collected data is accessible through a dashboard that gives the senior leadership team the ability to look at historical call volumes, call location, types of calls, medical procedures completed, count of consumables used and many other metrics that support current and future decision making.

Discussion

Essex Windsor EMS and the County's procurement office in collaboration with eleven (11) additional emergency medical service partners developed a Request for Proposal ("**RFP**") for

- (i) an all-in-one fully integrated Medical Services Software Solution, or,
- (ii) a Primary Service Provider and subcontractors proposing multiple, fully integrable solutions.

The County sought a software-as-a-service (SaaS) based solution to provide electronic ambulance call report software, records management forms software, community paramedicine medical record software, data analytics software, and a situational awareness dashboard.

Today, EWEMS contracts with ESO Solutions Inc. ("**ESO**"), previously Interdev Technologies. The County's contract with ESO is coming to an end in 2024 and due to the high-value spend, and the ever-changing technology landscape, the County, along with Lennox and Addington County, Bruce County, Dufferin County, Durham County, the City of Hamilton, the Niagara

Region, Norfolk County, the City of Ottawa, Greater Sudbury, Thunder Bay, the City of Waterloo and Rainy River agreed to go to market with an RFP on November 3, 2023 to see what new opportunities were available.

The RFP Process

Event	Date
RFP Posted	November 3, 2023
RFP Closed	December 7, 2023
Evaluation Period	December 8-14, 2023
Consensus	December 15, 2023

The County's RFP had thirteen (13) registered plan takers and received seven (7) submissions.

Technical Evaluation

Step 1 Key Functionalities

All Proponents were required to complete a Key Functionality Form which involved each Proponent scoring their proposed software against a set of rated criteria and a list of mandatory requirements.

Step 2 Technical Criteria

Proponents were required to demonstrate their understanding of the Scope of Work and describe their approach to delivering the services as outlined in the RFP. Proponents were required to identify their key personnel, their qualifications, relevant experience, and each team member's level of engagement to delivering the services.

Each Proponent provided their organization's business continuity and disaster recovery plan, their approach to customer service and support, training, and reference engagements.

Evaluation and Scoring (Technical 80% Financial 20%)

- Stage I Compliance verification with all mandatory requirements

- Stage II Compliant proposals proceed to Technical Evaluation
- Stage III Proposals achieving a minimum technical score of 60% (48 out of 80) proceed to financial evaluation

Step 2 Financial Evaluation

Six (6) of the seven (7) proponents' proposals achieved the minimum technical score or greater and proceeded to the financial evaluation. One proponent failed to complete the financial proposal form correctly and one proponent provided pricing for one of the software requested.

The proposal with the lowest total cost of the contract received 20 points toward its financial score. The total cost of the contract of other proponents was prorated against the lowest total cost of contract e.g. (lowest total cost of contract/cost of contract) x weighted value.

Cumulative Score Results

The cumulative scoring results from the Technical and Financial Evaluation are summarized below:

Vendor	Rank	Score out of 100
Medusa ESO Medical	1	90.09
Prehos Inc.	2	81.51
Image Trend	3	74.97
Locality (no community paramedicine software)	4	70.87
Hglobal	5	69.44

Financial Implications

The value of the five (5) year contract is \$1,112,372 plus HST

The total value of the potential ten (10) year contract is \$2,340,719 plus HST.

Within the context of our current annual budget of \$257,894 allocated for electronic documentation, the decision to enter into a contract with Medusa ESO carries financial benefits.

Over a 5 year period, this collaboration yields savings amounting to \$177,098. If the option to extend the contract to 10 years is exercised that will equate to savings of \$238,221 over ten (10) years.

While the first year of the contract involves extra costs for implementation and there's a slight yearly increase throughout the contract, the overall financial benefit is significant over the term of the contract.

Looking ahead, the financial strategy involves setting aside these additional savings which will be recognized in the second year of the contract for strategic reinvestment. These funds will be used to explore and integrate advanced software solutions like First Watch demand analysis, auditing software, and a resource planner. The goal is to strengthen situational awareness and operational effectiveness, strategically using the saved funds to continually improve EMS operations.

Consultations

- Sandy Pillon, Manager, Procurement and Compliance
- Kelli Schmidt, Financial Analyst
- Melissa Ryan, Director, Financial Services/Treasurer
- Sandra Zwiers, Chief Administrative Officer.

Recommendation

That Essex County Council receive report number 2024-0207-EMS-R02-JL, Electronic Medical Documentation Platform RFP Results, and that Council authorize the Warden and the Clerk to enter into an agreement with the Medusa ESO Medical for the procurement of an electronic documentation software platform, for a total cost of \$1,112,372 plus HST for a five year term, with an option to extend the term for a period up to five years, as described.

Approvals

Respectfully Submitted,

Justin Lammers

Justin Lammers, Chief, Essex-Windsor Emergency Medical Services

Concurred With,

Melissa Ryan

Melissa Ryan, CPA, Director, Financial Services/Treasurer

Concurred With,

Sandra Zwiers

Sandra Zwiers, MAcc, CPA, CA, Chief Administrative Officer

Appendix	Title
N/A	N/A