



# People Incorporated

**ENABLING A SWIFT AND CONFIDENT  
EHR VENDOR SELECTION**



**CASE STUDY**

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**CUSTOMER PROFILE**

Based in Minneapolis, Minn., People Incorporated Mental Health Services (PI) is a nonprofit organization providing a spectrum of services through more than 60 programs at over 60 locations to 6,000 children and adults in the greater Twin Cities metro area. PI’s mission is to provide people with mental illness with the help they need to avoid hospitalization and institutionalization and live hopeful, meaningful independent lives. For more than 40 years, PI has been known for creating innovative services tailored to the needs of each individual.

**CUSTOMER CHALLENGE**

PI’s existing electronic health record (EHR) was failing periodically, resulting in a significant negative impact to day-to-day operations as well as requiring the organization to sustain additional work efforts to resolve issues. PI began searching for a competitively priced EHR with improved functionality to add on additional products, such as revenue cycle.

In order to achieve a swift and successful implementation, representatives from all departments would need to participate to create buy-in for the new EHR and build assurance that the new solution could meet PI’s specific needs.

**OUR SOLUTION**

To complete a swift and comprehensive vendor selection, PI engaged an experienced team from

Leidos Health (formerly maxIT-VCS) to guide the process as partners with the leadership team. Recognizing the need for both a quick selection process and strong organizational support for the change to a new EHR, Leidos Health customized existing best practice life-cycle methodology to help PI select the best product.

Leidos Health formed a trusted partnership with the PI team, helping them make a confident, informed decision to best suit the organization. The collaboration between Leidos Health and PI was instrumental in generating a unanimous decision for a final vendor as well as opening the door for future relationships.

**Phase I: Strategic Alignment**

In order to best represent the needs of the organization, Leidos Health worked with PI to outline overall goals for the new EHR. In order to create the consummate behavioral health delivery model and form a multi-year partnership, the new vendor would need to help the organization:

- ▶ Achieve the highest standards in patient safety
- ▶ Improve behavioral health quality
- ▶ Improve financial stability and profitability
- ▶ Create operational efficiency
- ▶ Create an environment which would allow PI to take full advantage of any stimulus funds that may become available immediately and in the future

WEEKS 1-3	WEEKS 4-6	WEEKS 7-9	WEEKS 10-12	WEEKS 13-15
<b>Project Work Plan &amp; Oversight, Weekly Status Reports, Team Meetings, Leadership Review</b>				
<b>Assess and Plan Phase</b>				
	<b>Design Phase</b>			
	<b>Build Phase</b>			<b>Vendor Selection</b>
				<b>Final Report, Recommendation, and Leadership Presentation</b>

“There is no question that People Incorporated would not have realized such a successful outcome on this project, without the leadership, skill depth and comprehensive management provided by Leidos Health. The experience and industry knowledge received from our partnership with Leidos Health was absolutely a key success factor, and the project manager and team surrounded our vision with tactical steps that were informed and complete. We feel fortunate to have worked with Leidos Health and would recommend them highly.”

– JILL WIEDEMANN-WEST  
Chief Operating Officer  
People Incorporated

## **Phase II: Assessment, Planning & Selection**

Next, Leidos Health facilitated informational webinars with six selected vendors to allow the PI team to assess the current market. The teams then worked together to gather detailed requirements from clinical, operations, information systems, revenue cycle, and quality assurance that would lead to the formation of a detailed request for proposal (RFP). Involvement from all areas of the organization ensured that all key stakeholders were represented and had ownership of the process and final selection.

Based on the requirements provided by the organization, the team issued the RFP to five vendors. Leidos Health and PI collaboratively reviewed the responses and scored them on the basis of requirements and cost, utilizing a proprietary Leidos model for IT total cost of ownership. Following that review, the team eliminated two vendors and invited three finalists to participate in demonstrations on site.

With the input of key stakeholders across the organization, Leidos Health created demonstration scenarios that would help end users to rate vendors based on key requirements and ability of the selected EHR to help PI achieve strategic goals.

From there, Leidos Health assisted PI with further detailed quantitative analysis of the final two selected vendors and provided a recommendation for the selected vendor to begin contract negotiation. Leidos Health’s final recommendation was based on the vendor’s ability to meet PI’s specific requirements, provide the best value based on a five-year total cost of ownership, and impose the least risk. PI ultimately contracted with the vendor recommended by Leidos Health.

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### OUTCOME AND RESULTS

By working together with leadership and providing constant communication to the user community, Leidos Health and PI formed a trusted partnership that served as the basis for a successful vendor selection. Key stakeholders from all areas of the organization including IT, clinical and revenue cycle were informed throughout the process and provided direct input that led to the final recommendation which was unanimously adopted. The comprehensive process and collaboration facilitated by Leidos Health was a key contributor to PI's confident vendor

selection, and participation from the user community created a positive response to beginning the implementation of a new EHR.

The outcome of the project will be felt by the entire People Incorporated organization. The user community felt they had a part in the decision and truly believes they selected the right vendor for them.

### ABOUT LEIDOS HEALTH

Leidos Health helps healthcare organizations achieve their goals of meeting regulatory requirements, improving quality of care, reducing costs and enhancing the patient experience. Our services include implementation and optimization of EHRs, along with solutions for critical initiatives such as IT strategy, revenue cycle, clinical optimization, Meaningful Use, ICD-10, and cybersecurity.

For more information, visit [leidoshealth.com](http://leidoshealth.com).

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