

## VADOC Electronic Health Records



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## Authority

Appropriation Act – Item 404 Q.2.(Special Session 1, 2022) directed Virginia Department of Corrections (VADOC) to report on the total costs of implementing electronic health records at all of its facilities based on the selected vendor and the sufficiency of its on-going funding for full implementation at all facilities. The report shall identify all funding currently budgeted for the project, the timeline for implementation, and the inter-operability of the system with the information technology systems used by the Department and its vendors. The Department shall utilize its non-general funds appropriated for this purpose prior to using the general fund appropriation. The Department shall provide a report containing the aforementioned information to the Chairs of the House Appropriations and Senate Finance and Appropriations Committees within 60 days of selecting its vendor.

## Background

The Virginia Department of Corrections has executed a contract with Naphcare for their Techcare Electronic Health Record system effective August 7, 2023. This vendor proposed a fixed-price solution over a ten-year period with many additional services provided at no additional costs. These services include an unlimited number of interfaces for interoperability, unlimited number of users, and unlimited onsite training for all VADOC staff. The Techcare product was designed and created specifically for use by correctional agencies and is preset with American Correctional Association reports and metrics.

After reviewing all of the proposals received, the VADOC Evaluation Committee evaluated Naphcare's proposal and assigned their proposal with a score of 19.96 out of a possible 20 points for the Technical Requirements criterion and assigned their proposed Plan with a score of 20 points out of a possible 20 points. Naphcare committed 6% of their proposed solution to Small, Women-owned, and Minority-owned (SWaM) businesses, and they proposed subcontracting services to a Southwest Virginia based SWaM subcontractor. They received a final overall score of 66.80, which was the highest score received among the proposals evaluated.

## Section I: Project Funding

The language requires the VADOC shall utilize its appropriated non-general funds from the Contract Prisoners Special Revenue Fund (0255) prior to using the general fund appropriation. As of July 1, 2024, the current balance of non-general funding available for electronic health records (EHR) implementation and support is \$11,636,850. VADOC is provided base appropriation of \$7,281,666 from the general fund in the first and second budget year for



electronic health records systems in all facilities. Based on the current projected cost of implementation and ongoing maintenance and operational costs, the combined available non-general funds and the general funding provided in the VADOC base budget should be sufficient to cover the project costs. The projected total cost of the electronic health records implementation phase is \$22.2M, this amount is anticipated to be paid during FY24 and FY25. Once implementation is complete, the ongoing maintenance and operations cost is projected to be \$5.8M annually beginning in FY26. The total projected cost for the electronic health records system for the first 7 years of the project is \$51.3M.

## **Section II: Timeline for Implementation**

The VADOC and Naphcare immediately began planning implementation of the TechCare solution at time of contract execution. Collaboration between the two partners will be crucial for efficient implementation which will be beneficial for both partners. An initial meeting to bring the vendor and VADOC subject matter experts together is scheduled for mid-September. Considered a bootcamp for both sides, two full days will be used to begin a deep dive into the current off-the-shelf package that was developed for a carceral setting.

The current expectation for EHR implementation timeline is to use the majority of FY24 to evaluate, customize and test the EHR system. Activity during FY24 will also include connecting the EHR system inter-operably to all other systems required for most robust use of the EHR. This will poise the partners to begin training and implementation of the system in the very early part of FY25. The go-live dates for the EHR system within VADOC facilities is set for FY25. As indicated prior, the vendor has guaranteed unlimited training capacity and support for implementation and go-live timeframes. The goal is to have all facilities online by the end of FY25 with any additionally required customizations and changes done in FY26. At that time, the EHR system and partnership will be in an ongoing maintenance phase.

## **Section III: Inter-Operability of the System**

One of the important benefits found with the Techcare option was the significant interoperability capacity of the system. The TechCare Electronic Health Record System is highly interoperable across a multitude of electronic platforms and allows for an unlimited number of interfaces. Specifically, the software successfully attests to ONC for Federal Interoperability standards which entails HITECH, HIPAA, CEHRT, HL7, and FHIR. This certification will allow VADOC to interface with Health Information Exchanges, Hospital systems, Private Practices and more. Additionally, TechCare EHR includes DSM (Direct Secure Messaging), an industry standard for efficient exchange of healthcare information. The TechCare system can also import or export data in many standard file types (excel, pdf, C-CDA, etc.). TechCare also has the ability to import files, scanned images, etc. Such importing and exporting capacity will enable the Department to easily be able to interact with state data repositories at present and in the future.