

# **Statement of Work**

**For**

**Sunt Community Physicians**

Between: Sunt Community Physicians

and: Wildcat Software Solutions, LLC

Prepared by: Kazi Russell

Effective Date: March 18, 2015

Under Contract #: SCP-Lab1-2015

Under Contract Name: SCP Lab Interface

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# Statement of Work

## 1.0 Introduction

### 1.1 Project Title

This work is being performed for the intent of acquiring and implementing laboratory interface to integrate lab results and reporting into existing EHR systems at Sunt Community Physicians. The new merger entails Sunt Community Physicians to acquire EHR interfaces engines to communicate between current disparate EHR systems and laboratory systems. This acquisition will improve patient care, increase revenue and meet all quality and regulatory requirements.

This Statement of Work (SOW) is made and entered by and between Sunt Community Physicians and Wildcat Software Solutions, LLC. This SOW incorporates by reference the terms and conditions of Contract Number SCP-Lab1-2015 in effect between Sunt Community Physicians and Wildcat Software Solutions, LLC. In case of any conflict between this SOW and the Contract, the Contract shall prevail.

The Sunt Community Physicians and Wildcat Software Solutions, LLC agree as follows:

### 1.2 Background

The Sunt Communication Physicians is formed by merging 3 independent medical groups. The practice consists of 77 physicians and a total of 32 physician assistants and nurse practitioners. The medical group serves patients in 28 office locations throughout the Sunt County. In addition, the group owns and operates a full service laboratory, a full service radiology facility, and a testing center.

The laboratory processes and performs testing as ordered by the referring Provider. Phlebotomy services are performed at the provider's office and sent to the lab for testing. Tests that are not performed in house are sent to outside reference laboratories. Providers send these tests to contracted reference

laboratories. Providers utilizing electronic health records receive patient lab results as they are resulted. Providers not on the EHR system receive results via fax, as they are resulted by the laboratory. There are currently four EHR systems in the practice. Only one of the EHRs is interfaced with the onsite lab system.

### **1.3 Objectives**

The lab interface will provide data integration for bidirectional orders and results to the EHR systems. Providers at remote locations will be able to push through the EHR system to enter order remotely. In addition, a portal which will allow physicians to access real lab results around the clock from any authorized workstation, laptops or mobile device, even they don't have EHR.

### **1.4 Reference to other applicable documents**

- Request for Proposal
- Contract
- Requirement Documents
- Project Plan
- Implementation Plan
- The Joint Commission Standards for Laboratory Systems

## 2.0 Staffing Roles and Responsibilities

### 2.1 Staffing

#### **Project Manager – Contractor** (To be completed)

The Contractor's Project Manager is:

Name:

Address:

City:

Organization & Zip

Phone:

Cell:

Fax:

Email:

## Project Manager – Organization

The Organization’s Project Manager is:

Name: William Marella  
Address: 555 Smith St  
City: Batesville  
Organization & Zip SCP & 47006  
Phone: 555-666-7777  
Cell:555-666-8888  
Fax:555-555-6666  
Email:wmarella@xxx.com

## 2.2 Roles and Responsibilities Matrix

**Contractor Staff, Roles and Responsibilities** ( to be determined)

### Organization Staff, Roles and Responsibilities

Staff	Role	Primary Responsibility
Joseph Ryan	CEO	-responsible for the overall management of the hospital -leads the suite of executives -responsible for developing and promoting the vision and mission of the hospital -reports to the board of directors -ensures the financial stability of the hospital -communicates with external and internal stakeholders -decision making authority
William Marella	Project Manger	
Gary Brown	CFO	
Heather Ball	Physician Champion	
Daniel Runt	CMIO	
Cathy Denny	CNO	
Rebecca Algren	Practice Manger	
Kazi Russell	IT Director	-Management of IT infrastructure -assists project team with IT assessments -acts as a IT liaison between the organization and vendor

### **3.0 Key Assumptions**

The SOW defines general requirements for the Sunt Laboratory Interface project. Requirements and expectations will be further defined in the request for proposal (RFP). The contractor must supply personnel in sufficient numbers and with sufficient time commitment to complete the project. Use of personnel from the hospital's IT department should be limited due to their commitments with organizational projects. The interface must be compatible and interoperable with all existing information technology assets at the hospital including but not limited to personal computers, servers, operating systems, and the business telecommunications network.

### **4.0 Risks**

There may be a down time and lab work order request may slow down during the project implementation phase. Scope creep may arise if additional tasks are added to the EHR interface solution which can have detrimental effects on the project's timeline and on its allocated budget. Therefore status meetings will be convened at regular intervals according to the pace of the project to assess risks and mitigate problems.

### **5.0 Scope of Work**

The Contractor will meet with the CIO or his designated staff to determine the best software solution for the system. The Contractor will be responsible for implementation and testing the solution prior to enterprise deployment. The Contractor will be responsible for training key hospital employees on use of the interface. The timeline for completion of the project is 6 months from the date of this statement of work.

## 5.1 Inclusions

The Contractor will meet with the CIO or his designee to inventory the hospital's current IT assets in order to determine the most appropriate and compatible software solution. The Contractor will supply sufficient personnel for the project according to the stage of the project including assessment of needs and IT infrastructure, selection of software solution, installation of software solution, testing of software solution, and initial training. The Contractor will provide training of use of the system to designated hospital employees to include but not limited to laboratory IT manager, system analysts and database administrators. The hospital will provide personnel to evaluate the function and efficiency of the system to ensure that it meets organizational needs.

## 5.2 Exclusions

The contractor is not responsible for providing EHR specific content or laboratory instrumental interface. These will be determined by the hospital CMIO, IT director, and lab manager and will be based on regulatory requirement from external agencies such as The Joint Commission.

## 5.3 Deliverables

Following are the key deliverables of the project:

<b>Key Deliverable</b>	<b>Responsibility of</b>	<b>Acceptance Criteria</b>	<b>Approval Required</b>
Statement of Work	Project Manager	Adheres to SOW template	CEO
Contract Signoff	Senior Management	Legal review and acceptance by executive suite	Senior Management



EHR interface software	Contractor	Meets organizational requirements and goals	CMIO
EHR interface technical and user manuals	Contractor	Electronic versions	CMIO
EHR interface software testing	Contractor	System compatibility with existing IT infrastructure operating without errors	IT Director
EHR interface Software training	Contractor	Live or web-based training for a minimum of 5 designated hospital employees	CMIO
EHR interface software evaluation	Hospital IT staff	Software meets organizational needs	CIO
EHR interface software maintenance and Upgrade support	Contractor	Maintenance and upgrades for 12 months with option to extend based on needs	CMIO

### 5.3 Milestones

An outline of the project timeline is listed below.

Milestone	Complete by Date (all dates will be determined)
Identify Stakeholders	
SOW Complete	
RFP Complete	
Vendor Selection Complete	
Project Kick-off	
Assessment of Organizational Needs Complete	
Interface Software Solution Selected	
System Installed	
System Testing Complete	
System Training Complete	
Project Go-Live Complete	
Evaluation of System Complete	