# Contract Review

You will need to fill out the three (3) tables below based on the information gathered in Assessments 2 – 5.

If there is no information relevant to one or more of the KPIs, you will need to assume that the KPI was met.

**Assessor Instructions:** Students need to fill out all three sections below based on the information provided in Assessments 2 – 5. Students’ wording will vary, but their responses need to reflect the content in the sample answers provided below.

In regard to the KPIs being met or not, students' responses should align with the provided answers. Note: Under B) User experience and usability and C) Ease of use, the content in the student’s responses should be the same.

A) Contract Management Review

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| **KPI**  (Key Performance Indicator) | Was it met? | Why was it not met?  *Explain the variance.*  (Approx. word count: 20 – 50 words) | Recommendations for improvement  *Insert one recommendation for each KPI that was not met.*  (Approx. word count: 20 – 50 words) |
| **Document Management**  All contract-related documents, including the contract itself, amendments, communications, and other relevant records, are organized, up-to-date, and easily accessible. | Yes No |  |  |
| **Timely Communication**  Open and timely communication between all parties involved in the contract to facilitate effective collaboration and problem-solving was maintained. | Yes No |  |  |
| **Risk Management and Mitigation**  Potential risks associated with the contract were identified, and measures were implemented to mitigate or address these risks | Yes No |  |  |
| **Financial Performance**  The financial aspects of the contract were monitored throughout the process | Yes No |  |  |

B) Contractors Performance Review

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| **KPI**  (Key Performance Indicator) | Was it met? | Why was it not met?  *Explain the variance.*  (Approx. word count: 20 – 50 words) | Recommendations for improvement  *Insert one recommendation for each KPI that was not met.*  (Approx. word count: 20 – 50 words) |
| **Technical capability**  The new EMR system must be able to integrate seamlessly with the existing healthcare systems and workflows to avoid disruptions and ensure continuity of care for patients. | Yes No | The system was able to be integrated with the existing healthcare system, but the process was not seamless. There were many issues that the staff identified, reported and requested technical support for. | In the future, there must be constant technical support during the integration period from the supplier to ensure seamless integration and timely issue resolution. |
| **System functionality and features**  The system must have the ability to generate detailed reports and analytics to support data-driven decision-making by healthcare providers and management. | Yes No | The new Patient Engagement Reporting feature was never developed by Clinic to Cloud. | In the future, it will be safer to ensure the company selected to provide the service or the system already has the features the Department needs set up. |
| **User experience and usability**  The system should have an intuitive interface that is easy to use for healthcare providers and staff to minimise errors and maximise efficiency. | Yes No | According to the feedback received from the IT team, the system was not user-friendly at all, and the staff struggled to get used to it. | In the future, we could have a test – run by different team members from different departments before we commit to going ahead with a specific provider. |
| **Compliance**  The system must meet all relevant regulations and standards regarding data privacy and security to protect patient information and ensure confidentiality. | Yes No |  |  |
| **Price**  The supplier must provide a cost-effective solution that fits within the budget of $35,000 and includes all necessary implementation and ongoing support costs. | Yes No |  |  |

C) User Satisfaction Review

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| **KPI**  (Key Performance Indicator) | Was it met? | Why was it not met?  *Explain the variance.*  (Approx. word count: 20 – 50 words) | Recommendations for improvement  *Insert one recommendation for each KPI that was not met.*  (Approx. word count: 20 – 50 words) |
| **Ease of Use**  The EMR system should be intuitive and user-friendly, allowing workers to navigate through the system easily and perform their tasks without unnecessary complexity. | Yes No | According to the feedback received from the IT team, the system was not user-friendly at all, and the staff struggled to get used to it. | In the future, we could have a test – run by different team members from different departments before we commit to going ahead with a specific provider. |
| **Training and Support**  Workers should receive adequate training and ongoing support to use the EMR system effectively. | Yes No | The staff did not receive the training and support as it was agreed with Clinic to Cloud. There were many issues with the technical support team. | In the future, we will need to ensure that the provider has enough resources to support the Department’s needs. |