

## **Practice Management Systems Report Questions and Answers January 2012**

### **What is the report about?**

The Practice Management Systems Report is the first in a series of assessments of practice management systems in New Zealand, used by general practice. A detailed report and summary report have been developed.

The report findings are based on:

- vendor self-assessment of their product
- assessment of practice management systems (functional and technical) by an independent panel.

Four practice management systems, from four vendors, were reviewed. One vendor did not participate in the self-assessment part of the process.

Star ratings of one to four were given to each product, against the following criteria:

- structured data
- published application programming interface
- interoperability
- security
- usability of alerts.

### **What is the purpose of the report?**

The report is intended to provide guidance to those selecting practice management systems, and to provide suppliers with guidance in terms of their future development strategies and areas for quality improvement. It is stressed that many other dimensions are outside the scope of this report.

The report, which is independent, reflects the opinions of a cross-section of users of the practice management systems considered. This is the first time an independent report comparing and contrasting the practice management systems in New Zealand has been developed, and is something the sector has been requesting for some time.

### **What were the findings?**

The review identified significant variations between each system. See [link to website] for the rating of each product, and read the full report [link to full report] for information about how the ratings were determined.

## Why are these types of reviews needed?

Clinicians and general practice have keenly anticipated this report, as a practice management system is an important part of their day-to-day work and having better systems can improve patient care, save time and reduce costs.

Everyone benefits from better practice management systems as they are an important tool for sharing information within the health eco-system.

## Which vendors and practice management systems were involved?

Vendors and products were:

Vendor	Product
Houston	VIP2000
Intrahealth	Profile (for Windows)
MyPractice	MyPractice
Medtech (did not participate in self-assessment).	Medtech 32

## How did you select the five practice management systems that were reviewed?

Patients First was commissioned by the National Health IT Board to undertake a review of practice management systems in use in New Zealand. Consultation with the sector was undertaken in 2010 with the initial focus of developing a comprehensive list of criteria against which practice management system products in New Zealand should be certified.

A list of detailed requirements based on international evidence and standards were developed and sector comment sought. Based on further sector feedback, five key themes were then selected for review.

## Who is the report from?

The report was developed by Patients First and the National Institute for Health Innovation, University of Auckland. It is part of a wider practice management systems project commissioned by the National Health It Board.

## How was the panel chosen?

Panellists were selected by Patients First based on their reputation and knowledge of a range of systems. The panel was balanced between different regions and experience of a range of practice management systems. It included independent health professionals, general practice management and nursing with a working knowledge of a variety of practice management systems, and an understanding of health information technology, supported by information technology experts.

To ensure the consumer view was captured, the panel included a number of general practitioners familiar with the systems being reviewed. The process was designed to ensure individual views did not bias the results. The review questions and process also worked to minimise the potential for bias.

### **How did the vendor self-assessment process work?**

Practice management system vendors were invited to participate by way of responding to a request for information (RFI) document, developed for the review. Three vendors responded to the RFI and subsequently provided review of the draft detailed report relating to their product. One vendor did not respond to the RFI and responded to the subsequent panel review of the draft detailed report related to their document.

### **What was the process around seeking feedback on the report, and its release?**

A detailed report and a separate summary report were developed. Vendors were given the opportunity to provide feedback on the detailed report, but not the summary report. As further reports are developed, vendors will also be given the opportunity to comment on the summary report.

### **When will the detailed report and the summary report be released?**

The summary report is currently in limited circulation as a draft. The final summary report and the detailed report will be released on 10 February 2012, to coincide with the GP Quality Symposium.