

# Procuring Unknown Solutions

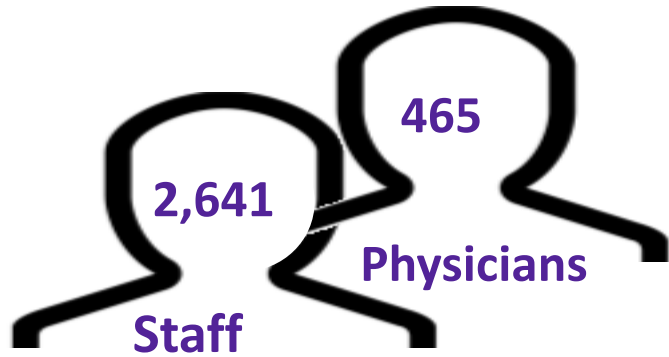
**REACH for the Best: Innovation-based Procurement Workshop**  
**February 23, 2017**

**Gilles Fouchet – Manager, Privacy & Information Security**  
**Alisha Thawer – Project Manager**

# AGENDA

| Topics  | Approx. Time | Speaker  |
|---|--------------|--|
| 1. Procuring Unknown Solutions <ul style="list-style-type: none"><li>The Problem, Our Approach</li></ul>  | 10 mins      | Gilles Fourchet<br>Manager, Privacy & Information Security |
| 2. Lessons Learned <ul style="list-style-type: none"><li>Successes, Challenges, The REACH Grant</li></ul> | 5 mins       | Alisha Thawer, Project Manager                             |
| 3. Questions  | 5 mins       | All  |

# Quick Facts



2 Sites in 2020



241 Acute Beds

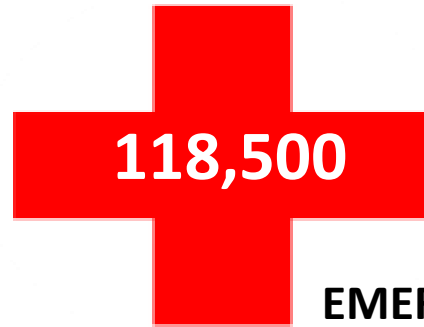
168 Long Term Care Beds

84 Complex Care & Rehab Beds

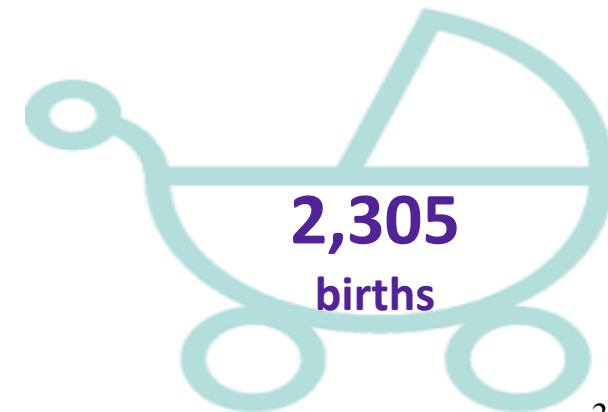
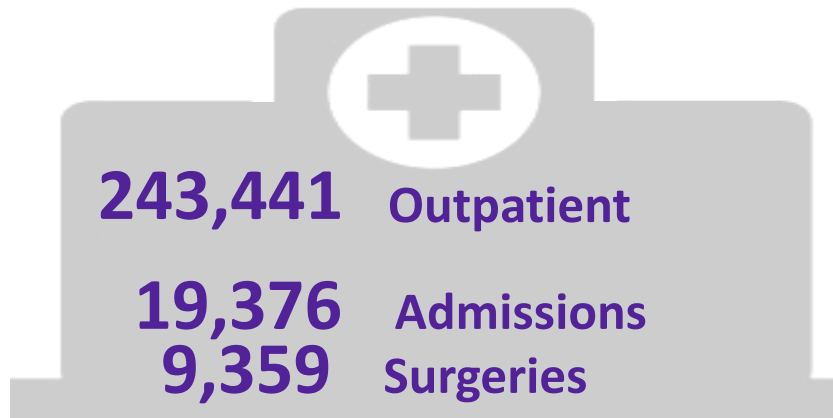
22 Integrated Stroke Beds

2,000+

New people recruited for 2020



EMERGENCY &  
Urgent Care Clinic visits



# IPC's Order HO-013 & Guidance

The Hospital is able to log, audit and monitor **all instances** where agents access personal health information in **all electronic information systems** containing personal health information

- ✓ All electronic information systems must have auditing functionality
- ✓ Hospital must conduct ongoing, targeted and random audits on all electronic information systems



Detecting and Detering  
Unauthorized Access to  
Personal Health Information

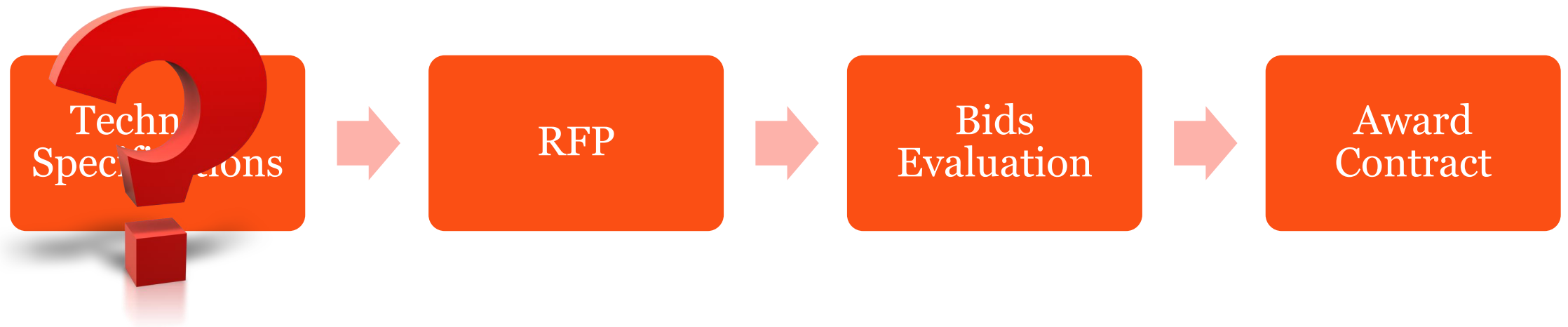


# HO-013 Implementation: What is the problem?

- Current Environment
  - Privacy Office of 1
  - Approx. 35 applications holding Personal Health Information
  - Electronic Hospital Records – about 54,000 transaction per day
- Challenges
  - Sheer amount of transactions to be audited
  - Cost (FTEs)
- Solution
  - We need a smart tool

# Traditional Procurement Approach

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# What is the solution then?

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# Outcome Based Specifications Approach

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- Describe the problem to be solved – what is needed, the functions and performance

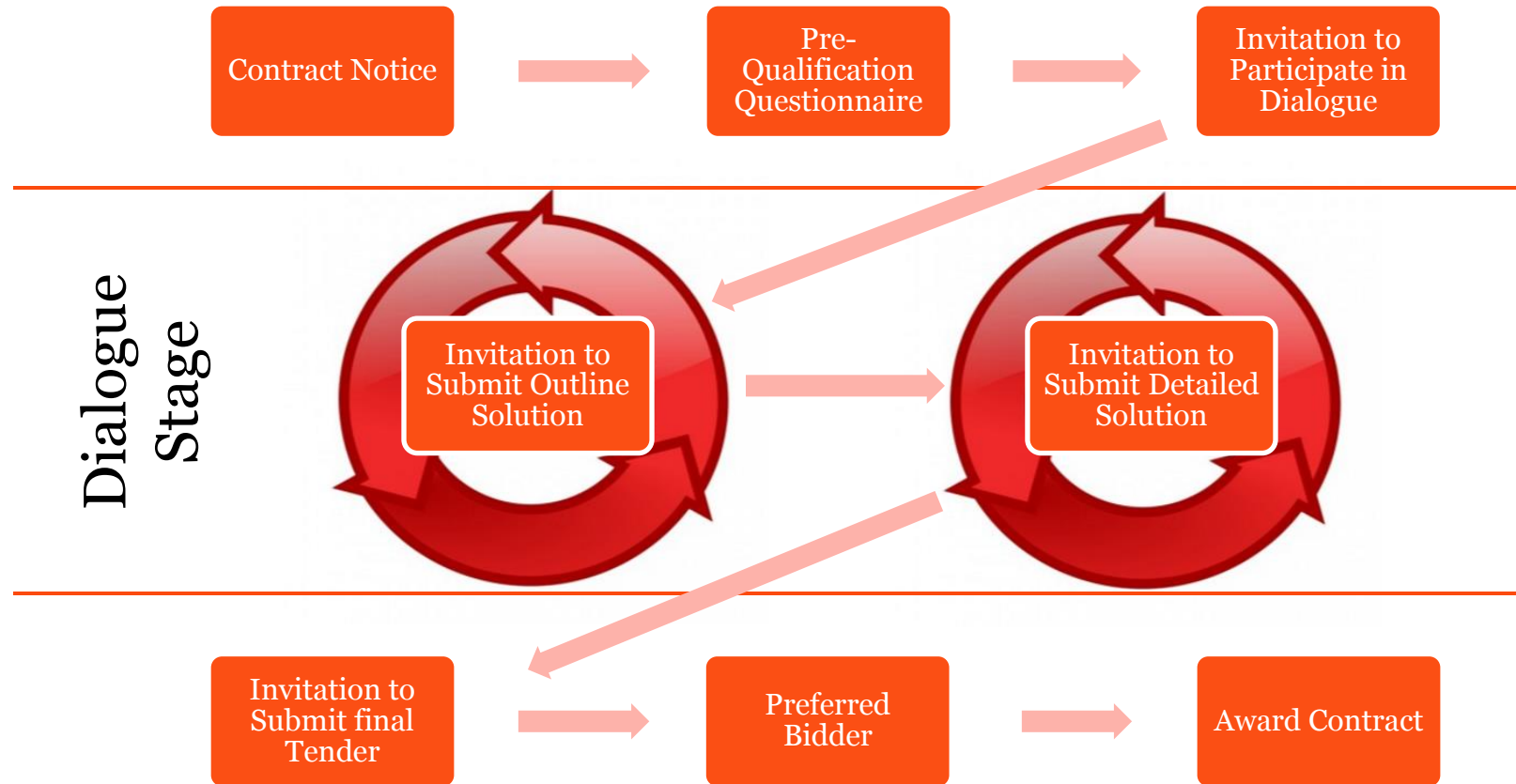
but

Do NOT describe the *how* – defining the product(s) and service(s) through detailed (technical) specifications

- Objective is to generate more innovative solutions



# Competitive Dialogue Process



# Lessons Learned: Successes

## Planning & Proposal

- Early SME engagement
- Early peer engagement
- Close collaboration with funder

## Procurement

- Solution scalability - a selling point
- “Ask for the moon”
- Early mutual understanding

## Ongoing

- Continuous enhancement
- Strong leadership support
- Close monitoring & control

# Lessons Learned: Challenges



# The REACH Grant: Our experience so far...

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- Incredible opportunity
- Supportive team at OCE
- Early stakeholder engagement
- Do not underestimate time commitment:
  - Grant application submission
  - Planning & procurement activities
  - Reporting activities
- What makes it all possible? / What makes a smooth execution?
  - Working closely with funder
  - Leadership commitment & support

# Questions

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