

COUNTY OF MILWAUKEE  
INTEROFFICE COMMUNICATION

**Date:** November 25, 2013

**TO:** Supervisor Marina Dimitrijevic, Chairwoman, County Board of Supervisors

**FROM:** Hector Colon, Director, Department of Health and Human Services  
Chris Lindberg, Director of Information Management Services

**SUBJECT:** **Request for authorization to execute a professional services contract amendment with the Joxel Group, LLC for implementation of an Electronic Medical Records System for the Department of Health and Human Services – Behavioral Health Division**

**Issue**

The Director of the Department of Health and Human Services (DHHS) and the Director of the Department of Administrative Services – Information Management Services Division (IMSD) are requesting authorization to amend the professional services contract with the Joxel Group, LLC (TJG) in order to continue the implementation of the Electronic Medical Records (EMR) system for the Department of Health and Human Services– Behavioral Health Division (BHD).

**Background**

Capital Project WO444 - Electronic Medical Records System was adopted in the 2010 Capital Improvements Budget. IMSD was appointed project lead on this initiative.

The EMR project is broken down into four phases:

Phase 1 – Planning and Design

Phase 2 – Request for Proposal (RFP) Process and Vendor Selection

**Phase 3 – Implementation**

Phase 4 – Closeout and Audit

The Joxel Group (TJG), a certified DBE vendor, was competitively awarded a professional services contract to provide both program and project management services for the EMR initiative. TJG has completed Phase 1, Phase 2 and is currently in the third stage of the Implementation Phase of the EMR project.

IMSD, TJG and BHD began Phase 3 – Implementation in January 2012. The approach is comprehensive and due to the complexity of process integration and change management, this phase is anticipated to continue through December of 2014. To date, implementation has been successful. On December 3, 2012, the Crisis Services Division within BHD (Psychiatric Crisis

Services (PCS), Observation (OBS), and the Access Clinic) went “live” with the new EMR system. In October 2013, the Crisis Stabilization as well as the Acute Inpatient Services went “live.”

The next and final stage of Phase 3 – Implementation will be the conversion of Community Service programs, Day Treatment, and the Contracted Service programs. The project team is leveraging national best practices for the Community Service programs. In addition, with the technology enhancements that are being leveraged to provide effective care, Netsmart has launched two new modules which would help BHD as it plans to use the EMR for Community Service care. The first module, CareManagement, will provide a horizontal view of the client, including care details, across all touch points within BHD and potentially throughout the medical service community. The second module, CarePathways, provides analytical review of treatment and medication progress within the patient population. As BHD and the community service branch continues to look at expanding services and enhancing capability, these additions will provide insights into managing and driving this growth.

The implementation stage is anticipated to be complete by the end of 2014. DHHS and IMSD are requesting the authority to amend the existing TJG professional services agreement by \$615,000 for the continuation of the project. The requested funds are included in the 2014 BHD Budget.

**Recommendation**

The Director of Health and Human Services and the Director of the Information Management Services Division, or their designees, respectfully request approval to execute a professional services amendment with the Joxel Group, LLC for continuation of the implementation services of the Electronic Medical Records (EMR) solution for BHD.

A resolution and fiscal note are attached.

Prepared By:

*Laurie Panella*

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Laurie Panella, IMSD  
Deputy Chief Information Officer

Approved By:

*Hector Colon*

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Hector Colon, Director  
Department of Health and Human Needs

Approved By:

*Chris Lindberg*

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Chris Lindberg, IMSD  
IT Director, Chief Information Officer

cc: County Executive Chris Abele  
Amber Moreen, Chief of Staff, County Executive's Office  
Peggy Romo West, Chairperson, Health and Human Needs Committee  
Russell W. Stamper II, Vice Chairperson, Health and Human Needs Committee  
Kelly Bablitch, Chief of Staff, County Board of Supervisors  
Don Tyler, Director, Department of Administrative Services  
Jeanne Dorff, Deputy Director, Health and Human Services  
Jim Kubicek, Interim Administrator, Behavioral Health Division  
Martin Weddle, Health and Human Services Research Analyst  
Jodi Mapp, Health and Human Services Committee Clerk  
Clare O'Brien, Fiscal and Policy Administrator, Health and Human Services  
Matthew Fortman, Fiscal and Budget Analyst, Dept of Admin Services  
Sushil Pillai, The Joxel Group, LLC  
Coco Kalinowski, Business Solutions Manager, IMSD  
Michael McAdams, Business Analyst, IMSD