

SUBJECT: Vendor support for the Cerner Millennium (ieMR) rollout in Queensland Health

<input type="checkbox"/> Approved <input type="checkbox"/> Not approved <input type="checkbox"/> Noted <input type="checkbox"/> Further information required (see comments)	Signed..... Date...../...../..... Hon Steven Miles MP, Minister for Health and Minister for Ambulance Services Comments:
--	--

ACTION REQUIRED BY - Meeting being held on 17 October 2019 at 11.30am with Mr Cameron Burt, Vice President and Managing Director, Cerner (Asia Pacific) and Ms Trina Adams, Vice President and General Manager, Cerner (Qld and Asia Pacific)

RECOMMENDATION

It is recommended the Minister:

- **Note** the following background information to support discussions with Cerner Corporation.
- **Note** the departmental representatives attending this meeting are Dr John Wakefield, Director-General, Mr Damian Green, Chief Executive Officer, eHealth Queensland and Professor Keith McNeil, acting Deputy Director-General, Clinical Excellence Queensland.

ISSUES

1. From May 2017 to October 2019, 38 priority 1 and 2 incidents have occurred to the integrated electronic Medical Record (ieMR) solution of which 29 are as a result of Cerner Corporation making changes, completing routine updates or the insufficient monitoring of their infrastructure and/or suite of ieMR applications. Some of these incidents have occurred due to a lack of visibility from Cerner Australia to global changes that are initiated out of the United States.
2. These changes have resulted in major impacts to Queensland’s digital hospitals, including activation of code yellow emergency and disaster management procedures, reduction to clinical service delivery activity and adverse media coverage.
3. In response, Queensland Health has developed a plan to improve the visibility, early detection and proactive resolution of incidents for both the Cerner Corporation and Queensland Health ICT environments that directly support the ieMR solution. Cerner have agreed to the following:
 - 3.1. All Cerner Corporation changes are to be accompanied by a plan at least one week prior to the scheduled change outlining testing activities, regression measures and provision of appropriate evidence and supporting documentation. This plan to be quality assured by a senior Cerner Subject Matter Expert (SME).
 - 3.2. Provision of architectural documentation of the as-is Cerner ICT environment supporting Queensland Health identifying all systems and connections that support the Queensland Health environment.
 - 3.3. Access to all logs of all key systems in the Cerner Corporation as-is ICT environment supporting Queensland Health to support the creation of an end-to-end dashboard of key systems supporting ieMR state-wide.
 - 3.4. Deployment of a team to Queensland Health (co-located with eHealth Queensland) as a routine response to all priority 1 and 2 incidents. This Cerner Corporation team to have full access to its resources in Australia and overseas (including its Incident Response Centre) to ensure timely and expert response.
4. CTPI [Redacted]
5. CTPI [Redacted]
6. Cerner corporation has made available an on-site resource (at the request of eHealth Queensland) from March 2019 aimed at improving the organisational relationship and service delivery management and performance. It was intended this resource would lead to a greater understanding of Queensland Health needs and requirements within Cerner Corporation. Whilst improvements to the engagement and

relationship model have occurred, this resource is not a dedicated role to Queensland Health, nor on-site at eHealth Queensland with sufficient frequency.

BACKGROUND

7. In 2011, the State of Queensland signed agreements with Cerner Corporation for both products and services to deliver and provide on-going support to the state-wide rollout of the ieMR solution.
8. Queensland is leading the digital hospital agenda in Australia with the rollout of the ieMR solution and there are now 14 Queensland Health facilities with the 'Advanced' ieMR. The Cerner Corporation has been instrumental to the success of these rollouts.
9. A multi-tier governance structure has been established to ensure successful delivery and ongoing support of the ieMR solution. This includes monitoring performance and culminates in a quarterly executive level meeting between Cerner Corporation, the Director-General, the ieMR Senior Responsible Owner (SRO) and the Chief Executive, eHealth Queensland.
10. The business as usual and support requirements for the ieMR solution have grown to a point where approximately 50 per cent of State public hospital activity is supported under hosting and application maintenance services provided by the Cerner Corporation. As a result, Queensland Health is a top 10 global customer of Cerner Corporation based on both key usage metrics – number of daily peak concurrent users and number of daily transactions.

11. CTPI

12. The current contractual arrangements in place with Cerner Corporation and their expiry dates are outlined as follows:

Contract Name	Description of Services	Expiry Date
eMR Agreement	Provision of software, software support & maintenance and ICT consultancy services	September 2021
Hosting Managed Service (HMS) Agreement	Provision of ICT infrastructure and hosting services for the production and non-production domains	February 2023
Application Managed Service (AMS) Agreement	Provision of application support for the production domain and the end-users	September 2022

RESULTS OF CONSULTATION

13. Not applicable

RESOURCE/FINANCIAL IMPLICATIONS

14. There are no resource or financial implications associated with this brief.

SENSITIVITIES/RISKS

15. Noted high level of media scrutiny in regard to ieMR related matters and events.

Author Name: Anthony Burke Position: Commercial Advisor Unit: Contracts & Procurement, eHealth Qld Tel No: §73 - Irrelevant Date Drafted: 11/10/2019	Cleared by (Dir/Snr Dir) Name: Kate Coehn Position: Chief Corporate Officer Division: Corporate Services Tel No: §73 - Irrelevant Date Verified: 14/10/2019	Content verified by (DDG/CE) Name: Damian Green Position: Chief Executive officer Division: eHealth Queensland Tel No: §73 - Irrelevant Date Verified: 15 October 2019	Director-General Endorsement Name: Dr John Wakefield Signed NOT APPLICABLE Date/...../.....
---	---	--	---