

North Broward Hospital District Board of Commissioners  
1700 Northwest 49<sup>th</sup> Street, Suite #150, Ft. Lauderdale, FL 33309

### INFORMATION TECHNOLOGY (“IT”) WORKSHOP 1:00 p.m., Wednesday, January 26, 2022

The Special Board Meeting of the North Broward Hospital District was held at 1:00 p.m., on January 26, 2022, at the Broward Health Corporate Spectrum Location, 1700 NW 49<sup>th</sup> Street, Suite 150, Fort Lauderdale, Florida 33309.

The purpose of this meeting is to discuss and receive input from clinicians and other end-users on the Cerner (“Cerner”) Electronic Medical Record (“EMR”) and other brands of EMRs.

#### 1. NOTICE

Notice and Agenda, titled EXHIBIT I and EXHIBIT II, are attached to the official meeting book archived at the Board of Commissioners’ Office. Supporting documents, if applicable, are attached to these minutes, titled EXHIBIT III. Exhibits are presented for consideration of the Board.

#### 2. CALL TO ORDER

There being a quorum present, the meeting was called to order by Chair Stacy L. Angier at 1:07 p.m.

#### 3. ROLL CALL

*Present:*

Commissioner Levi G. Williams, Jr. (arrived at 1:19 p.m.)  
Commissioner Ray T. Berry  
Commissioner Christopher J. Pernicano, Secretary / Treasurer  
Commissioner Stacy L. Angier, Chair

*Not Present:*

Commissioner Nancy W. Stamper  
Commissioner Marie C. Waugh, Vice Chair  
Commissioner Jonathan K. Hage

*Senior Leadership*

*Additionally Present:*

Shane Strum, President, Chief Executive Officer  
Ken Hetlage, Interim Chief Financial Officer  
Alex Fernandez, Chief Financial Officer  
Linda Epstein, Corporate General Counsel

# MINUTES

## **4. PUBLIC COMMENTS**

Chair Angier opened the floor for public comments, in which there were none.

## **5. TOPIC OF DISCUSSION**

### 5.1. Welcome and Agenda Review (Presenter - Christopher J. Pernicano, Secretary / Treasurer)

Commissioner Pernicano advised that there were three (3) primary objectives for the day's workshop and discussion:

- 1) Education (active users and non-users);
- 2) User feedback; and
- 3) Understanding current situation (i.e., system topology, system related finance, etc.)

### 5.2. Cerner Solution Overview (Presenter - Katherine Ross, VP Chief Information Officer)

Ms. Ross gave detail to the District's current Cerner engagement, employee user roles, modules in production and its integration with other Broward Health solutions, which included Invision, NextGen, Precision, EICU, Teletracking, PACs, Mmodal Dictation, Philips Cardiology, 3M CDI, Florida DOH and Allscripts referrals. She further noted that there are approximately 8,850 (91%) active Broward Health users of the Cerner solution.

For further detail, related slides are available within the January 2022 Information Technology ("IT") Workshop Meeting book on the Board of Commissioners' webpage.

### 5.3. Current Costs Review (Presenter - Katherine Ross, VP Chief Information Officer)

Ms. Ross reviewed Cerner's FY'22 contracted obligations in dollars, which included the following:

- Revenue Cycle (\$2,858,548)
- Clinical (\$2,699,468)
- Support (\$2,980,871)
- 3<sup>rd</sup> Party (\$163,058)
- Remote Hosting (\$5,148,072)
- Cloud Solutions (\$3,133,368)
- Total Obligation 2022: (\$16,983,390)

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#### 5.4. Upcoming Cerner Initiatives (Presenter - Katherine Ross, VP Chief Information Officer)

Ms. Ross shared the Cerner Projects in Flight in addition to the Cerner Planned Projects.

#### 5.5. Broward Health Cerner User Survey Results (Presenter - Christopher J. Pernicano, Secretary / Treasurer)

Commissioner Pernicano provided a summary of the Broward Health Cerner User Survey Results and advised of the following:

- Email Survey Methodology – Utilized Net Promotor Score (NPS) methodology
  - Scope – Sent to all Broward Health Cerner users (9,800 employees).
  - Response – 267 employees responded, for a 3% response rate.
  - Net Promotor Score (NPS) = -35%
- Survey Questions:
- *How do you use the EHR system? (multiple choice: Doctor, PowerChart as a Nurse, PathNet as an Administrator, ...)*
  - *How likely would you be to recommend our EHR solution? (select 1-10 with 1 being least likely to recommend and 10 being the most likely to recommend)*
  - *What do you like most about our EHR solution? (free form text)*
  - *What do you like least about our EHR solution? (free form text)*
  - *What do you recommend that we do to improve the solution? (free form text)*

Commissioner Pernicano opened discussion to roundtable for users in attendance to share their previous and current Electronic Medical Record (EMR) platform experience(s).

Chair Angier welcomed Cerner representatives in attendance, Mr. Jimmy Thompson, Senior Director & Client Partner, and Mr. Scott Peterman, Sr. Director to introduce themselves.

#### 5.6. Review / Commentary of Recommendations from Outside Consultants (Presenter - Christopher J. Pernicano, Secretary / Treasurer)

Per Commissioner Pernicano's request, Commissioner Berry provided an overview of the external consultants previously engaged who were the following:

- January 2020, Cumberland Consultant was engaged to develop a comprehensive total implementation cost estimate (TICE) centered around capital, operating and implementation cost.
- October 2020, Kauffman Hall was engaged to develop an impartial ten-year total cost of ownership model to estimate costs associated with revenue cycle and electronic health record proposals from Cerner and Epic.

Commissioner Berry requested a competitive request for proposals (RFP) or invitation to negotiate (ITN) to include a definition of the District's needs.

# MINUTES

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## 5.7. Lessons Learned and Process Improvement (Presenter - Katherine Ross, VP Chief Information Officer)

Commissioner Pernicano highlighted the District's approximately 29 years use of Cerner and the lessons learned, including, but not limited to:

- Customized vs. Commercial Off-the-Shelf (COTS) Solution
- Module-based vs. Enterprise License
- Managing Change & Support Costs
- Capturing and Acting on User Feedback

## 5.8. Open Discussion and Next Steps (Presenter - All)

Chair Angier stated next steps to include side-by-side EMR scenario comparison, which should include the ability to interface with outside healthcare systems, both local and national. She further requested that clinicians and IT be included to provide their input.

Closing comments were given by several attendees and Commissioners.

## 6. ADJOURNMENT

There being no further business on the agenda, the Chair adjourned the meeting at 3:36 p.m.

Respectfully submitted,  
Commissioner Christopher J. Pernicano, Secretary/Treasurer