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Acting Deputy Director
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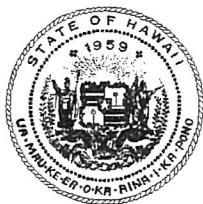
STATE OF HAWAII | KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF PUBLIC SAFETY
Ka 'Oihana Ho'opalekana Lehulehu
1177 Alakea Street
Honolulu, Hawaii 96813

No. 2023-50

January 6, 2023

Mr. Mark Patterson, Chairperson
Hawaii Correctional System Oversight Commission
235 S. Beretania Street, 16th Floor
Honolulu, Hawaii 96813

RE: Electronic Medical Record System

Dear Mr. Patterson:

This is in response to your letter dated December 30, 2022, regarding the electronic medical records system used by the Department of Public Safety (PSD). In your letter, you acknowledge PSD's diligence in working to restore the electronic medical records system and reiterate previously stated concerns regarding the system.

Please note, as previously informed, PSD shares the Commission's concerns and have been working with the vendor to address this matter and we have also been meeting weekly internally to do whatever we can on this end to get the system up and running. As requested, the following update is provided:

1.   Server Upgrade Project: In November 2022, the vendor completed the Pre-Check session reviewing the newly procured servers. The first available date for Final Migration, provided by the vendor, was not until January 2023. The department continuously pressed the vendor to move the date of action forward. On December 28, 2022, the vendor started the Final Migration process. The estimated timeframe to completion is dependent on the occurrence of errors in the process. **In Progress.**

2.   v10 Test environment: The setup for the v10 Test environment was completed by the vendor in October of 2022.   v10 testing is pending completion of the new server upgrade project. **Pending completion of Final Migration, which is currently In Progress.**
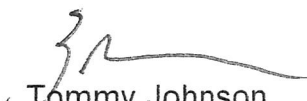
3.   Move to Cloud (MTC): The vendor is still doing their "Interface Discovery" to determine if we can Move to Cloud or not – the vendor informed the department that they will need 3 weeks to get an answer back to us on this (which would have been early October 2022). The department followed up multiple times with the vendor on MTC. The department has yet to receive the final outcome on whether MTC is an option. **As of December 28, 2022, the department is working to schedule a meeting with the vendor.**

4.   Corrections Collaboration Project: In October 2019, the department started a collaborative project with other state agencies, DHS and DOH, on a shared eMR system, but the federal funding was derailed by the pandemic. In July and August 2021, the department sought federal and state funds to replace the current eMR. In October 2021, the department initiated a RFI for the Corrections Collaboration Project to replace the existing electronic offender management and medical records systems. In February 2022, the RFP for the Corrections Collaboration Project was posted. The estimated contract start date for the Corrections Collaboration Project is April 2023. The estimated "go live" date for the Corrections Collaboration Project is December 2025. **In Progress.**

5.   NASPO Value point Cloud Solutions: In August 2022, the department simultaneously initiated pursuit of alternative eMR procurement, through SPO VL 17-18, to explore the possibility of an expedited "go live" with a replacement cloud-based eMR. The department is currently in the process of obtaining ETS approval for the procurement. **In Progress.**

PSD will continue its diligent and purposeful efforts to completely restore the current system, but we have also begun the process of searching for another vendor to secure a new system as it may be necessary to do so. I want to thank the Commission for its patience and for following up on this matter. Should you have any questions, please don't hesitate to contact my office at 808-587-1350.

Sincerely,

Tommy Johnson
Director