

**COOPERATION CONTRACT**  
**BETWEEN**  
**INSTITUTE FOR INFORMATION INDUSTRY (III, TCHAI-WAN)**  
**AND**  
**VYSOČINA (CZECH REPUBLIC)**

**III**, represented by Mr. Gary Gong, the vice-president

Registered Office: 106 He-Ping East Road, Section 2,  
Taipei 106, Taiwan

hereinafter referred to only as “**III**”, **Project Partner**

as one Party

**and**

**Vysočina**, represented by **MUDr. Jiří Běhounek**, President of the Region

Registered Office: Žižkova 57  
587 33 Jihlava  
Czech Republic

hereinafter referred to only as the “**Vysočina Region**”, **Project Beneficiary**

as the other Party,

agree on the following:

**Article I**  
**Subject and Purpose of the Contract**

The purpose of this Contract is the successful implementation and operation of the pilot project “Electronic Registration of Patients in Jihlava Hospital”. A detailed description of this project is given in Appendices Nos. 1 and 2.

**II**  
**Rights and Obligations of the Contractual Parties**

1. The Contractual Parties agree on co-participating in implementing the project specified in Article I subject to the project implementation plan – Appendix No. 2 of this contract.
2. The Contractual Parties undertake to bear full responsibility for implementing the activities they are to carry out in accordance with this Contract.

**III**  
**Project Financing**

1. The total amount of the Project of CZK 3 mil will be financed from the financial resources of both Contractual Parties.
2. The Project Beneficiary undertakes to participate in implementing the project with its own financial resources of CZK 2 mil.
3. The Project Partner undertakes to participate in implementing the project with its own financial resources of CZK 1 mil.

**IV**  
**Other Rights and Obligations of the Contractual Parties**

1. The Contractual Parties are obliged to refrain from any activities that could make it impossible or more difficult to achieve the purpose of this Contract.
2. The Contractual Parties are obliged to inform one another about facts decisive for meeting this Contract.
3. The Contractual Parties are obliged to act when implementing the project ethically, correctly, transparently and in accordance with good business practice.
4. The Project Partner is obliged to let the Project Beneficiary know the contact details of the person authorised to co-ordinate his work activities on the project within five business days.
5. The Project Beneficiary is obliged to let the Project Partner know the contact details of the person authorised to co-ordinate his work activities on the project within five business days.

**V**  
**Contract Duration**

- (1) This Contract is concluded for a definite period until Dec. 31, 2010, and can be renewed with the mutual agreement of the Contractual Parties.
- (2) This Contract will be valid and effective from the day it is signed.
- (3) Each Party can terminate this Contract at any time with a written notice. In this case its validity will cease three months after the delivery of the notice.

**VI**  
**Final Provisions**

- (1) This Contract has been produced in four copies, in English. After the agreement of the Contractual Parties this Contract will be governed by the Czech system of law.
- (2) This Contract can only be amended by written, sequentially numbered supplements, signed by the authorised representatives of both Contractual Parties.
- (3) This Contract has been discussed at a meeting of the Vysočina Regional Assembly on..... and approved with Resolution No. ....

Taipei

Jihlava

On behalf of III ..

On behalf of the Vysočina Region

Gary Gong, vice-president

Jiri Behounek, president

.....

.....

*Project Proposal -  
e-Registration System*

*Jihlava Hospital in Vysocina  
Region*

**Taipei Economic and Cultural Office**  
**Economic Division**  
Evropska 33c, 160 00 Praha 6, Czech Republic  
Tel: 233 322 415, Fax: 233 326 910, E-mail: [economic@teco.cz](mailto:economic@teco.cz)

22/02/2010

Dear President Behounek,

It is our honor to submit you the enclosed Pilot Project Proposal for the e-Registration System of Jihlava Hospital in Vysocina Region. We have only one goal that is to make the e-registration to be the most friendly, convenient, efficient and cost effective e-Registration System for citizens in the the Vysocina Region. We are also very proud of to be the partner of the pilot e-Healthy Vysocina Region development project.

We project that this Pilot Project Proposal for the e-Registration System of Jihlava Hospital in Vysocina Region will be completed by the end of September, 2010. Before then, we would like to cordially invite Your Excellency, Vice President Mr. Vladimir Novotny, Mr. Petr Pavlinec, Head of the Information Technology Department and Mrs. Eva Janouskova, Director of Economic and Support to visit Taiwan for one week and to see the whole e-health care system in Taiwan and discuss the potential cooperation projects in varied areas with relevant parties. The travel expenditure will be covered by Taiwan. We sincerely request for your acceptance of our invitation.

It is highly appreciated that you may render your expertise, comments and suggestion on this proposal, so that we may achieve our common goal for citizens in the Vysocina Region.

Best regards,

Robert Ho  
Director

## 2. Project Background

(1) On November 9, 2009, chaired by President Jiri Behounek, Vysocina Region, a meeting of representatives from the Region and Taiwan was organized and held in the Regional Office of Vysocina. The representatives attending the meeting are listed in Appendix 1. Led by the Director of Economic Division Mr. Robert Ho, the Taiwanese delegation, including ICT professionals from the largest ICT organization in Taiwan – Institute for Information Industry and cooperative organizations, made the presentation for the e-Health Information Network (HIN), National Health Insurance System (NHIS), and Hospital Information Systems (HIS) implementation and achievement in Taiwan during the recent 20 years.

A visit to the Regional Jihlava Hospital was arranged by the Region for the visiting Taiwanese delegation after the meeting. The interaction and discussion were very friendly and possible cooperation of the Region and Taiwanese delegation in e-Hospital and e-Health was the conclusion.

(2) On December 9, 2009, a letter from President Jiri Behounek, Vysocina Region was sent to Taiwanese delegation expressing interest to cooperate in pilot e-Registration Systems in the network of regional hospitals. A reply from Director Robert Ho, representing the Taiwanese delegation, was sent to the President for formal agreement of the cooperation. The letters are attached in next pages.

(3) This project proposal is made by the Taiwanese delegation organized by the Institute for Information Industry for the cooperation with the Region for formal approval by the Region. The project is proposed to implement a pilot e-Registration System for the Regional Jihlava Hospital. The e-Registration System will enable the advanced and friendly Internet registration and voice registration functions to the citizens to improve the registration service provided by the hospital. The implementation of the system is proposed to begin in April 2010 and the completion of the system installation and testing in August 2010.

Dear Mr/Mrs,

I would like to express a very positive impression about the meeting organized on 9<sup>th</sup> November in Jihlava.

This event has been prepared as the introduction to the eHealth systems in Taiwan and possible cooperation of the Taiwanese experts with our "Healthy region" on the field of e-Registration systems in the network of regional hospitals.

I really appreciate the level of expertise and professional attitude of all the members of the Taiwanese delegation from Taipei Economic and Cultural Office and the Institute of the information industry and I would like to express our interest to cooperate in the near future.

As an output from the informal discussion I would like to inform you about our expectations which our cooperation could be based on.

- Vysocina Region would like to start working on the pilot project of the e-Registration system in the hospitals (first possible implementation in the Jihlava Hospital – [www.nemji.cz](http://www.nemji.cz)).
- Vysocina Region would like to implement this pilot project with Taiwanese experts from the Institute of the information industry.
- This pilot activity should be the basis for the healthcare system future modifications.
- Since the project costs are expected about 3 millions CZK, we would like to propose the shared costs model (2 mil. CZK got from regional budget, 1 mil. CZK from possible Taiwanese funds.)

Thank you very much again for the interest to cooperate with our region and please let me know your opinion of our proposals. We are looking for draft of next steps in project kickoff.

Best regards,

Jiri Behounek



**Taipei Economic and Cultural Office**  
**Economic Division**  
Evropska 33c, 160 00 Praha 6, Czech Republic  
Tel: 233 322 415, Fax: 233 326 910, E-mail: [economic@teco.cz](mailto:economic@teco.cz)

15/12/2009

MUDr. Jiri Behounek  
President  
Kraj Vysocina  
Zizkova 57, 587 33 Jihlava

Dear President Jiri Behounek,

First of all, I would like to express my heartfelt appreciation for receiving our team and concrete discussion of the further cooperation in the field of e-Registration system. I am very impressive of your decisive wisdom, passionate dedication and perservance of work.

With your strong support, we are confident that we may establish the advanced e-Registration system in Hoapital Jihlava as the first pilot project in your esteem Region. The vision is to make Vysocina Region becomes the first e-Healthy Region in the Czech Republic.

We have reported to my government in Taipei to allocate the possible Taiwanese funding. I assume that we may receive the decision of Taiwanese funding by February or March of 2010. I will report to you, as soon as the positive reply received from Taiwan.

The experts of the Institute of the Information Industry are designing the e-Registration project for Jihlava hospital. I would like to kindly request your permission if we can coordinate with Mr. Jachim and the Jihlava Hospital for the preparation of the proposal, so that we may start the proposal asap.

We have invited Mr Vaclav Jachim to visit Taiwan in January to experience more about the whole e-Health Care system in Taiwan, I believe the visit will be very useful for the advanced e-Registration project for Jihlava Hospital.

Last but not least, we are more than hounor to invite you to visit Taiwan sometime next year at your convenience.

Finally, I wish you a Merry Christmas and Happy New Year,

Sincerely yours,

Robert Ho  
Director



**Representatives of Vysocina Region and Taiwan**  
**Attending the Meeting on November 9, 2009 at Regional Office of Vysocina**

Name	Title
<b>1. Representatives of Vysocina Region</b>	
(1) Mr. Jiri Behounek	President, Regional Office of Vysocina
(2) Mr. Vladimir Novotny	Vice President, Regional Office of Vysocina
(3) Mr. Zdenek Rysavy	Member of the Vysocina Regional Council Responsible for Information Technology, the Environment, and Land Planning
(4) Mr. Martin Hyský	Member of the Vysocina Regional Council
(5) Mr. Lukas Kettner	Head of Health Department, Regional Office of Vysocina
(6) Mr. Petr Pavlinec	Head of Information Technology Department, Regional Office of Vysocina
(7) Mr. Josef Cekal	Director of Hospital Jihlava
(8) Mr. Vaclav Jachim	Section of Conception, Regional Office of Vysocina
(9) Ms. Martina Rojkova	Information and Technology Department, Section of Conception, Regional Office of Vysocina
(10) Mr. David Zazimal	Chief of ICT Department, Hospital Jihlava
(11) Mr. Eva Janouskova	Regional Office of Vysocina

Name	Title
<b>2. Representatives of Taiwan</b>	
(1) Mr. Robert Ho	Director, Economic Division, Taipei Economic and Cultural Office (TECO), Prague, Czech Republic
(2) Mr. Dominic Chen	Assistant Secretary, Economic Division, TECO
(3) Ms. Petra Dittrichov	Assistant, Economic Division, TECO
(4) Ms. Cynthia Chow	Advisory Engineer, International Group, Institute for Information Industry
(5) Mr. Nelson Wang	Vice President, e-ToYou International Inc.
(6) Mr. Fred Jeng	President, Solomon Solution Services Corporation

### **3. Project Objectives and Benefits**

- (1) To implement the pilot e-Registration System with functions of advanced and friendly Internet registration and voice registration in the Regional Jihlava Hospital to improve the efficiency and quality of the registration service provided by the Hospital to citizens.
- (2) The successful implementation and operation of the e-Registration System in Jihlava Hospital will provide the basis for e-Registration Systems in the network of Regional Hospitals and future healthcare system improvement.
- (3) Through cooperative partnership of the Region and Taiwan, to support the Vysocina “Healthy Region” to be the leading “e-Healthy Region” in Czech Republic providing best hospital and healthcare services to citizens.

## **4. Project Scope and System Functions**

### **4.1 Project Scope**

The project scope will be the implementation and one year warrantee of the following systems in the Regional Jihlava Hospital:

- (1) Internet Registration System
- (2) Voice Registration System

## **4.2 System Functions**

### **4.2.1 Internet Registration Function Specification**

1. Home page
2. System administration
  - (1) Member hospital management
  - (2) Bulletin board
3. User Authorization management
  - (1) ID / password management
  - (2) Function authorization management
4. Hospital registration basic data management
  - (1) Hospital basic information
  - (2) Hospital division / expertise / diagnosis
  - (3) Physician basic information
  - (4) Registration number management
  - (5) Registration schedule uploading
  - (6) Daily registration schedule generating
  - (7) Weekly registration schedule generating
  - (8) Vital sign
5. Registration staff functions
  - (1) Registration
  - (2) Registration inquiry
  - (3) Registration cancelling
  - (4) Management reports
6. Physician functions
  - (1) Registration
  - (2) Registration inquiry
  - (3) Registration cancelling
  - (4) Patient visiting list inquiry and complete visiting marking
  - (5) Patient vital sign inquiry
7. Patient registration function
  - (1) Registration guidance
  - (2) Physician on duty schedule inquiry
  - (3) Registration
  - (4) Registration inquiry
  - (5) Registration cancelling

(6) Vital sign inputting

#### **4.2.2 Voice Registration**

- (1) Voice registration guide
- (2) Registration
- (3) Registration inquiry
- (4) Registration cancelling
- (5) Web and voice registration integration

## 5. Project Tasks, Deliverables, and Schedule

### 5.1 Project Tasks

Project tasks of work items and related activities are listed in the table below.

No	Work Items	Activities
01	Kick off	<ol style="list-style-type: none"> <li>1. Form project team.</li> <li>2. Conduct kick off meeting: <ul style="list-style-type: none"> <li>- Know each other.</li> <li>- Role and mission assignment.</li> <li>- Define project review meeting approach and frequency.</li> <li>- On site vs. teleconference.</li> </ul> </li> </ol>
02	Gap analysis and function tailoring	<ol style="list-style-type: none"> <li>1. Clarify mandatory basic data.</li> <li>2. Clarify data attribute (format, length, etc.).</li> <li>3. Clarify and discuss current management report.</li> <li>4. Prepare data collection excel files.</li> <li>5. Work with familiar registration business rule staff.</li> <li>6. Clarify and finalize server no. and installation location.</li> <li>7. Clarify and finalize client PC no. and installation location.</li> <li>8. Develop testing plan and data.</li> <li>9. Confirm ICT platform installation plan.</li> <li>10. Tailor and test mandatory tailoring functions.</li> <li>11. Language translation</li> </ol> <p>Remarks: Activity 1-3 can be performed or collected before this procedure conducted.</p>
03	ICT environment preparation and system installation	<ol style="list-style-type: none"> <li>1. Hospital completes the installation of ICT environment. <ul style="list-style-type: none"> <li>- Network</li> <li>- Voice system</li> <li>- Server and system software</li> <li>- Client PC and system software</li> <li>- Team Viewer Business</li> </ul> </li> <li>2. Delivery application packages.</li> <li>3. Install the application packages.</li> <li>4. Finalize the training schedule: <ul style="list-style-type: none"> <li>- ICT staff</li> <li>- End users</li> </ul> </li> </ol>
04	Training for basic	<ol style="list-style-type: none"> <li>1. Basic data preparation including:</li> </ol>

No	Work Items	Activities
	data preparation	<p>common basic data:</p> <ul style="list-style-type: none"> <li>- Hospital basic data</li> <li>- Clinic room basic data</li> <li>- Physician basic data</li> <li>- Registration serial no. assigning rule</li> <li>- Voice registration basic data</li> </ul> <p>2. Assign registration related staff for training.  3. Both lecture and workshop will be conducted and certification will be also performed.  4. Hospital allocates the training location and facilities.</p>
05	Basic data entry and verification	<p>1. Hospital staff collects and key in all the basic data.  2. Hospital staff verifies the entered data to make sure data accuracy.</p>
06	Training for ICT staff	<p>1. Hospital assigns appropriate ICT staff for the training:</p> <ul style="list-style-type: none"> <li>- System operation procedure</li> <li>- Backup / recovery</li> <li>- 1st line trouble shooting</li> </ul> <p>2. Hospital provides location and facilities.  3. Testing remote diagnosis and trouble shooting.</p>
07	Training for end users	<p>1. Solution vendors will provide user training guides and materials.  2. Lecture first and workshop followed.  3. Hospital prepares location and training facilities.  4. Certification process will be performed.</p>
08	System Integration and parallel Testing	<p>1. Solution team will base on the testing plan and data to test the integrated system.  2. Parallel testing will be conducted to make sure system matching with the real environment.  3. Hospital provides the testing environment and supports the parallel testing.</p>
09	On production preparation	<p>1. Hospital ICT staff will check all ICT environment and platform are working well.  2. Solution vendor will check all data and systems are well initially loaded and installed.</p>
10	On production and	<p>1. On site standby for:</p>

No	Work Items	Activities
	stand by	<ul style="list-style-type: none"> <li>- Urgent trouble shooting.</li> <li>- Operation and usage consultation.</li> </ul>
11	Maintenance service	<ol style="list-style-type: none"> <li>1. Applying maintenance SOP for maintenance service.</li> <li>2. Hospital provides and authorizes the use of remote trouble shooting facilities.</li> </ol>



## 5.2 Project Deliverables

The following items will be delivered as project deliverables when the system has been successfully implemented in the hospital.

- (1) Documents – one PDF file and one hard copy
  - A. System Installation Manual for Internet Registration System
  - B. System Installation Manual for Voice Registration System
  - C. User Manual for Internet Registration System
  - D. User Manual for Voice Registration System
  
- (2) System Installation Disk
  - A. System Execution Module of Internet Registration System
  - B. System Execution Module of Voice Registration System
  
- (3) Voice Card (TX0400S) \* 1 prepared by the Hospital
  - A. PCI slot
  - B. 4 analog phone lines (1,000 out patients per day)
  - C. Support window server 2000
  - D. Voice processing module

### 5.3 Project Schedule

#### 5.3.1 Project Master Schedule

#### Project Schedule for e-Registration System of Jihlava Hospital in Vysocina Region

Vysocina Region		Partners of Taiwan	
Task	Schedule	Task	Schedule
1. Issue Formal Invitation for Cooperation	2009-12-07	2. Issue Formal Letter of Agreement for Cooperation	2009-12-16
4. Send Confirmed Project Schedule	2009-12-31	3. Send Tentative Project Schedule	2009-12-16
6. Send Confirmed Project Scope of Work and Tasks	2010-01-29	5. Issue Tentative Project Scope of Work and Tasks	2010-01-10
8. Proposal Approval	2010-03-12	7. Issue Project Proposal	2010-02-22
9. Contract Signed	2010-03-31	9. Contract Signed	2010-03-31
10. System Development (3 months), Trail Run and Training (2 months), System Acceptance	2010-04-01 2010-08-31	10. System Development (3 months), Trail Run and Training (2 months), System Acceptance	2010-04-01 2010-08-31

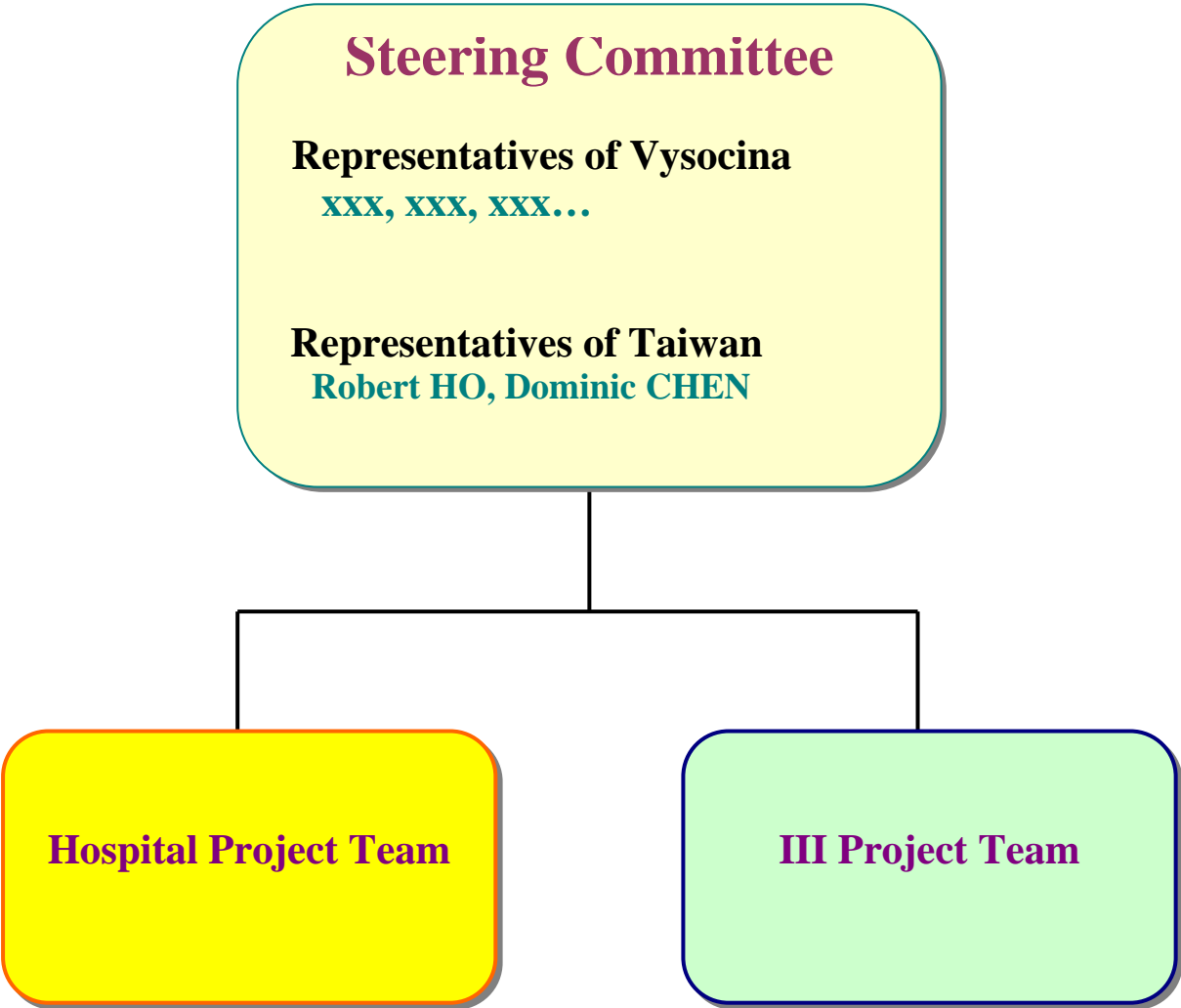
### 5.3.2 Project Detail Schedule

No.	Work (Procedure) Description	Owner	Starting Date	Due Date
01	Kick off	All team	D+0.75M	D+1M
02	Gap analysis and function tailoring	III + hospital	D+0.75M	D+3.25M
03	ICT environment preparation and system installation	Hospital + III	D+2.5M	D+4M
04	Training for basic data preparation	III + hospital	D+3.5M	D+4M
05	Basic data entry and verification	Hospital	D+4M	D+4.5M
06	Training for ICT staff	III + hospital	D+4.5M	D+5M
07	Training for end users	III + hospital	D+4.5M	D+5M
08	System Integration and parallel testing	III + hospital	D+4.5M	D+5M
09	On production preparation	III + hospital	D+5M	D+5.25M
10	On production and stand by	III + hospital	D+5.25M	D+5.5M
11	Maintenance service	Hospital + III	D+5.5M	-◇

## 6. Project Organization and Project Team Members

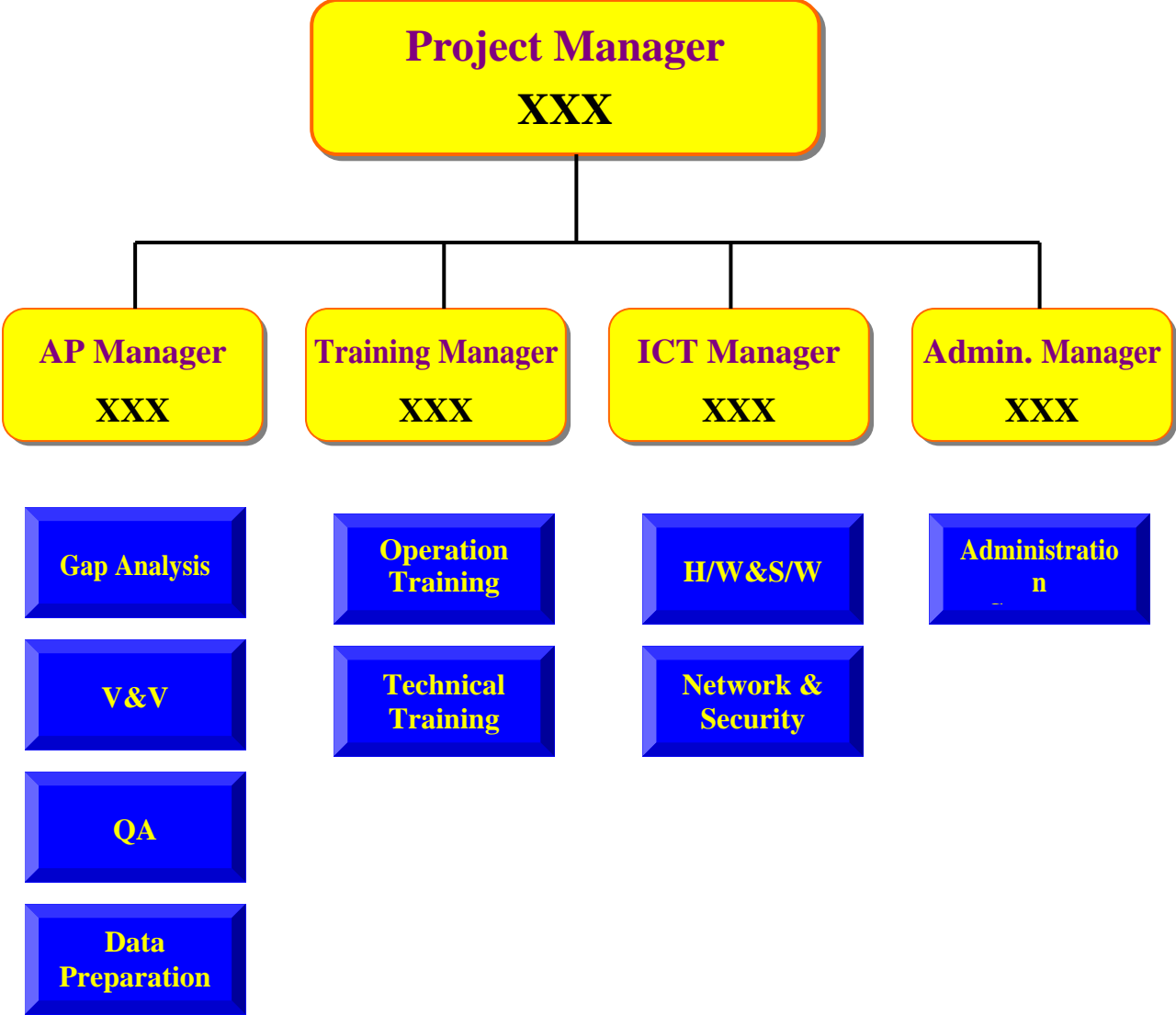
### 6.1 Project Team Organization

For the successful planning and implementation of the e-Registration System, a project team organization is recommended in the following chart with Steering Committee consisting of representatives of Vysocna and Taiwan, and Project Team of Jihlava Hospital and Project Team of III (Institute for Information Industry).



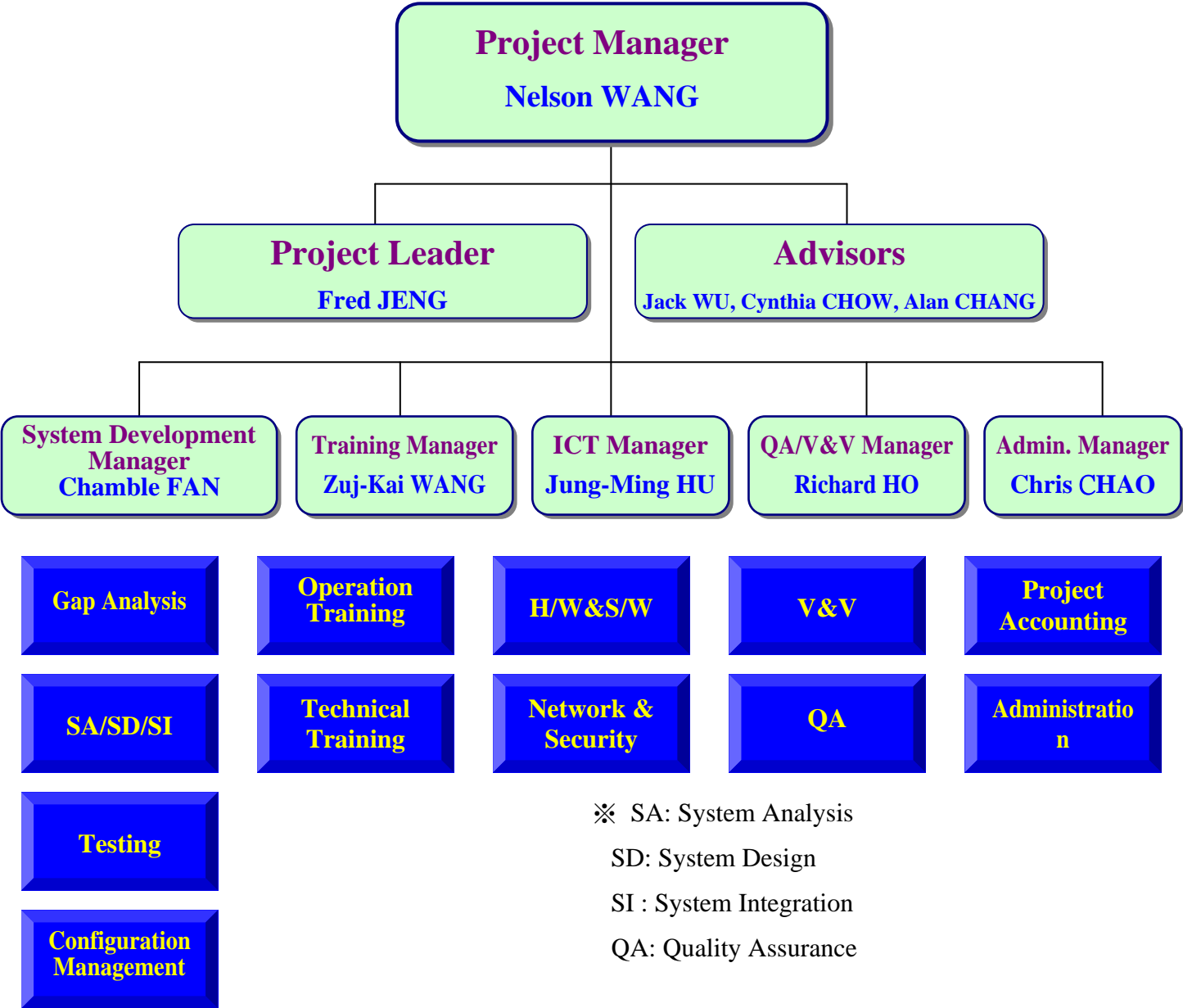
**6.2 Hospital Project Team**

The project team organization of the Jihlava Hospital is as the following chart.



### 6.3 III Project Team

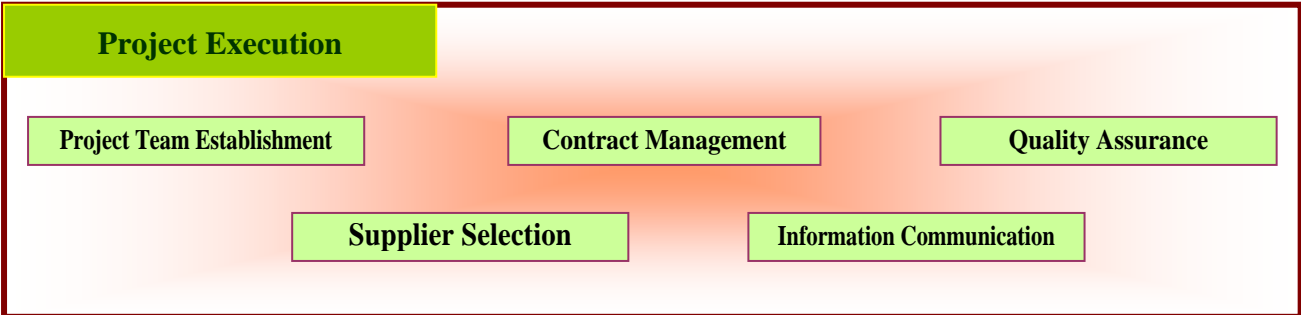
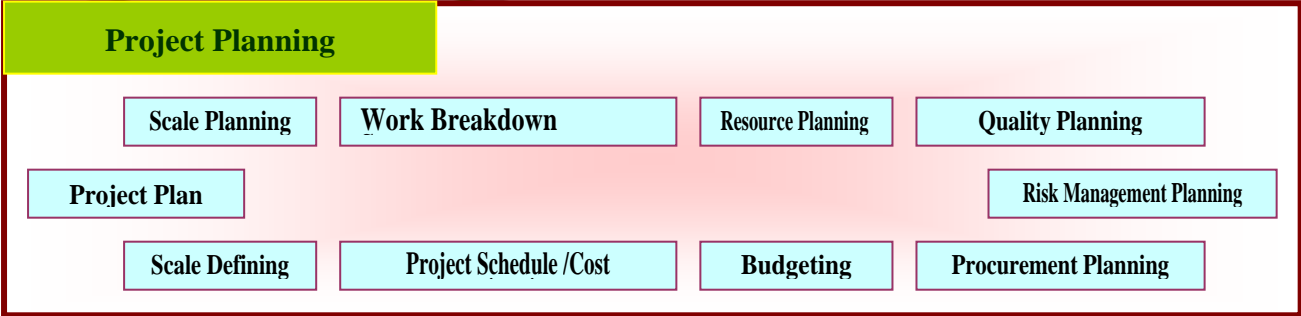
The project team organization of III with team members responsible for essential project work components is as the following chart. The curriculum vitas of the project team members are included in Appendix 2.



### 6.4 Project Management

The project management, including tasks of project planning, project execution, project management and control, will be conducted according to the following diagram.

# Project Initiation



## 7. Cost Estimation

The cost estimation for the e-Registraion System implementation and one year maintenance support for Jihlava Hospital is listed in the following tables of CZK (Czech Koruny) and TWD (Taiwanese Dollar). The exchange rate of 1.7 is assumed.

According to the agreed shared costs model by the Region and the Taiwanese delegation: based on the preliminary cost estimation of the project cost of 3,000,000 CZK, 2,000,000 CZK will be from the regional budget, 1,000,000 CZK will be from possible Taiwanese funds. The summary of cost estimation is as the following:

- (1) The total project cost estimation is 5,764,693 CZK (9,800,000 TWD)
- (2) The total price proposed is 3,000,000 CZK (5,100,000 TWD)
- (3) The total price proposed to be funded by the Region is 2,000,000 CZK (3,400,000 TWD)

### 7.1 Cost Estimation in CZK

Item	Description	Cost (CZK)	Remarks
1. License fee	(1) e-Registration System	882,352	
2. Customization fee	(1) Gap analysis (2) System interface (3) System design (4) Programming (5) Testing (6) Translation	3,529,410	(1)30Man/Month (2)117,647x30=3,529,410
3. Remote Diagnos and Maintenance Support	(1) 1 year service	117,647	
4. Installation and On -site Training	(1) Installation (2) On-site Training	176,470	
5. Travelling Expense		1,058,814	1. Air Ticket 32,353 x18 times = 582,354 2. Food and Lodge 2,647x10 days x 18 times = 476,460
Total Cost Estimated		5,764,693	
Total Price Proposed		3,000,000	
<b>Total Price - Vysocina</b>		<b>2,000,000</b>	



## 7.2 Cost Estimation in TWD

Item	Description	Cost (TWD)	Remarks
6. License fee	(1) e-Registration System	1,500,000	
7. Customization fee	(1) Gap analysis (2) System interface (3) System design (4) Programming (5) Testing (6) Translation	6,000,000	(1)30Man/Month (2)\$200,000x30= \$6,000,000
8. Remote Diagnos and Maintenance Support	(1) 1 year service	200,000	
9. Installation and On -site Training	(1) Installation (2) On-site training	300,000	
10. Travelling Expense		1,800,000	1. Air Ticket \$55,000 x 18 times = \$990,000 2. Food and Lodge 4500 x 10 days x 18 times = \$810,000
Total Cost Estimated		9,800,000	
Total Price Proposed		5,100,000	
<b>Total Price - Vysocina</b>		3,400,000	

## 8. Company Introduction

Institute for Information Industry (III) <http://www.iii.org.tw>, was established 30 years ago in 1979 jointly by the government and industry of Taiwan as a non-profit organization sponsored by the Ministry of Economic Affairs.

Major missions of III are:

- (1) Assisting government in deriving national ICT policy
- (2) Developing the ICT industry
- (3) Planning and development of the large-scale national ICT projects
- (4) Providing innovative ICT R&D, software technologies and interoperability standards
- (5) Fostering ICT human resource development for government and industry
- (6) Promoting international ICT collaboration

Currently with 1,900 system/software engineers, III is the largest ICT organization in Taiwan. In the field of Hospital Information System (HIS), National Health Insurance System (NHIS), and Health Information Network (HIN), III has more than 20 years experiences in successfully planning and implementing the systems. III is the major health related systems provider in Taiwan with international implementation experiences as well. Coping with the advancement of the ICT technology, III always provides the best quality solutions of software, hardware, and services.

For the pilot e-Registration System of the Jihlava Hospital in Vysocina Region, III has organized a project team of extensive e-Hospital and e-Healthcare experiences from III, e-ToYou International Inc. (subsidiary company of III) and Soloman Solution Services Corporation (cooperative partner of III), targeting to implement an advanced e-Registration System in Jihlava Hospital providing best service to the citizens and hospital.

All three companies have many successful project experiences in e-Hospital and e-Healthcare system planning and implementation. The company profile and related project experiences are in Appendix 1.

## **9. Request for Project Support by the Region**

The following items are requested for Project support by the Region:

- (1) Preparation for ICT system platform, environment, and equipment requirements for system installation and maintenance.
  - A. All ICT system platform
  - B. Remote maintenance facilities, including PC hardware and software, Team Viewer Business, and network authorization
- (2) Assigning Hospital Project Team
- (3) Providing location and facilities for training
- (4) Preparation and verification of the basic data required for system implementation
- (5) Assigning hospital staff for system training
- (6) Participating the project meeting
- (7) Assisting system testing
- (8) Conducting system acceptance when the system is successfully implemented.

## 10. Financial Report

As agreed by the project cooperative party of the Vysocina Region and Taiwanese delegation, a shared costs model is proposed as the following:

- (1) The total price proposed for the project is 3,000,000 CZK
- (2) The total price proposed to be from the regional budget is 2,000,000 CZK
- (3) The possible Taiwanese funding support is 1,000,000 CZK

On December 28, 2009, III has submitted an application to the Department of Health for its funding support under the project of “International Cooperative Project in Health”. The result of application will be announced in February / March, 2010.

**Annex 2 – Implementation plan**

# Implementation Plan

## Jihlava Hospital e-Registration Project

### Vysocina Region, Czech

(Version 1.0)



**Institute for Information Industry (III)**

2010/01/09

# Contents

1. Strategy
2. Approach
3. Scope
4. Procedures
5. Schedule

# 1. Strategy

## 1. Adopt a proven solution

- (1) Appropriate size hospital
- (2) Support hospital group or multi location hospitals
- (3) Smoothly running to support the quality patient service level

## 2. Phased implementation

### (1) Phase 1

- One pilot hospital
- Web registration
- Voice registration

### (2) Phase 2

- Kiosk
- Other hospitals

### (3) Phase 3

- Other Hospital Information Systems (HIS)



# 2. Approach

## 1. Form a professional team

- (1) Hospital staff (Registration staff, ICT people )
- (2) Solution delivery team (Project Manager, System Analyst, Programmer, Trainer, Tester)

## 2. Periodical project status review

- (1) Monthly suggested

## 3. Hospital executives fully support

- (1) Authorization and Resources

## 4. Well prepared and testing

- (1) Data preparation
- (2) ICT environment preparation
- (3) End user (staffs and patients) training and communications
- (4) System testing
- (5) On site supporting

# 3. Scope

## 1. Implement e-Registration system for one pilot hospital

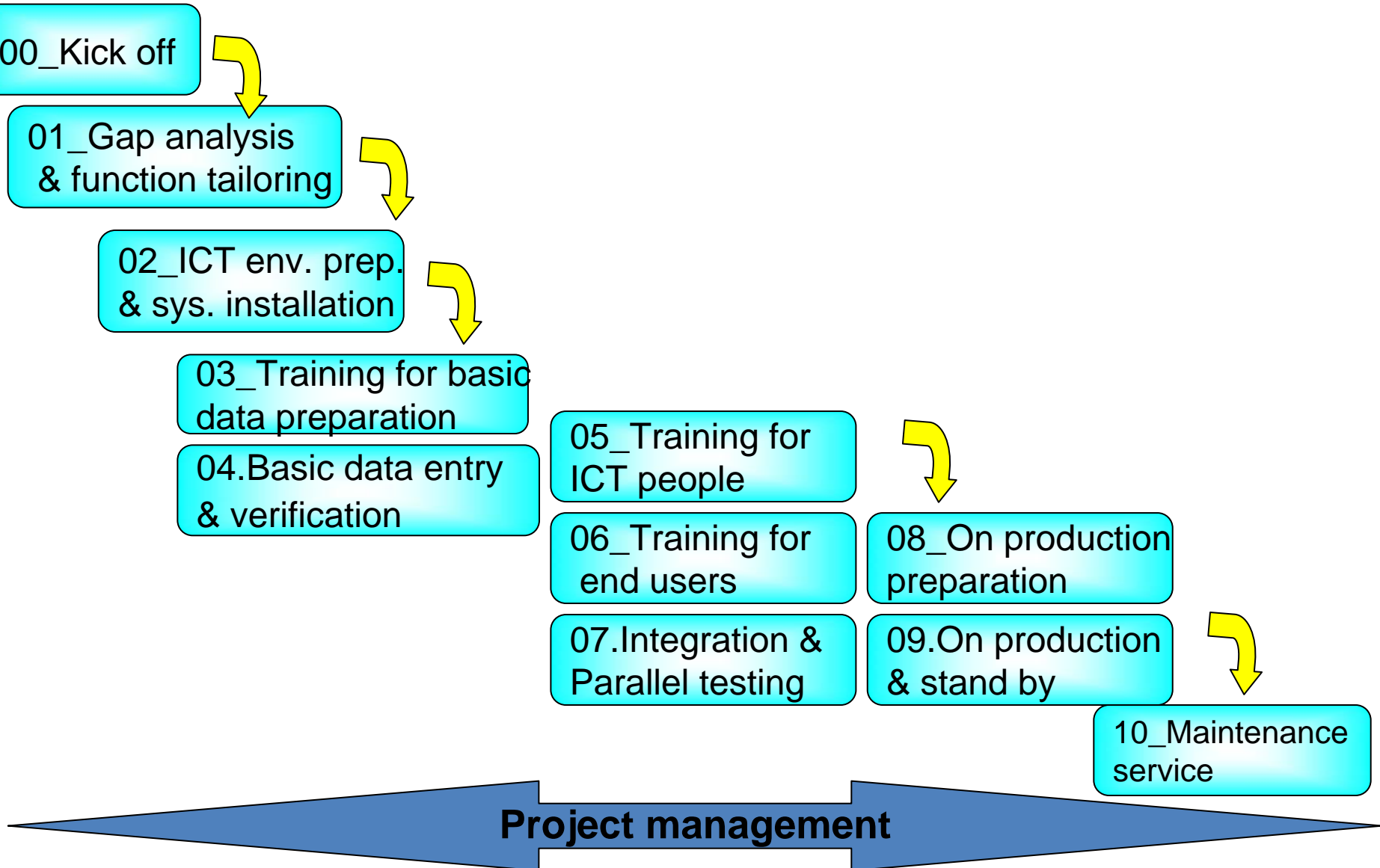
- (1) Required tailoring
- (2) Data preparation
- (3) Installation
- (4) Training
- (5) On site supporting

## 2. Implement Voice Registration system for one pilot hospital

- (1) Required tailoring
- (2) Data preparation
- (3) Installation
- (4) Training
- (5) On site supporting



# 4. Procedures



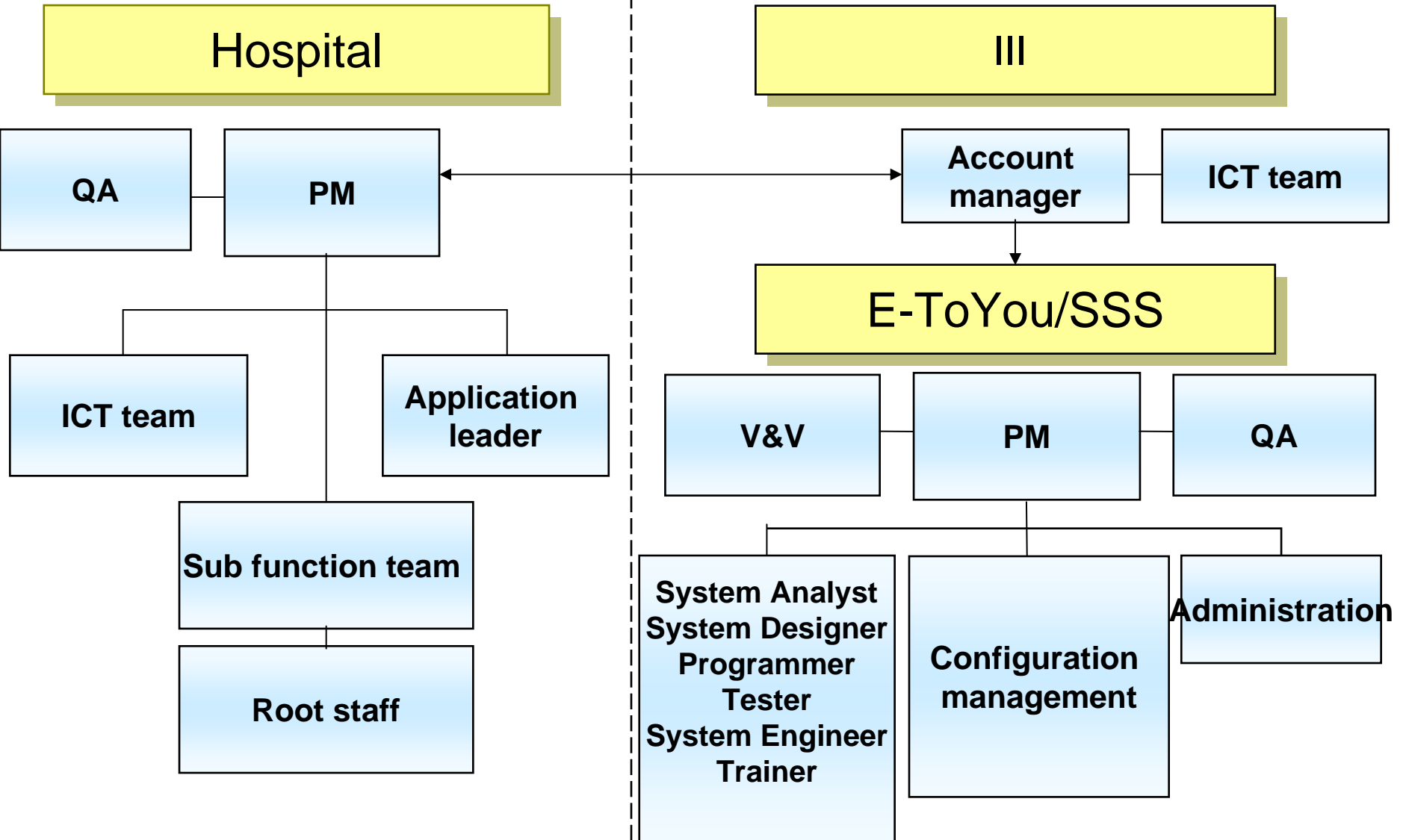
# 00\_Kick off-(01)

## Key activities descriptions:

Procedure no.	Procedure name	Key activities
00	Kick off	<ol style="list-style-type: none"><li>1. Form project team.</li><li>2. Conduct kick off meeting:<ul style="list-style-type: none"><li>. Know each other.</li><li>. Role and mission assignment.</li><li>. Define project review meeting approach and frequency.</li><li>. On site vs. teleconference</li></ul></li></ol>

# 00\_Kick off-(02)

Project team hierarchy:



# 00\_Kick off-(03)

Teaming by sub systems:

No.	Sub system	Basic data owner	Root user/ Trainer	Hospital ICT owner	Ill owner
1	Web registration				
2	Voice registration				
3	Authority management				

# 01\_Gap analysis & function tailoring

Key activities descriptions:

Procedure no.	Procedure name	Key activities
01	Gap analysis & function tailoring	<ol style="list-style-type: none"><li>1. Clarify mandatory basic data.</li><li>2. Clarify data attribute (format, length ,etc.).</li><li>3. Clarify and discuss current management reports.</li><li>4. Prepare data collection excel files.</li><li>5. Work with familiar registration business rule staffs.</li><li>6. Clarify and finalize server no and installation location.</li><li>7. Clarify and finalize client PC no and installation location.</li><li>8. Develop testing plan and data.</li><li>9. Confirm ICT platform installation plan.</li><li>10. Tailor and test mandatory tailoring functions.</li><li>11. Language translation</li></ol> <p>Remarks: Activity 1-3 can be performed or collected before this procedure conducted.</p>

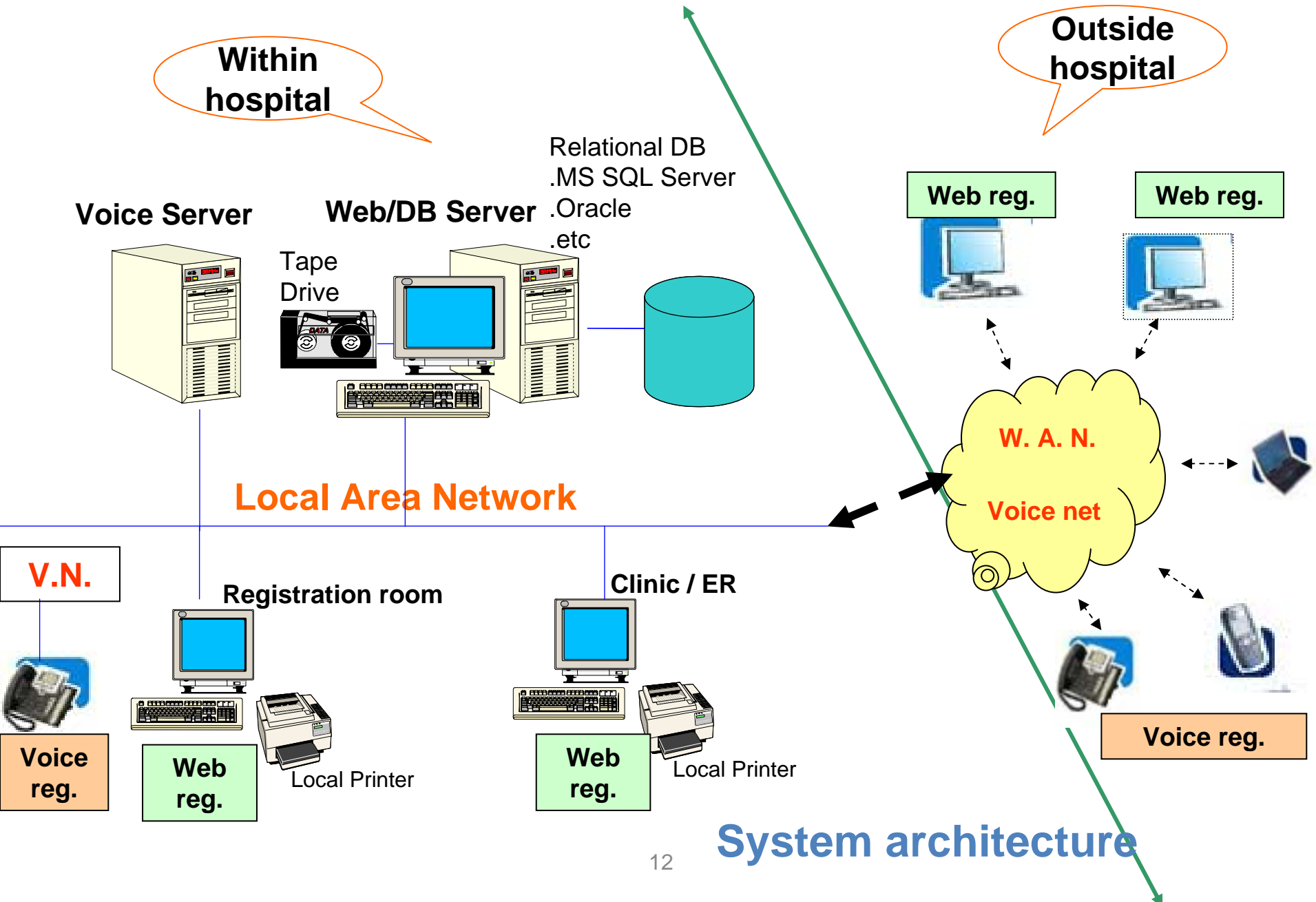
# 02\_ICT env. prep. & sys. installation-(01)

Key activities descriptions:

Procedure no.	Procedure name	Key activities
02	ICT environment preparation & system installation	<ol style="list-style-type: none"><li>1.Hospital completes the installation of ICT environments.<ul style="list-style-type: none"><li>. Network</li><li>. Voice system</li><li>. Server and system software</li><li>. Client PC and system software</li></ul></li><li>2.Delivery application packages.</li><li>3.Install the application packages.</li><li>4.Finalize the training schedule:<ul style="list-style-type: none"><li>. ICT people</li><li>. End users</li></ul></li></ol>



# 02\_ICT env. prep. & sys. installation-(02)

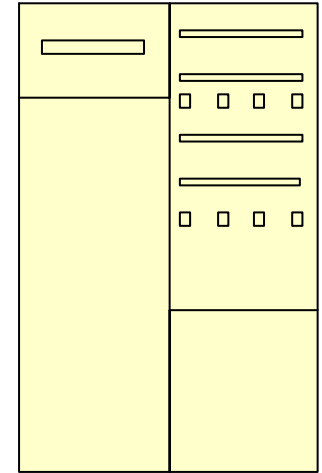


# 02\_ICT env. prep. & sys. installation-(03)

## Key H/W component specifications:

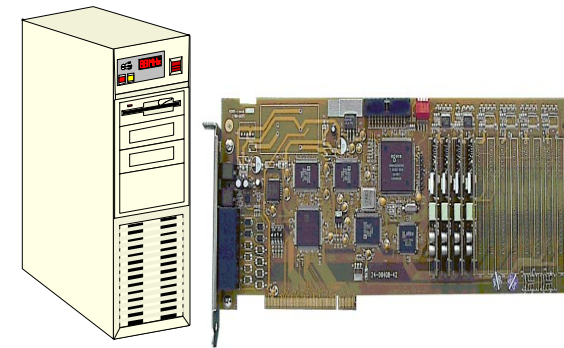
### A. Web Server

- . CPU Intel Xeon 2.00 GHz \* 2
- . MM: 4GB
- . HDD: 500GB (Raid 5)
- . MS windows server 2003 or up
- . MS Sol server 2005 or up



### B. Voice Server

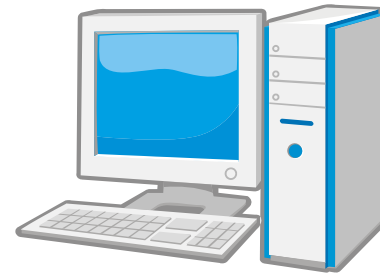
- . CPU Intel Xeon 2.00 GHz \*1
- . MM: 2GB
- . HDD: 120GB
- . Voice Card(TX0400S)
  - . PCI slot
  - . 4 analog phone lines(1000 out patients per day)
  - . Support window server 2000
- . Voice processing module
- . MS windows server 2000



# 02\_ICT env. prep. & sys. installation-(04)

## C. Web Client

- . CPU: 1.0 GHz or up
- . MM: 1GB or up
- . HDD: 60 GB or up
- . MS windows XP or Vista
- . Ms IE 6.X or up



# 03\_Training for basic data preparation-(01)

Key activities descriptions:

Procedure no.	Procedure name	Key activities
03	Training for basic data preparation	<ol style="list-style-type: none"><li>1. Basic data preparation including:<ul style="list-style-type: none"><li>.common basic data:<ul style="list-style-type: none"><li>- Hospital basic data</li><li>- Clinic room basic data</li><li>- Physician basic data</li><li>- Registration serial no assign rule</li><li>-Voice registration basic data</li></ul></li></ul></li><li>2. Assign registration related staffs for the training.</li><li>3. Both lecture and workshop will be conducted and certification will be also performed.</li><li>4. Hospital allocates the training location and facilities.</li></ol>

# 03\_Training for basic data preparation-(02)

QMS Version: 060330

QA-26-03

## xxxx(Project Name) Training Report

Instructor :

Course name :

Training date : \_\_\_\_\_ weekday : \_\_\_\_\_ Time : From: \_\_\_\_\_ To: \_\_\_\_\_

Training venue :

Attendees sign in:

Course contents

Page no:

# ◀ B\_Training for basic data preparation-(03)

Project name:  
Training feedback sheet

Department name :		Attendee name :	
Tel. No. :	Fax. No. :	Email id :	
Feedback :			
1 Feedback about the instructor			
2 Feedback about the workshop			
3 Response:(Filled by delivery team) :			

# 04.Basic data entry & verification

Key activities descriptions:

Procedure no.	Procedure name	Key activities
04	Basic data entry & verification	<ol style="list-style-type: none"><li>1.Hospital staff collects and key in all the basic data.</li><li>2.Hospital staff verifies the entered data to make sure data accuracy.</li></ol>

# 05\_Training for ICT people

Key activities descriptions:

No.	Procedure name	Key activities
05	Training for ICT people	<ol style="list-style-type: none"><li>1.Hospital assigns appropriate ICT for the training:<ul style="list-style-type: none"><li>- System operation procedure</li><li>- Backup / recovery</li><li>- 1st line trouble shooting</li></ul></li><li>2.Hospital provides location and facilities.</li><li>3.Testing remote diagnosis and trouble shooting.</li></ol>



# 06\_Training for end users

Key activities descriptions:

Procedure no.	Procedure name	Key activities
06	Training for end users	<ol style="list-style-type: none"><li>1.Solution vendors will provide user training guides and materials.</li><li>2.Lecture first and workshop followed.</li><li>3.Hospital prepares location and training facilities.</li><li>4.Certification process will be performed.</li></ol>

# 07. Integration & parallel testing-(01)

Key activities descriptions:

Procedure no.	Procedure name	Key activities
07	Integration & parallel Testing	<ol style="list-style-type: none"><li>1. Solution team will base on the testing plan and data to test the integrated system.</li><li>2. Parallel testing will be conducted to make sure system match with the real environment.</li><li>3. Hospital provides the testing environment and supports the parallel testing.</li></ol>

# 07. Integration & parallel testing-(02)

## Testing exception sheet

QMS version: 060330

QA-23-02

### xxxxxxxProject Testing Exception Sheet

System code		System name		Date	YY	MM	DD
<input type="checkbox"/> Unit test	<input type="checkbox"/> I.T. (internal)	<input type="checkbox"/> I. T. (customer)	<input type="checkbox"/> ACT(Customer)				
Testing function :		Exception number :					
Exception descriptions:							
Actions of solving:							
Tester				Testing date			

# 08\_On production preparation

Key activities descriptions:

Procedure no.	Procedure name	Key activities
08	On production preparation	<ol style="list-style-type: none"><li>1. Hospital ICT people should check all ICT environments are working well.</li><li>2. Solution vendor will check all data and systems are well initial loaded and installed.</li></ol>



# 09. On production & stand by

Key activities descriptions:

Procedure no.	Procedure name	Key activities
09	On production & stand by	1. On site standby for: <ul style="list-style-type: none"><li>. Urgent trouble shooting.</li><li>. Operation and usage consultation.</li></ul>

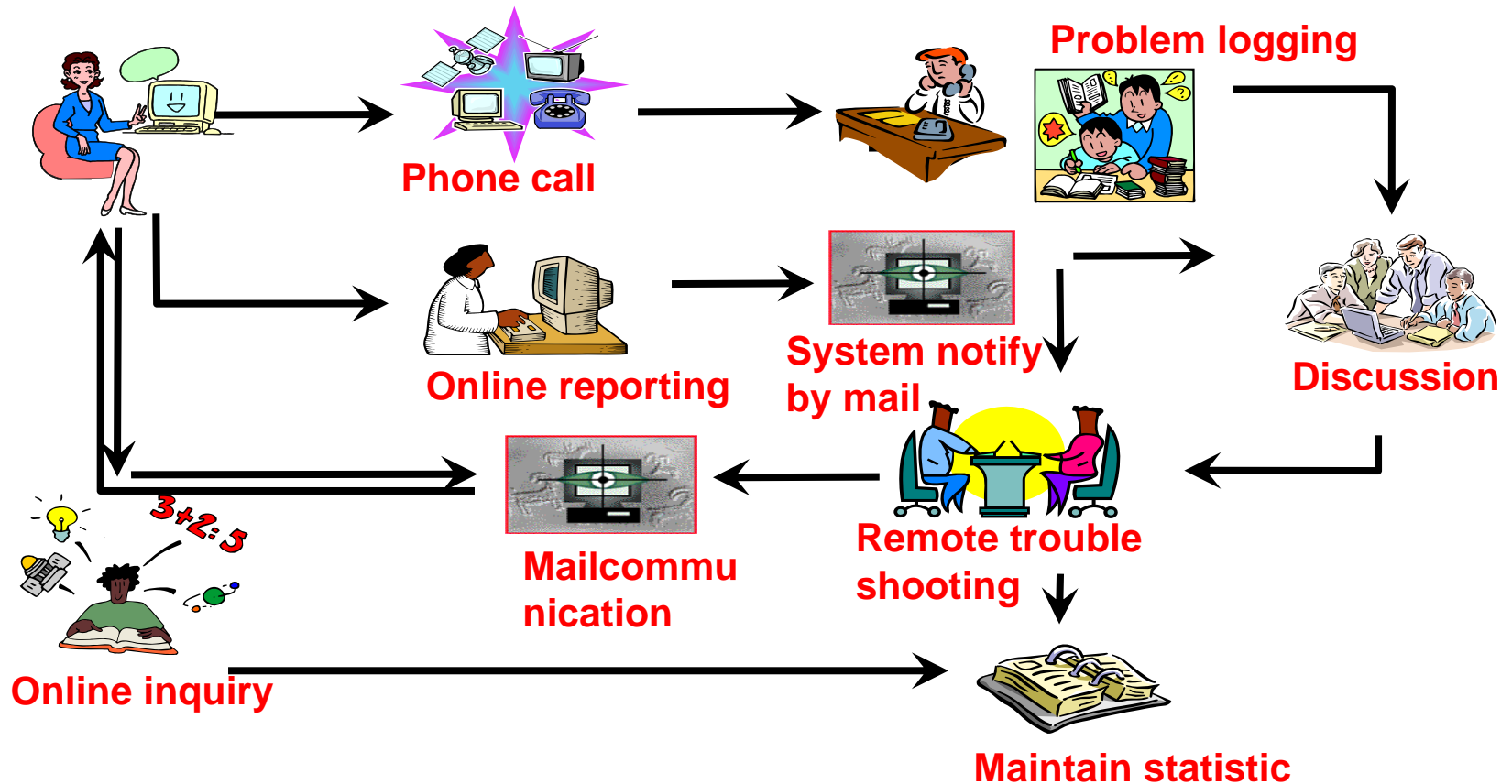
# 10\_Maintenance service-(01)

Key activities descriptions:

Procedure no.	Procedure name	Key activities
10	Maintenance service	1.Applying maintenance SOP for maintenance service. 2.Hospital provides and authorizes the use of remote trouble shooting facilities.

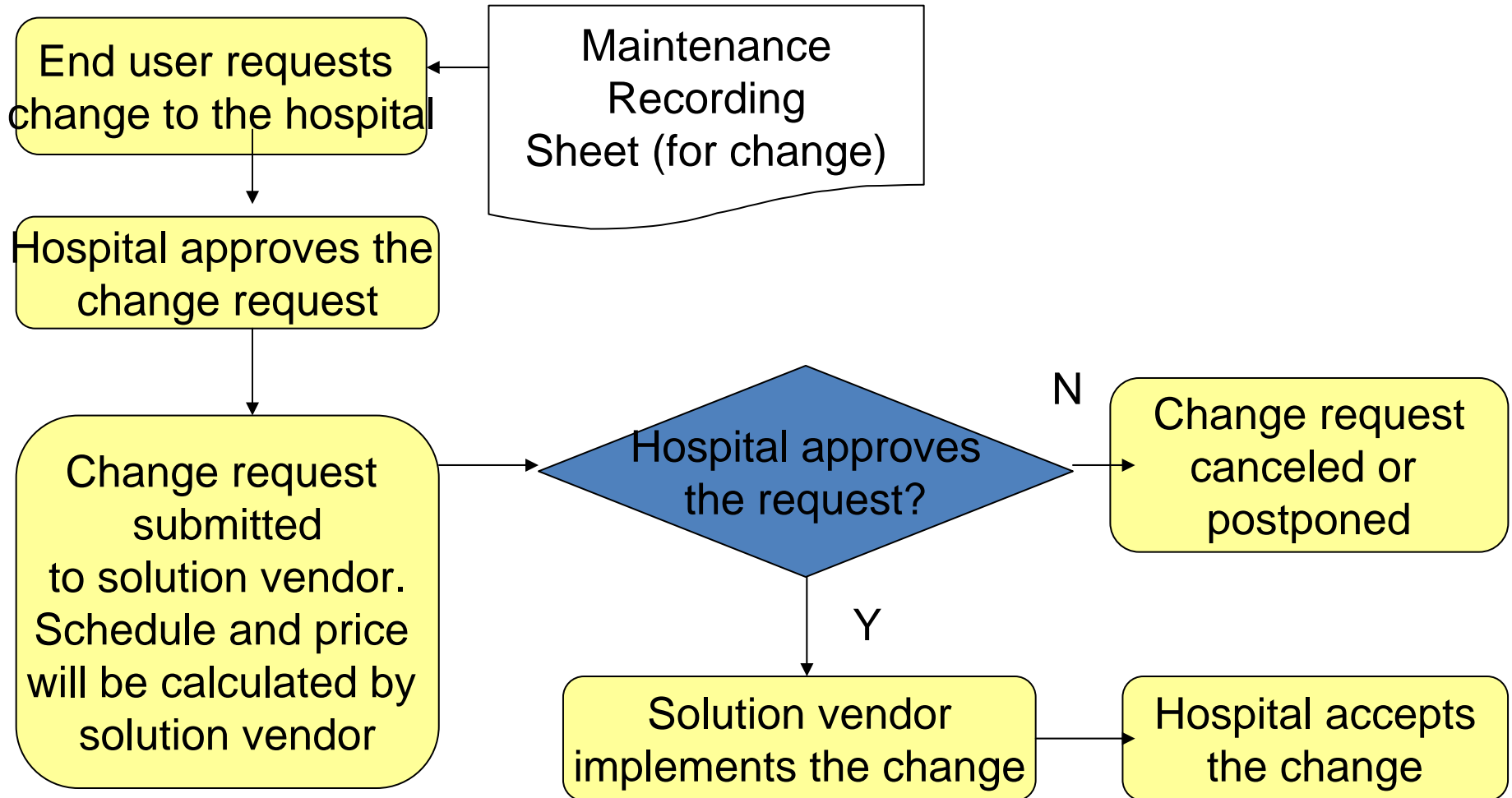
# 10\_Maintenance service-(02)

Maintenance SOP:



# 10\_Maintenance service-(03)

## SOP for Change management





# 10\_Maintenance service-(04)

## Maintenance recording sheet

Project code :		Project name :				
Product code :		Product name :		Customer code :		
System code :		System name :		current version :		
Problem no. (Filed by SSS) :						
Filed by :		Department :		Date :		
Problem descriptions : (please attached the any supporting documents with one problem for each sheet )						
<b>Belows filled by SSS:</b>						
Reviewed by :			Handled by :			
A \ program/function/module explanation :						
Problem assessment and classification :						
<input type="checkbox"/> 1. Operation problem (operation/ICT env., etc)		<input type="checkbox"/> 3. Function change (new function/function tailoring, migration, etc)				
<input type="checkbox"/> 2. Bug Fix		<input type="checkbox"/> 4. others (performance improvement, etc):				
B \ Man power and schedule : _____ ; <input type="checkbox"/> Put in quotation _____						
(Plan) starting date :		(Plan) finishing date :		Other explanations :		
Planned processing content and MH : (filled in summary or break down for the cost)						
	PM(Hr)	SA(Hr)	PGR(Hr)	Finish date		
Total	0	0	0			
C \ Actual processing record : (type, eg. DB/program/document, etc)						
(Actual) Starting date :		(Actual) Finishing date :		Other explanations :		
Serial #	Type	Mod./New	Processing explanations	Actual process	Hr	Finish date
Remarks :						
Customer sign off :			customer confirm date :			

# 5. Implementation schedule

D: Contract day

No	Work (Procedure) Description	Owner	Starting Date	Due Date
00	Kick off	All team	D+0.75M	D+1M
01	Gap analysis & function tailoring	III + hospital	D+0.75M	D+3.25M
02	ICT environment preparation & system installation	Hospital + III	D+2.5M	D+4M
03	Training for basic data preparation	III + hospital	D+3.5M	D+4M
04	Basic data entry & verification	Hospital	D+4M	D+4.5M
05	Training for ICT people	III + hospital	D+4.5M	D+5M
06	Training for end users	III + hospital	D+4.5M	D+5M
07	Integration & parallel testing	III + hospital	D+4.5M	D+5M
08	On production preparation	III + hospital	D+5M	D+5.25M
09	On production & stand by	III + hospital	D+5.25M	D+5.5M
10	Maintenance service	Hospital + III	D+5.5M	->