Squircle: One Month to Renegotiate License Agreements and Pricing to Include Hospital Acquisitions

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Squircle???

Also known as a Superellipse, which was coined by Piet Hein (a Danish poet and scientist), and he described the shape:

“It isn't fixed, isn't definite like a circle or square. You don't know what it is. It isn't esthetically satisfying…It is neither round nor rectangular, but in between. Yet it is fixed, it is definite — it has a unity.”
Fact Sheet

• Medical University of South Carolina consists of:
  • 6 colleges
  • 3,000 students
  • Approximately 1,500 full-time faculty
  • 750 residents in over 80 residencies

• MUSC Health Enterprise consists of:
  • MUSC Medical Center
  • MUSC Children’s Health
  • MUSC Hollings Cancer Center
  • MUSC Neurosciences
  • MUSC Heart and Vascular Center
  • MUSC Health Center for Telehealth

• MUSC Research consists of:
  • Approximately 1,330 clinical trials
  • 589 principle investigators
  • Designated Clinical and Translational Science Award hub
Background

- November 2018, MUSC Board of Trustees announced a plan to acquire 4 regional hospitals
  - Chester Medical Center
  - Lancaster Medical Center
  - Florence Medical Center
  - Marion Medical Center

- Late December 2018, learned that all hospital employees would receive NetID’s
  - NetID = Access to Library-Subscribed Resources

- Director of Information Resources and Collection Services (DIRCS) drafts communication workflow with vendors
Mid-January 2019, key Library faculty met with Health System Administration Planning Team (HSAPT). Members included:

- Director of Program Management
- Management Consultant
- Chief Medical Officer
- Chief Information Officer
- Learning Technology Professional Development Specialist
- Information Solutions Specialist
- Health System Administrator

Problem: due to the current IT infrastructure, the hospitals and employees would be able to access all Library-subscribed resources on Day 1 (March 1\textsuperscript{st}, 2019)
1 month before Go Live, DIRCS and other Library personnel adjust workflows to include:

- Assess current license agreements
- Identify which agreements could be amended and those that would require a new license
- Acquire updated pricing

Communication workflow between HSAPT, Procurement, and Legal is also established
Some adhoc Workflows
DIRCS Overall Workflow

Director of Information Resources and Collection Services

- Communication with Vendors
  - Initial conversation
  - Transparency
  - Frequent updates

- Review License Agreements
  - Identify multi-year agreements
  - Add hospitals
  - Map start dates and subscription periods for all resources
  - One-time cost for adding hospitals on current subscriptions
  - Future cost of renewals with hospital acquisition
  - Break invoice into several payments
  - Add hospitals as an amendment for 15 months to align with next multi-year agreement
  - "Bundle" several resources with different subscription start dates
  - Streamline same-provider resources

- Negotiation
  - Creative thinking
DIRCS
Process for Renewing with a New License Agreement
DIRCS Communication Workflow

1. Price negotiation
2. Review of license agreement
3. Receive one-time payment invoice
   - HSAPT Approval
   - Legal Approval
   - Procurement Approval

DIRCS

- Communicates with Vendor
- Communicates with HSAPT
- Communicates with Legal
- Communicates with Procurement
Conclusions

• Strong established partnership and collaboration were essential
• The Library was able to negotiate the funding increase to shared services
• Workflows aided those not directly involved—especially when it came to determining which entity an agreement would reside (University or Health System) or if an invoice had been paid
• HSAPT needed to include the Library and other departments earlier in the acquisition process to avoid disruptions in services and other issues
• Why Squircle