



Pennsylvania EBRS and EDRS Rollout Planning Project

The Commonwealth of Pennsylvania engaged QuantumMark, LLC to work with Department staff to develop Electronic Birth Registration System (EBRS) and Electronic Death Registration System (EDRS) Rollout Plans. The EBRS rollout was constrained by time due to the expiration of a software contract. The EDRS involved the transition of 1028 medical facilities, 3220 funeral directors and 199 local registrars across the whole Commonwealth from paper to an electronic process.

Internal buy-in to the plan was essential as both rollouts were challenged by a lack of vital records staff who could be dedicated to the rollouts. Staff would have to agree that the Plan was viable without sacrificing their operational responsibilities. The EDRS Plan also needed to include a strategy to build external stakeholder buy-in to the significant changes that would be required in their internal operations. The project was conducted in two parts, one for EBRS and one for EDRS. Each sub-project involved:

- Understanding objectives, assumptions and constraints
- Formulating optional strategies for achieving the objectives within the constraints
- Leading strategy discussions and facilitating consensus building
- Facilitating resolution of issues identified
- Developing the rollout plan
- Defining the roles and responsibilities matrix for staffing of the rollout
- Identifying implementation risks and mitigating strategies
- Preparing the final plan

The EBRS deliverable included strategies for: site preparation, training development, training deployment, pilot testing, deployment of the full rollout implementation, and progress evaluation. The EDRS included the same strategy categories plus a strategy for external stakeholder recruitment.