



Monterey County

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Board Report

Legistar File Number: A 18-196

June 05, 2018

Introduced: 5/21/2018

Version: 1

Current Status: Agenda Ready

Matter Type: BoS Agreement

- a. Approve and Authorize the Director of Health or Assistant Director of Health to sign a Participation Agreement with Oregon Community Health Information Network, Inc. (OCHIN) to pilot CareMessage Corporation's (CareMessage) text and voice messaging patient communication system through OCHIN's electronic interface for the period retroactive from May 15, 2018 to May 14, 2019, for a total contract amount not to exceed \$68,000; and
- b. Accept the recommendations of the Director of Health or Assistant Director of Health regarding the following non-standard provisions in the Participation Agreement: indemnification, warranties, limitation of liability and termination; and
- c. Authorize the Director of Health or Assistant Director of Health to sign up to three (3) future amendments to this Agreement where the amendments do not exceed 10% of the original contract amount (\$6,800) and do not significantly change the scope of work.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and Authorize the Director of Health or Assistant Director of Health to sign a Participation Agreement with Oregon Community Health Information Network, Inc. (OCHIN) to pilot CareMessage Corporation's (CareMessage) text and voice messaging patient communication system through OCHIN's electronic interface for the period retroactive from May 15, 2018 to May 14, 2019, for a total contract amount not to exceed \$68,000; and
- b. Accept the recommendations of the Director of Health or Assistant Director of Health regarding the following non-standard provisions in the Participation Agreement: indemnification, warranties, limitation of liability and termination; and
- c. Authorize the Director of Health or Assistant Director of Health to sign up to three (3) future amendments to this Agreement where the amendments do not exceed 10% of the original contract amount (\$6,800) and do not significantly change the scope of work.

SUMMARY/DISCUSSION:

The Health Department Clinic Services Bureau (Health Department) operates nine community clinic sites designated as Federally Qualified Health Center Look-Alikes (FQHC-LA), which provide preventative, primary, and specialty medical care services. The Health Department has been a member of the OCHIN collaborative since 2007, which allows for access and usage of Epic's Practice Management (PM) and Electronic Medical Record (EMR) systems.

Through the years, OCHIN has provided valuable health information technology support and services to the Health Department during the course of the Epic PM and EMR System implementation and utilization, and continuously offers innovative tools, such as CareMessage, to improve the patient

experience.

CareMessage operates a technology platform that allows medical providers to connect with patients through text and voice messaging to reduce patient no-shows, increase patient engagement and health education, and improve overall patient outcomes. When the Health Department entered into an Agreement with CareMessage in 2015, CareMessage did not have the functionality to interface with Epic. Through this pilot project, OCHIN and CareMessage will collaborate to establish initial integration between Epic and CareMessage. Approval of this Participation Agreement, will allow the Health Department to participate in the pilot project and provide critical feedback to the success of this project. With a successful integration, the Health Department will be able to access system benefits such as automated patient communication reports, real-time patient appointment scheduling and a reduction in manual entry. Negotiation with OCHIN surrounding a provision in this Agreement was delayed further than anticipated and Clinic Services seeks retroactive approval to May 15, 2018 to allow the implementation of the program to move forward as planned.

This work supports the Monterey County Health Department 2011-2015 Strategic Plan Initiative(s): 2) Enhance community health and safety by emphasizing prevention. It also supports one of more of the ten essential public health services, specifically: (3) Inform, educate and empower people about health issues, and (7) Link people to needed personal health services and assure the provision of health care when otherwise unavailable.

OTHER AGENCY INVOLVEMENT:

County Counsel, the Auditor-Controller and Contracts/Purchasing have reviewed the Agreement. Risk Management has not approved the nonstandard indemnification, warranties, limitation of liability and termination provisions. The Health Department recommends moving forward as the Participation Agreement has the potential to significantly improve the CareMessage platform and is a cloud based software service that will not require on-site training or assistance. If the Participation Agreement is approved, the Standard Agreement between CareMessage and County of Monterey will terminate. The Participation Agreement is on file with the Clerk of the Board.

FINANCING:

Sufficient appropriations are available in FY 2018-19 Proposed Budget of Clinic Services Bureau, Health Department (4000-HEA007). The Agreement is funded by revenues from Medi-Cal and Medicare. There is no financial impact to the General Fund resulting from approval of this Agreement. _

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Check the related Board of Supervisors Strategic Initiatives:

☐ Economic Development:

- Through collaboration, strengthen economic development to ensure a diversified and healthy economy.

☐ Administration:

- Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency.

☒Health & Human Services:

- Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.

☐Infrastructure:

- Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.

☐Public Safety:

- Create a safe environment for people to achieve their potential, leading businesses and communities to thrive and grow by reducing violent crimes as well as crimes in general.

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Approved by: Elsa M. Jimenez, Director of Health, x4526

Attachment:

Participation Agreement is on file with the Clerk of the Board