



Monterey County

Board of Supervisors
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

Legistar File Number: A 19-300

August 27, 2019

Introduced: 7/15/2019

Current Status: Agenda Ready

Version: 2

Matter Type: BoS Agreement

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute an agreement with HealthStream Inc. for Web based clinical education content services at NMC for an amount not to exceed \$137,344 with an agreement term retroactive to July 1, 2019 through June 30, 2022.
- b. Approve the NMC Chief Executive Officer's recommendation to accept non-standard indemnification, insurance, limitations on liability, and limitations on damages provisions within the agreement.

RECOMMENDATION:

It is recommended the Board of Supervisors:

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute an agreement with HealthStream Inc. for Web based clinical education content services at NMC for an amount not to exceed \$137,344, with an agreement term retroactive to July 1, 2019 through June 30, 2022.
- b. Approve the NMC Chief Executive Officer's recommendation to accept non-standard indemnification, insurance, limitations on liability, and limitations on damages provisions within the agreement.

SUMMARY/DISCUSSION:

HealthStream is a well-known online hospital education company that NMC has contracted with since October 2009 to provide required educational services to hospital staff to meet The Joint Commission and other state regulations and requirements. This renewal agreement will allow NMC to continue to contract with HealthStream in order to meet the needs of the hospital, as well as to ensure compliance with The Joint Commission education recommendations.

This renewal consists of new terms and conditions required by HealthStream as they have grown and evolved in their market over the last ten (10) years. It also includes four software modules, which will continue to enhance NMC's education program: 1) Knowledge Q; 2) HealthStream Performance Center; 3) hStream and 4) Checklist Management.

Knowledge Q is a program that allows NMC administrators responsible for annual mandatory training to invest training resources smarter by better understanding where NMC is at risk. It allows NMC to gauge the annual mandatory training program and how NMC compares to the industry standard; the overall performance of employees on annual mandatory training measures. It is a solution that delivers,

tests, and measures the knowledge in NMC to increase the effectiveness of staff and to improve the efficiency of training initiatives.

HealthStream Performance Center simplifies annual reviews by moving from paper-based processes to online assessments. The complete solution gives NMC tools such as Cascading Goal Management and Succession Planning to help develop a workforce that is engaged and performing. It is designed to create an environment of accountability and ensure everyone in the organization is working toward the same strategic initiatives.

HealthStream Checklist Management provides direct tools that support any situation, from the simplest to the most complex faced in healthcare on a daily basis. It is automated to improve any educational initiatives with the addition of checklists. The checklists are a resource for managers to track the validation of skill-based competencies, and they ensure only qualified and pre-approved evaluators work with employees to certify their skills and knowledge. The checklist method validates technical skills and moves beyond testing knowledge (documents observation of technical skills). It ensures standardized methods and also has additional tools, such as coaching prompts and the ability to assign targeted learning based on the observation, making the checklist experience more valuable.

NMC has been in the negotiation process with HealthStream since October 2018 and during that process, HealthStream ended their partnership with Wolters Kluwer who provided Lippincott Procedures, which was an additional service utilized by the clinical staff through HealthStream. This lengthened our negotiation process as we had to start our contract with Wolters Kluwer separately and ensure that the two contracts did not overlap/leave gaps and previous commitments were honored.

This agreement underwent extensive vetting by County approvers. There are numerous technical aspects and non-standard risk provisions that were negotiated and rewritten, such as Indemnification, Confidentiality, Payments, Warranty Disclaimer, Insurance, Term and Termination, Modification, Assignment, Order forms, Limitations on Liability, and Limitations on Damages.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this agreement as to legal form, and the Auditor-Controller has reviewed and approved as to payment provisions. The agreement has also been reviewed and approved by NMC's Finance Committee and Board of Trustees on 6/6/2019.

FINANCING:

The cost for this agreement is \$ 137,474 of which \$40,815 which is included in the Fiscal Year 2019-20 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This agreement brings improved technological capabilities and functionality to NMC, enhancing and

strengthening its technological functionality and reliability which fosters a sound, secure and sustainable physical infrastructure.

- Economic Development
- Administration
- Health and Human Services
- Infrastructure
- Public Safety

Prepared by: Janine Bouyea Director Human Resource, 783-2701

Approved by: Gary R. Gray, DO, Chief Executive Officer, 783-2504

Attachments:

HealthStream Agreement

Attachments on file with the Clerk of the Board