



Monterey County

Item No.

Board Report

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

Legistar File Number: A 22-169

April 26, 2022

Introduced: 4/11/2022

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute an Order Form with HealthStream, Inc. subject to the terms and conditions of the HealthStream Master Services Agreement (A-14475), to extend the web-based HealthStream learning management system for an additional five (5) year period (July 1, 2022 through June 30, 2027) for a revised full Agreement term of July 1, 2019 through June 30, 2027, at a cost of \$234,290 for a revised total Agreement amount not to exceed \$371,634.

RECOMMENDATION:

It is recommended the Board of Supervisors:

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute an Order Form with HealthStream, Inc. subject to the terms and conditions of the HealthStream Master Services Agreement (A-14475), to extend the web-based HealthStream learning management system for an additional five (5) year period (July 1, 2022 through June 30, 2027) for a revised full Agreement term of July 1, 2019 through June 30, 2027, at a cost of \$234,290 for a revised total Agreement amount not to exceed \$371,634.

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 terms and conditions similar to those previously agreed to and required by HealthStream as they have grown and evolved in their market over the last ten (10) years. It also includes the same four software modules that are currently utilized, 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.

We are recommending a five (5) year extension as opposed to a three (3) year or less period to take advantage of cost savings of approximately \$5,114 per year.

OTHER AGENCY INVOLVEMENT:

The Office of County Counsel has reviewed and approved this request as to form, and the Auditor-Controller has reviewed and approved as to payment provisions. The request has also been reviewed and approved by NMC's Finance Committee and by its Board of Trustees on April 8, 2022.

FINANCING:

The cost for this request is \$234,290 of which \$46,858 is included in the Fiscal Year 2022-23 Recommended 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, Hospital Assistant Administrator, 783-2701

Approved by: Charles R. Harris, Chief Executive Officer, 783-2504

Attachments:

Board Report Attachment A: HealthStream Order Form

HealthStream, Inc. Agreement

Attachments on file with the Clerk of the Board

Dr. Charles R. Harris

Charles R. Harris, M.D., Chief Executive Officer

4/13/2022

Date