



# County of Monterey

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

## Board Report

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**File #:** A 12-099, **Version:** 1

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Authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 2 to the Agreement (A-11891) with Versaworks Inc. for Professional Information Technology Services at NMC, extending the Agreement to June 30, 2013 and adding \$1,845,750 for Fiscal Year (FY) 2012-13 for a revised total Agreement amount not to exceed \$5,078,650 in the aggregate.

### **RECOMMENDATION:**

It is recommended the Board of Supervisors Authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 2 to the Agreement (A-11891) with Versaworks Inc. for Professional Information Technology Services at NMC, extending the Agreement to June 30, 2013 and adding \$1,845,750 for Fiscal Year (FY) 2012-13 for a revised total Agreement amount not to exceed \$5,078,650 in the aggregate.

### **SUMMARY/DISCUSSION:**

As NMC continues to enhance its information technology capabilities in the Electronic Medical Record and IT infrastructure, a need has been identified for additional technical clinical and non-clinical resources. The recommendation is to engage Versaworks, a company with a strong reputation for providing highly competent information technology services. Versaworks was first contracted by NMC in November of 2010. Accomplishments' to date include.

### **Business Applications Interoperability & Integration**

- \* Picis reconfiguration and optimization for Inpatient, Outpatient and Moderate Sedation redesign. Implemented e-signature for Case Records, created custom reports and new case record. Working on process development for materials to interface into Picis where they can be tracked and transmitted back to Meditech for billing: (July 2011-current)
- \* Streamlined CGI Advantage ERP notification process for Accounting and Material Management (July 2011)
- \* Implemented backup solution for Blood Bank History (March, 2012 - April, 2012)
- \* Configured Nighthawk VPN tunnel for direct PACS study access bypassing SVR as a dependency to Nighthawk for third party viewing of radiology images. Established direct connectivity with SVR and NMC PACS systems through a site to site VPN tunnel. This allows NMC and SVR to send and receive studies between NMC and SVR bypassing Radworks when situations require such as Radworks outages. (July 2011 - Aug 2011)
- \* Deployed PICIS OR manager to 74 mobile workstations (Oct 2011)

### **Clinical Business Applications Implementation & Rollout**

- \* Implemented HIPAA 5010 Standard for electronic transmission of health care transactions - Prerequisite for ICD-10.
- \* ICD-10 project preparation and planning - Formed project team, currently performing vendor analysis for documentation, financial impact, education assessments and training tools. (Feb 2012 to On-going)

- \* Complete Ambulatory Management RFP including vendor analysis and vendor selection process (Aug 2011 - March 2012)
- \* Meaningful Use (Stage 1) - On track to complete 14 Core Measure and 5 Menu Set Measures which includes 15 Clinical Quality Measures - Goal is to attest to Medicaid Meaningful Use Stage 1 in June 2012. (July 2011 to Current)
- \* Rolled out Pre-Newborn registration to ensure newborns have an assigned account number prior to birth. (Aug2011 - Feb 2012)

### **IT Infrastructure and Business Applications Implementation**

- \* Migrated entire NMC virtual infrastructure and virtual desktop infrastructure (VDI) to HP Blade Environment. New blade environment provides highly available and redundant computing capacity for 240 CPUs and 1.4TB of RAM. NMC is currently running over 250+ Virtual machines, and decommissioned over 4 full server rack cabinets, 300 pieces of copper Ethernet, and 80 physical servers. (July 2011 to current)
- \* Upgraded NMC virtual infrastructure and virtual desktop infrastructure from vSphere 4 to vSphere 5. NMC's internal CLOUD environment now uses the latest and most advanced cloud computing product available worldwide. vSphere 5 brings a whole host of new features including support for windows 7 aero for VDI, Storage DRS for real-time storage resource load balancing, and enhanced security such as built-in hypervisor firewalls. (July 2011 to current)
- \* Finished Wireless deployment of Cisco Wireless Control System, 4 wireless controllers, 1 wireless guest anchor controller, 1 mobility services engine, and over 176 lightweight wireless access points. Implemented to scale building diagrams for wireless coverage tracking with heatmaps. Implemented location services for real-time tracking of all wireless devices. Resolved all major interference issues in clinical areas such as ER and LDU. (Jan 2011 to Nov 2011)
- \* Managed the roll out of OnBase enterprise content management systems at BAR, Admin and Records & Retention (July 2011 - on-going)
- \* Managed and supported with building the new Records and Retention function at Natividad (July 2011 - on-going)
- \* Managed the Implementation of Virtual Desktop Infrastructure (VDI) for workstation hardware refresh project. Replaced and virtualized 130 workstations across various departments such as SPC, ADM, BAR, LDU, OPT, MDR and training rooms (July 2011 to on-going)
- \* Managed the upgrade of the Kronos Timekeeping to version 6.2 (July 2011)

### **Datacenter Implementation**

- \* Implemented Meditech IDR backups. Reduced recovery point objective "RPO" from 24 hours to 4 hours on all Meditech systems. (July 2011 to current)
- \* Deployed redundant storage area network (SAN) for fiber channel connectivity and Netapp FAS3140 Filers providing 64 TB of usable storage. (July 2011 - Sept 2011)
- \* Configured new T1 circuit and T1 extension for HCIN (Health Care Interpreter Network) MPLS network upgrade. Provided NMC remote connectivity to the HCIN network. Configured T1 crossover for HCIN to NMC's new VOIP System for incoming interpreter calls. (Jan 2012 - Mar 2012)
- \* Reconfigured NMC Wireless infrastructure to support VOIP. Provided wireless connectivity and voice connectivity for over 70x 7925 Cordless/wireless Phones.
- \* Stood up and configured 2x HP C7000 Blade chassis for future virtual infrastructure and

- virtual desktop infrastructure clusters. (Nov 2011 - Dec 2011)
- \* Configured multicast routing across the enterprise to support features such as UCS music on hold, cisco video conferencing, Tandberg video conferencing and multicast software deployment (Oct 2011 - Dec 2011)
- \* Staged/configured/built all UCS hardware for VOIP deployment. Performed datacenter consolidation and cleanup of MDF and Datacenter for VOIP project. (July 2011 - current)
- \* Information Systems Security
- \* Implemented enterprise wide Quality of Service (QOS) across 150 network infrastructure devices and over 2000+ switch ports. Ensured mission critical performance guarantees for critical voice traffic. (Aug 2011 - Dec 2011)
- \* Configured Application and service level monitoring through Orion Server & Application Monitor. NMC now proactively monitors over 50 network applications running on application servers, database servers, and web servers. This enables NMC IT to respond to application outage conditions before the customer reports errors. (Jan 2012 - April 2012)
- \* Built and configured Infant Security private network for new Infant security system (July 2012)
- \* Coordinated an external IT security assessment being conducted by RedSpin (Jan 2012 - on-going)

### **IT Operations Management**

- \* Provided day-to-day operational guidance and oversight on all infrastructure and hardware-related projects (July 2011 to current)
- \* Provided strategic guidance and oversight on clinical and non-clinical application-related projects (July 2011 to current)
- \* Completed remote data center technical architecture and vendor selection process (July 2011 to current)
- \* Implemented new Tiered-level Helpdesk support structure and process (July 2011 - Sept 2011)
- \* Led IT team to achieve high customer satisfaction scores from NMC internal survey. (July 2011 - January 2012)

### **Clinical Reporting platform development**

- \* Built new Meditech Data Repository (DR) server. Provided highly scalable and highly available SQL database server environment for Meditech data warehousing purposes. Reduced query time from minutes to seconds. (July 2011 - April 2012)
- \* Rolled out new Contract Management Dashboard and data entry tool for contract tracking (Dec 2011 - March 2012)
- \* Developed new report dashboard for Daily Census (July - Sep 2011)
- \* Develop custom reports for Picis
- \* Develop custom reports dashboard for ATB (Aged Trial Balance) for BAR (Mar 2102 - April 2012)
- \* Develop new Report dashboard for Admitting (July 2011 - Sept 2011)
- \* Completed the software development for porting EPIC/Meditech Lab interface backend to Microsoft SQL (Oct 2011 - Dec 2011)
- \* Systems and Application Monitoring
- \* Systems and Application Monitoring was not implemented as NMC decided to delay the

purchase and implementation of the Microsoft System Center Operations Manager (SCOM) software.

### **IT Infrastructure Implementation**

- \* Deployed LANDesk imaging and operating system deployment software. Helpdesk technicians can now reimage or provision any machine whether a workstation or a laptop from anywhere on our network. This greatly reduced the manual intervention required to bring machines into compliance or provisioning new hardware for all departments. (July 2011 - Current)
- \* Implemented and deployed additional Numara instances for Admin Rounding and Records & Retention (July 2011 - Jan 2012)
- \* Implemented LANDesk system management software on over 1000 workstations. Provided asset/inventory management, license management, software management, and security remediation. (July 2011 - Aug 2011)

Over the next year, Versaworks will provide both clinical and non-clinical technical resources which will include but not be limited to: principle solutions architect, clinical IT project manager, data center implementation engineer, network & security architect, data warehouse engineer and IT systems implementation specialist - please see attached Statement of Work (SOW) for more detail.

Versaworks is committed to NMC's long range IT roadmap and by engaging Versaworks, important strategies and goals will be met.

### **OTHER AGENCY INVOLVEMENT:**

County Counsel has reviewed and approved this Amendment as to legal form and risk provisions. Auditor-Controller has reviewed and approved this Amendment as to fiscal provisions. The Amendment has also been reviewed and approved by Natividad Medical Center's Board of Trustees.

### **FINANCING:**

The cost for this Amendment is \$1,845,750 and is included in the Fiscal Year 2012/2013 Recommended Budget. There is no impact to the General Fund.

Prepared by: Jim Fenstermaker, Chief Information Officer, 783-2559

Approved by: Harry Weis, Chief Executive Officer, 783-2553

Attachments: Agreement, Amendments 1 and 2.