



County of Monterey

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

Board Report

File #: A 17-405, **Version:** 1

Approve and authorize the Director of Health or Assistant Director of Health to sign Amendment No. 1 to the Agreement with CareMessage Corporation, to extend the term for an additional two (2) years, for a new term of November 1, 2015 to October 31, 2019, and to increase the contract amount by \$116,200, for a revised contract amount not to exceed \$215,000, to provide a text and voice messaging patient communication system.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Approve and authorize the Director of Health or Assistant Director of Health to sign Amendment No. 1 to the Agreement with CareMessage Corporation, to extend the term for an additional two (2) years, for a new term of November 1, 2015 to October 31, 2019, and to increase the contract amount by \$116,200, for a revised contract amount not to exceed \$215,000, to provide a text and voice messaging patient communication system.

SUMMARY/DISCUSSION:

The Health Department Clinic Services Bureau (Clinic Services) operates nine community clinic sites designated as Federally Qualified Health Center Look-Alikes (FQHC-LA). Under the direction of the County and governance of the Community Health Center Board, the clinics provide preventative, primary, and specialty medical care services.

CareMessage Corporation (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.

Since November 1, 2015, CareMessage's system has provided patients with the convenience of receiving text and voice message appointment reminders in English or Spanish and the interactive ability for them to confirm, cancel or request to reschedule the appointment. The patient communication system also offers the functionality to outreach to patients, which includes prescription refill reminders, referral management, health screening reminders (breast cancer screening, cervical cancer screening) and health management programs (type 2 diabetes, nutrition, smoking cessation) based on the patient's need.

Approval of the recommended action will allow this service to continue increasing patient engagement and help improve overall patient outcomes.

This work supports the Monterey County Health Department 2011-2015 Strategic Plan initiatives to empower the community to improve health through programs, policies and activities. It also supports one or more of the ten essential public health services, specifically to inform, educate, and empower people about health issues.

OTHER AGENCY INVOLVEMENT:

County Counsel, the Auditor-Controller and Contracts/Purchasing have reviewed Amendment No. 1 and concur with this recommendation.

FINANCING:

Sufficient funds are available in the Clinic Services Bureau, Health Department FY2017-18 Adopted Budget

4000-HEA007. This Amendment No. 1 will be funded by revenues generated from Medi-Cal and Medicare. There is no financial impact to the General Fund resulting from approval of this Amendment No. 1.

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.

Prepared by: Sheena Morales, Management Analyst III, x1393

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

Attachments:

Amendment No. 1 is on file with the Clerk of the Board

Agreement is on file with the Clerk of the Board