



Board Report

File #: A 18-401, **Version:** 1

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute an agreement with West Interactive Services Corporation for patient notification services at NMC for an amount not to exceed \$100,000 with an agreement term October 1, 2018 through September 30, 2023.
- b. Approve the NMC Chief Executive Officer's recommendation to accept non-standard indemnification, insurance and limitations on liability 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 West Interactive Services Corporation for patient notification services at NMC for an amount not to exceed \$100,000 with an agreement term October 1, 2018 through September 30, 2023.
- b. Approve the NMC Chief Executive Officer's recommendation to accept non-standard indemnification, insurance and limitations on liability provisions within the agreement.

SUMMARY/DISCUSSION:

The services provided by West Interactive will provide communication with all of our patients receiving services from Specialty Clinic, Natividad Care Center, Lab services and Radiology. Specialty Services currently has 40 Providers and we are adding new services in Cardiology, Podiatry, and GYN Oncology. In addition, Natividad Care Center will provide mammography, bone density and ultra sound. Cardiopulmonary services will serve for Echocardiography, Stress testing and Coumadin services.

The agreement with West Interactive is a direct off of an old contract with ClientTell, an appointment reminder system, used exclusively in Specialty Services to remind patients about upcoming appointments; this allowed clinic staff to provide excellent customer service to our patients and Providers.

With expanding the use of West Interactive to include Laboratory, Radiology, Cardiology, and Cardiopulmonary, we will be more equipped to meet the demand of our patients. Patients will be given the options to accept appointment or to cancel and reschedule; all calls and text messages will be available in Spanish and English. We will receive daily reports from West Interactive; for appointments cancelled, we can move additional patients in to those time slots and increase access to healthcare for all residents.

Finally we will be able to send out random surveys to clients to "see how we are doing" and use that information to improve our relationships with patients throughout Monterey County and others.

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 on July 26, 2018 and by its Board of Trustees on August 3, 2018.

FINANCING:

The cost for this agreement is \$100,000 of which \$19,782 which is included in the Fiscal Year 2018-19 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Improving communication and access to Providers and services in Monterey County strengthens access to Healthcare with a patient reminder system. This will allow us to provide excellent care on an outpatient visit and prevent some admissions to the hospital. Finally this will increase our Provider base as we become efficient and ensuring patients are coming and following up with care and increase Healthcare overall in Monterey County.

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

Prepared by: Patricia Butcher, Supervising Clinic Nurse, 772-7880

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

Attachments:

West Interactive Services Corporation Agreement

Attachments on file with the Clerk of the Board