



## Board Report

---

**File #:** A 17-482, **Version:** 1

---

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute Amendment No. 2 to the agreement with Verge Solutions, LLC for web based software license to access a quality compliance software system, extending the agreement an additional two (2) year period (January 1, 2018 through December 31, 2019) for a revised full agreement term of January 1, 2016 through December 31, 2019, and adding \$97,318 for a revised total agreement amount not to exceed \$187,738.
- b. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$9,042) of the original cost of the agreement per each amendment.

### **RECOMMENDATION:**

#### **It is recommended the Board of Supervisors:**

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 2 to the agreement with Verge Solutions, LLC for web based software license to access a quality compliance software system, extending the agreement an additional two (2) year period (January 1, 2018 through December 31, 2019) for a revised full agreement term of January 1, 2016 through December 31, 2019, and adding \$97,318 for a revised total agreement amount not to exceed \$187,738.
- b. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$9,042) of the original cost of the agreement per each amendment.

### **SUMMARY/DISCUSSION:**

Verge Solutions, LLC dba Verge Health is a risk management software company. Verge's software solutions enable healthcare organizations to proactively protect and defend patients, caregivers, and frontline staff, against errors, adverse events, and policy violations. With over 900 facilities and 500,000 active users, the company's Converge Platform provides hospital organizations with a cross-functional, proactive surveillance tool enabling optimal quality and safety results.

Verge Solutions provides Software as a Service (SaaS) to NMC which includes the following products: Accreditation Regulatory, Event Management, Patient Relations, and Rounding.

Accreditation Regulatory (formerly VSurvey - Hospital) enables NMC to proactively manage compliance: Regulatory, Quality, Data Security, and Custom Standards. Incorporating powerful data collection tools, survey methodology, flexible reporting and corrective action plans, VSurvey assists NMC with being "survey ready" at all times.

Event Management (formerly VIncident) empowers event reporting and patient safety tools that transform real-time data into actionable results. With a user-friendly icon screen, intuitive forms and easy reporting, VIncident automates NMC's event management process.

Patient Relations (formerly VPatientRelations) makes it easier to understand and improve all areas of patient relationship management. NMC shall be able to create an efficient process of collecting and reporting patient complaints, grievances, suggestions and compliments.

Rounding allows for the collection of compliance data from any mobile device with surveys that are designed for tablet and mobile sized screens. This also enables NMC to capture non-compliant finding details such as comments and images and to track if resolution occurred on the spot.

Within the healthcare field, standards must be retained at the highest level in order to support patients and meet their care needs over time. Verge Solutions modules allow NMC to ensure that the health of patients and staff is preserved and, where possible, free of risks. Therefore, NMC is requesting approval of the recommended action to continue utilizing the services and tools, like Quality Management Software (QMS) provided by Verge Solutions, which plays an important role in day-to-day processes within healthcare environments, to assist NMC reach our quality targets.

**OTHER AGENCY INVOLVEMENT:**

County Counsel has reviewed and approved this amendment No. 2 as to legal form and risk provisions, and the Auditor-Controller has reviewed and approved as to payment provisions. This amendment No. 2 has also been reviewed and approved by NMC's Finance Committee on October 26, 2017 and by its Board of Trustees on November 3, 2017.

**FINANCING:**

The cost for this amendment No. 2 is \$97,318 of which \$47,472 is included in the Adopted Budget for Fiscal Year 2017-18 and \$49,846 shall be included in the FY18-19 Recommended Budget. There is no impact to the General Fund.

**BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

This agreement is for a software system which improves data processing at NMC. The use of this system directly contributes to a more efficient and effective use of resources within the organization and provides NMC with the additional support it needs to be able to provide reliable and quality patient care thus improving the health and quality of life for patients and their families.

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

Prepared by: Dr. Craig Walls, Chief Medical Officer, 783-2521

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

Attachments:

- Verge Solutions LLC Amendment 2
- Verge Solutions LLC Amendment 1
- Verge Solutions LLC Agreement
- Verge Solutions LLC Spend Sheet

Attachments on file with the Clerk of the Board