



County of Monterey

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

Board Report

File #: A 19-399, Version: 1

Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 1 to the agreement with Everbridge, Inc. for Critical Event Management Software services, extending the agreement an additional two (2) year period (January 30, 2020 through January 29, 2022) for a revised full agreement term of January 30, 2018 through January 29, 2022, and adding \$65,378 for a revised total agreement amount not to exceed \$127,642.

RECOMMENDATION:

It is recommended the Board of Supervisors:

Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 1 to the agreement with Everbridge, Inc. for Critical Event Management Software services, extending the agreement an additional two (2) year period (January 30, 2020 through January 29, 2022) for a revised full agreement term of January 30, 2018 through January 29, 2022, and adding \$65,378 for a revised total agreement amount not to exceed \$127,642.

SUMMARY/DISCUSSION:

Everbridge is a critical event management software system that Natividad has utilized since January 2018. It allows the Staffing Resources Office, responsible for ensuring compliance with staffing ratios on units, to effectively reach staff for mass callings when needed. The mass callings are typically done for sick calls and staffing shortages. On occasion, mass callings can be used when there are mass casualty/triage events. This system is also utilized to contact specific groups of people when needed during accreditation surveys (TJC, CMS, etc.) as an alternate means of communicating updates.

Everbridge is a web based system that stores and updates telephone numbers for all staff members within the hospital in a single location. It is readily accessible from anywhere that has access to the internet. Within the system, NMC has the ability to select targeted groups of employees and in various ways all while the system tracks communications and verifications.

Compliance with staffing ratios is a priority at NMC and this software has been essential in ensuring that communications surrounding staffing are managed effectively and efficiently. NMC recommends the renewal of this agreement to ensure continued compliance.

OTHER AGENCY INVOLVEMENT:

County Counsel reviewed and approved this amendment No. 1 as to legal form, and the Auditor-Controller reviewed and approved as to payment provisions. The amendment No.1 was reviewed and approved by NMC's Finance Committee on October 24, 2019 and by its Board of Trustees on November 1, 2019.

FINANCING:

The cost for this amendment No. 1 is \$65,378 of which \$32,689 is included in the Fiscal Year 2019-20 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Supporting the renewal of the Everbridge contract will ensure that we continue to provide great patient care. It ensures we are contacting all available resources to have the best quality staff available when an incident or

sick call occurs. It also provides us the method to communicate with necessary staff from anywhere to notify of changes at the facility that could be important to their oncoming shift.

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

Prepared by: Ann Ferguson, Management Analyst II, 783-2724

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

Attachments:

Everbridge, Inc. Amendment 1

Everbridge, Inc. Agreement

Attachments on file with the Clerk of the Board