



## Board Report

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**File #: A 19-443, Version: 1**

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Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 4 to the agreement (A-13820) with Verge Solutions, LLC for a software system that manages issues from a quality, accreditation and regulatory compliance standpoint, extending the agreement an additional one (1) year period (retroactive to January 1, 2020 through December 31, 2020) for a revised full agreement term of January 1, 2019 through December 31, 2020, and adding \$44,972 for a revised total agreement amount not to exceed \$223,614.

### **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. 4 to the agreement (A-13820) with Verge Solutions, LLC for a software system that manages issues from a quality, accreditation and regulatory compliance standpoint, extending the agreement an additional one (1) year period (retroactive to January 1, 2020 through December 31, 2020) for a revised full agreement term of January 1, 2019 through December 31, 2020, and adding \$44,972 for a revised total agreement amount not to exceed \$223,614.

### **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 and proactive surveillance tool which enables optimal quality and safety results.

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

The Accreditation Regulatory module enables NMC to proactively manage compliance with regulatory requirements and quality data through auditing compliance of standards. It incorporates powerful data collection tools, survey methodology, flexible reporting and corrective action plans so that NMC is "survey ready" at all times.

The Event Management module 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, the Event Management module automates NMC's event management process.

The Patient Relations module makes it easier to understand and improve all areas of patient relationship management so that NMC is able to create an efficient process of collecting and reporting patient complaints and grievances.

The Verge solutions modules provide data to assist with identifying safety hazards and helps prioritize where to focus resources, develop interventions to mitigate hazards and evaluate whether the interventions reduced harm. NMC is requesting approval of the recommended action in order to continue utilizing the services and tools such as the Quality Management Software (QMS) which is also provided by Verge Solutions.

### **OTHER AGENCY INVOLVEMENT:**

County Counsel has reviewed and approved this amendment No. 4 as to legal form, and the Auditor-Controller has reviewed and approved as to payment provisions. The amendment No. 4 has also been 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. 4 is \$44,972, of which \$22,486 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:**

This agreement is for a software system which improves data collection and processing to enable analysis of patient safety and standards compliance information which drives improved medical care and patient outcomes 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: Monica Hamilton, Quality Administrator, 783-2502

Approved by: Gary R. Gray, DO, Chief Executive Officer, 783-2553

**Attachments:**

Verge Solutions, LLC Amendment 4  
Verge Solutions, LLC Amendment 3  
Verge Solutions, LLC Amendment 2  
Verge Solutions, LLC Amendment 1  
Verge Solutions, LLC Agreement

Attachments on file with the Clerk of the Board