

FORM APPROVED COUNTY COUNSEL
BY: GREGORY P. PRIAMOS DATE 5/12/16

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



756

FROM: Riverside University Health System

SUBMITTAL DATE:
May 17, 2016

SUBJECT: Approve Amendment No. 2 to the Agreement for Correctional Health Electronic Health Records System (EHRS) with Naphcare, Inc. for one year. All Districts [\$80,000 total]; General Fund

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and execute Amendment No. 2 for training and professional services with NaphCare, Inc. for a one-time payment not to exceed \$80,000 related to the Forensic Behavioral Health implementation of the Electronic Healthcare Medical Records System in the County jails and juvenile detention facilities.

BACKGROUND:

Summary

In 2008, the National Commission on Correction Health Care (NCCHC) established best practice compliance indicators for jail inmates' health records, including: identifying information, laboratory reports,

Jennifer Cruikshank

Jennifer Cruikshank, COO on behalf
of Zareh Sarrafian, CEO – Health
System

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$	\$ 0	\$	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 80,000	\$	\$ 80,000	\$	

SOURCE OF FUNDS: General Funds

Dept. ID 4100312815.83650 (Mental Health - Detention)

Budget Adjustment: no

For Fiscal Year: 15/16

C.E.O. RECOMMENDATION:

APPROVE

BY: Christopher M. Hans

County Executive Office Signature Christopher M. Hans

MINUTES OF THE BOARD OF SUPERVISORS

Positions Added
☐

A-30
☐

4/5 Vote
☐

Prev. Agn. Ref.:

District: All

Agenda Number:

3-16

SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Correctional Health Electronic Health Records System (EHRS) - Forensic Behavioral Health
Implementation. One year. All Districts [\$80,000 total]; General Fund

DATE: May 17, 2016

PAGE: 2 of 2

BACKGROUND:

Summary (continued)

medical administration records, medical diagnoses, consent/refusal forms and known allergies. Subsequently, NaphCare, Inc., created a software application, TechCare for the correctional healthcare environment and NCCHC best practice compliance. On November 24, 2014 (3-106) the Board of Supervisors authorized execution of a 10 year, \$9,410,624 agreement with NaphCare for the implementation of TechCare in the County's jails and juvenile detention facilities. An Amendment to the initial project budget was also approved on July 7, 2015 (3-23), adding \$1,263,713 to that contract. The County implemented the medical and pharmacy components of TechCare June 29, 2015.

The County now seeks to implement the forensic behavioral health module of TechCare to unify inmate medical and behavioral health information into one electronic record. The forensic behavioral health (FBH) software module itself was included as part of the original system purchase. Riverside University Health System are requesting authorization to incur additional fixed costs to provide services necessary to bring County Forensic Behavioral Health (FBH) staff onto the system by 7/1/2016. This one time addition to the contract would provide customization of the software to meet the needs of FBH workflows, development of an interface for state mandated reporting and on-site training conducted by the vendor's professionals of approximately 100 FBH staff who will to use and operate the system to meet the behavioral health needs of patients in the jails and juvenile detention facilities.

Impact on Citizens and Businesses

This service impacts the patients in Riverside County receiving care from Riverside University Health System/Behavioral Health.

Contract History and Price Reasonableness

The vendor is in year two of a ten year contract on this project. This is a one-time fixed fee addition to a contract with an existing vendor. The cost is based on fixed pricing of \$125 an hour rate for 640 hours of professional services.



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM
To be completed for all departmental purchases of IT systems, services or renewals

PR2016-03810

Tracking Number for
Internal Use Only

REQUESTED PURCHASE:	CORRECTIONAL ELECTRONIC HEALTH CARE RECORD SYSTEM FOR BEHAVIORAL HEALTH
DEPARTMENT/AGENCY:	RIVERSIDE UNIVERSITY HEALTH SYSTEM - BEHAVIORAL HEALTH (RUHS-BH)
CONTACT NAME/PHONE:	JEANETTE BATES - 951-358-5428 / JOE ZAMORA - 951-358-4106
PURCHASE REQUEST:	<input checked="" type="checkbox"/> NEW EQUIPMENT/SERVICES <input type="checkbox"/> UPGRADE <input type="checkbox"/> REPLACEMENT
PURCHASE TYPE:	<input checked="" type="checkbox"/> PROFESSIONAL SERVICES <input checked="" type="checkbox"/> SOFTWARE <input type="checkbox"/> HARDWARE <input type="checkbox"/> RENEWAL
DESCRIBE REQUESTED PURCHASE	<p>On October 1, 2014, TSOC approved the purchase of an electronic health care record system (TechCare) for Correctional Health in the amount of \$4,900,000 over a ten (10) year period (PR-2014-01959).</p> <p>RUHS-BH is requesting approval to implement the Behavioral Health interface within the Tech Care program at a one-time cost of \$80,000. Implementation includes customization for critical reporting and care continuity requirements, on-site training and user support.</p>
BUSINESS NEEDS ADDRESSED	<p>With the implementation of Tech Care, manual documentation for health records will be replaced with more advanced, efficient and easily accessible electronic data. It will improve accuracy, accessibility and maintenance of health records. Tech Care is fully customizable to meet our business needs and the correctional healthcare accreditation standards. It will improve productivity by eliminating manual documentation for quality assurance, off-site medical services tracking, electronic medication administration, grievance tracking and off-site medical scheduling.</p>
ARE THERE ANY OTHER COUNTY SYSTEMS THAT PROVIDE THE SAME FUNCTIONALITY?	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> UNKNOWN
BUSINESS CRITICALITY <input checked="" type="checkbox"/> Run the business <input checked="" type="checkbox"/> Grow the business <input checked="" type="checkbox"/> Transform the business	BUSINESS IMPACT (SELECT ALL THAT APPLY) <input checked="" type="checkbox"/> Support current operations <input type="checkbox"/> Reduce Expenses <input checked="" type="checkbox"/> Improve Customer Service <input checked="" type="checkbox"/> Improve Operational Efficiencies
BUSINESS RISKS	<p>Financial: Without the use of Tech Care, RUHS-BH staff must continue to manually document patient information which increases the chance of error and compliance with Federal and State confidentiality regulations will be compromised.</p> <p>Operational: Without the use of Tech Care, RUHS-BH staff must continue to manually document patient information which increases the chance of error and compliance with Federal and State confidentiality regulations will be compromised.</p> <p>Customer: Without the use of Tech Care, RUHS-BH staff must continue to manually document patient information which increases the chance of error and compliance with Federal and State confidentiality regulations will be compromised.</p>
ALTERNATIVE SOLUTIONS	<p>The alternative is manual documentation which is inefficient, time-consuming and not easily accessible.</p>

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RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM
To be completed for all departmental purchases of IT systems, services or renewals

Tracking Number for
Internal Use Only

TRANSACTION	<input checked="" type="checkbox"/> Cash Purchase	<input type="checkbox"/> Lease Purchase	Lease Years: _____	
PURCHASE COSTS	COST BENEFIT ANALYSIS			
Hardware: \$80,000		ALTERNATIVE STATUS QUO	ALTERNATIVE	ALTERNATIVE
Software: \$		Current Annual Cost		
Labor: \$		Ongoing Annual Cost	N/A	
		Annual Cost Savings	N/A	
		Net Annual Savings	N/A	
		Project Implementation Cost	N/A	
TOTAL COST: \$80,000		Project Payback Period? Yrs.	N/A	

Department Head Signature:

Date:

RCIT RECOMMENDATION - for purchases and renewals under \$100,000

Recommended: ☐ Yes ☐ No (Non-recommended requests submit to TSOC)

By:

RCIT - APPROVED

Date:

Chief Information Officer Signature:

Date:

RCIT explanation for non-recommended requests:

TSOC RECOMMENDATION: for purchases and renewals over \$100,000 and RCIT non-recommended purchases or renewals

Recommended: ☐ Yes ☐ No (In no, provide explanation below)

TSOC Chair Signature:

Date:

TSOC explanation for denied requests:

COUNTY OF RIVERSIDE
AMENDMENT NO. 2 TO THE AGREEMENT
WITH
NAPHCARE

Original Contract Term:	11/20/2014 through 11/19/2024
Contract Term Extended To:	("not applicable")
Effective Date of Amendment:	May 19, 2016
Original Annual Maximum Contract Amount:	\$500,000
One-Time Payment Amount:	\$80,000
Contract ID: DHARC-20655-001-12/15	

WHEREAS, COUNTY purchased CONTRACTOR's TechCare® EHR System for County's Forensic Behavioral Health (FBH) staff to assist, streamline and facilitate the delivery and administration of behavioral healthcare services to incarcerated individuals in 2014 as part of a larger EHR system purchase (November 24, 2014 (3-106); and

WHEREAS, CONTRACTOR implemented the FBH module system at that time; and

WHEREAS, COUNTY authorized additional funds for implementation of that EHR system in 2015 (July 7, 2015 (3-23); and

WHEREAS, COUNTY's Forensic Behavioral Health (FBH) staff, which numbers approximately 100 individuals, did not participate in training during the initial "go live" of the EHR system in 2015;

NOW THEREFORE, the Agreement between County of Riverside, a political subdivision of the State of California (COUNTY) and NAPHCARE (CONTRACTOR), entered into as of November 24, 2014 is hereby amended as follows by adding the following provisions:

- I. Contractor shall re-implement TechCare, its licensed EHR software system, within County's FBH for use to provide care for incarcerated adults and juveniles with behavioral health needs.
- II. Contractor will adjust and ensure the appropriate operation of a single, bi-directional interface in order to communicate critical reporting and care continuity data between TechCare and other County systems.

COUNTY OF RIVERSIDE
AMENDMENT NO. 2 TO THE AGREEMENT
WITH
NAPHCARE

- III. CONTRACTOR will perform customization and training services with FBH Staff according to the following schedule:

Implementation Schedule	
Task Name	Est. Duration
Phase I - Project Start	30 days
Project Kickoff Meeting	2 days
Schedule weekly progress update meetings	0 days
Review development, user acceptance and production environments	30 days
Deploy Standard TechCare Installation	7 days
Walkthrough of TechCare	2 days
Phase I Conclusion Meeting	1 day
Phase II - Customization and Interfaces	90 days
Interfaces - Requirements Gathering	15 days
State Reporting & Care Continuity System	2 days
Workflow and Form Customizations - Requirements Gathering	30 days
Patient Encounters	3 days
Off-site Scheduling / Followup	2 days
Reports	2 days
Phase II Conclusion Meeting	1 day
Deliver Requirements Document for Signoff	5 days
Interfaces - Development and Test	30 days
State Reporting & Care Continuity System	5 days
Workflow and Form Customizations - Development and Test	15 days
Patient Encounters	2 days
Phase II Conclusion Meeting	1 day
Deliver Application for User Acceptance, Signoff and Training	1 day
Pre-GoLive Invoice Amount	\$80,000.00
Phase III - Implementation and Formal Training	30 days
Define training and education schedules	3 days
Identify and train Riverside super user staff	5 days
Onsite role-based training	4 days
Onsite user (go live) support	4 days

- IV. The COUNTY shall pay CONTRACTOR a one-time payment of eighty thousand dollars (\$80,000.00), inclusive of all costs and expenses, for additional TechCare user training of FBH staff, provision of training materials and go-live support with those users. This amount shall be invoiced to COUNTY by CONTRACTOR pursuant to the timetable outlined above and paid upon satisfactory completion of all Phases of the additional project as certified by the COUNTY's project manager.

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AMENDMENT NO. 2 TO THE AGREEMENT
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NAPHCARE

- V. Contractor shall continue after this go-live project to customize TechCare to meet reasonable business requirements of County's FBH. All customization services provided by Contractor after "go-live" will be counted against the continuing "Hours Pool" already provided for in Exhibit B, Section VII of the contract.
- VI. The COUNTY shall provide written confirmation to CONTRACTOR of go-live start date two (2) weeks in advance of agreed upon date. Should COUNTY change go-live date within two (2) weeks preceding start date, COUNTY shall be solely responsible for all non-refundable costs incurred by CONTRACTOR related to go-live activities.
- VII. CONTRACTOR will not be required to provide on-site training or go-live activities within seven (7) days of a national holiday.
- VIII. The applicable timetable for this implementation shall be initiated no sooner than March 25, 2016.
2. All other terms and conditions of the Agreement not modified herein shall remain unchanged.


IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

COUNTY OF RIVERSIDE, a political
subdivision of the State of California

By: _____
John Benoit, Chairman
Board of Supervisors

Dated: _____

NAPHCARE, INC.

By: 
James S. McLane
Chief Executive Officer
Dated: May 11, 2016

APPROVED AS TO FORM:

Gregory P. Priamos
County Counsel

By: 
Martha Knutson
Deputy County Counsel