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

FROM: Riverside County Regional Medical Center

SUBMITTAL DATE:
March 20, 2014

SUBJECT: Amendment No. 1 to the Professional Service Agreement with The Greeley Company [All District; \$496,800]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and authorize the Chairman to execute Amendment No. 1 to the Agreement with The Greeley Company for an additional amount not to exceed \$332,000 plus out-of-pocket expenses not to exceed \$49,800, effective March 19, 2014; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, to sign amendments that do not change the substantive terms of the agreement, and to allow the Purchasing Agent to increase the maximum contract amount not more than ten percent.

BACKGROUND:

Summary

On March 11, 2014, Agenda Item #3-24, the Board approved the professional services agreement with The Greeley Company to conduct a comprehensive assessment and gap analysis of Riverside County Regional Medical Center (RCRMC) in preparation for Centers for Medicare and Medicaid Services (CMS) surveys.

Annette Greenwood 3/20/14
Annette Greenwood, Interim Chief Operating Officer on behalf of Lowell Johnson, Interim CEO

FORM APPROVED COUNTY COUNSEL
BY: *Neal R. Kipnis* DATE: 3/24/14
Departmental Concurrence

Purchasing: *Mark Seller*
Mark Seller, Assistant Director

A-30
 Positions Added
 4/5 Vote
 Change Order

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 496,800	\$ 0	\$ 496,800	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	
SOURCE OF FUNDS: Hospital Enterprise Fund 100%				Budget Adjustment: No	
				For Fiscal Year: FY2013/2014	

C.E.O. RECOMMENDATION:

APPROVE

BY: *Debra Cournoyer*
Debra Cournoyer

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Benoit, seconded by Supervisor Jeffries and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Stone, Benoit and Ashley
Nays: None
Absent: Tavaglione
Date: March 25, 2014
xc: RCRMC, E.O.

Kecia Harper-Ihem
Clerk of the Board
By: *Spill*
Deputy

Prev. Agn. Ref.:

District: ALL

Agenda Number:

1-0

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Amendment No. 1 to the Professional Service Agreement with The Greeley Company [All District;
\$496,800]**

DATE: March 20, 2014

PAGE: Page 2 of 2

BACKGROUND:

Summary (continued)

Participation in the Medicare and Medicaid programs requires "certification" the Hospital meets certain "Conditions of Participation." By achieving accreditation, a provider is entitled to what is referred to as "deemed status"—whereby an accredited hospital is deemed to meet the requirements for Medicare and Medicaid program participation.

This service is greatly needed to ensure the hospital meets its regulatory compliance to maintain its Medicare and Medicaid programs and overall, develop and establish processes to maintain its accreditation standards and ensure continued levels of competency. RCRMC requires the assistance of The Greeley Company to implement a root cause analysis that will identify underlying issues, ensure the hospital has demonstrated effective actions to remediate regulatory deficiencies, monitor the process for real-time remediation and assist the hospital to be survey-ready.

Impact on Citizens and Businesses

This service impacts the patients residing in Riverside County receiving care from Riverside County Regional Medical Center.

Contract History and Price Reasonableness

On March 11, 2014, Agenda Item #3-24, the Board approved the professional services agreement with The Greeley Company. In preparation for the CMS validation surveys, The Greeley Company completed a comprehensive assessment and gap analysis of the hospital and has determined additional consultation is needed to implement major deliverables in order to successfully pass the upcoming CMS surveys.

Greeley will assign several highly qualified consultants who will be devoted to the project. The professional fees for this phase will be billed at a rate of \$4,000 for each Greeley consultant per day plus 15% for out-of-pocket expenses, and will not exceed \$332,000 for the project. The cost per consultant is roughly equal to The Joint Commission fee for surveyor per day. These rates are the lowest rates offered to any other governmental agency.

AMENDMENT NO. 1
TO CONSULTING SERVICES AGREEMENT BETWEEN
THE COUNTY OF RIVERSIDE
AND THE GREELEY COMPANY

The County of Riverside ("County" or "Client") and The Greeley Company ("Greeley") entered into a Consulting Services Agreement dated March 11, 2014 ("Agreement") for professional services related to operation of Riverside County Regional Medical Center ("RCRMC").

The parties now agree to amend the Agreement as follows with an effective date of March 19, 2014:

1. Greeley shall provide the additional services described in and for the additional compensation stated in Attachment A-1, which is attached to and incorporated into this amendment.
2. Either party may terminate the Agreement upon thirty (30) days written notice; and in such case Greeley shall be paid in full for its work done up through the date of termination, unless an earlier date is mutually agreed upon by both parties.

All other terms of the Agreement shall remain unchanged and in effect.

COUNTY OF RIVERSIDE

By: Jeff Stone
Name: Jeff Stone
Title: Chairman,
Riverside County Board of Supervisors
Dated:

THE GREELEY COMPANY

BY: Derek Flanagan
Name: Derek Flanagan
Title: Chief Financial Officer
Dated: 3-21-14

FORM APPROVED COUNTY COUNSEL
BY: Neal R. Kipnisi 3/21/14
NEAL R. KIPNISI DATE

ATTEST:
KECIA HARPER-IHEM, Clerk
By: Kezia Harper-Ihem
DEPUTY

ATTACHMENT A-1 - STATEMENT OF WORK and FEES

Phase 2 – Implementation

Scope

The following will be accomplished by RCRMC with assistance from The Greeley Company:

1. A root cause analysis, submitted to Region IX CMS no later than March 21, 2014, that identifies the issues underlying non-compliance with the Food and Nutrition Services condition of participation and associated Quality Assessment and Performance Improvement, Infection Control and Environment of Care requirements.
2. A document demonstrating that effective actions have been taken to remediate all regulatory violations reflected on the July 7, 2013 statement of deficiencies and associated underlying (root) causes. This credible allegation of compliance will be submitted to Region IX CMS no later than April 10, 2014.
3. An effective monitoring and real-time remediation process to assure continuous compliance with the Food and Nutrition Services condition of participation (and associated requirements) that is fully implemented on or before April 10, 2014.
4. Survey-ready evidence of all actions reported to CMS in the April 10 communication.
5. Support and consultation until and during the CMS follow-up survey.

Deliverables

We will complete the following deliverables during this engagement:

NO.	DELIVERABLE	DESCRIPTION
1	Root Cause Analysis	Identifies underlying issues of non-compliance.
2	Credible Allegation of Compliance	Plan of Correction submission to CMS
3	Survey Ready Evidence	Demonstration of compliance
4	Care Facilitation Process	Process to identify and remediate non-compliance before it reaches the patient

Staffing and Timing

We will staff this phase of the engagement with a team of five compliance consultants on-site as follows:

Project Executive(s), will be assigned four to five days per week and will serve as the engagement executive through survey.

Clinical Consultant, will be assigned four days per week for a minimum of two weeks and will identify vulnerabilities and assist in necessary process improvements.

County of Riverside, Riverside County Regional Medical Center

Consultant, will be assigned four to five days per week for a minimum of four weeks and will be responsible for coordinating, training and reinforcing data collection and real-time process remediation efforts.

Dietary Consultant, will be assigned one to two days per week for a minimum of two weeks and will identify vulnerabilities and assist in necessary process improvements.

We are prepared to begin this phase of the engagement immediately. We anticipate this phase will continue through survey.

Professional Fees and Expenses

Our professional fees for this phase will be billed at a rate of \$4,000 for each Greeley consultant per day and will not exceed \$332,000, without prior written approval. Our out-of-pocket expenses will be billed separately at costs in accordance with County policy - and will not exceed 15% of the total fees billed.

We will bill and expect wire-transfer payment for our professional fees and our associated out-of-pocket expenses in accordance with the agreement terms. The quote for this professional fee is valid for 45 days from the date of this proposal.

BILLING MILESTONES	PAYMENT AMOUNT
Upon contract execution – deposit	\$ 30,000
Weekly - based on invoiced consultant time and expenses incurred and to be paid immediately by County, by wire-transfer, on a weekly basis	\$ as incurred

This Amendment together with the engagement contract dated March 11, 2014 constitute the entire agreement between The Greeley Company and County of Riverside County Regional Medical Center (RCRMC) with respect to CMS consulting services, and no agreement or representation, oral or written, made prior to or contemporaneously with the Agreement, shall have any effect. This Agreement may not be modified or amended without the express written consent of both parties.

Riverside Anticipated CMS Staffing Plan

	Role	Advisory Consultant(s)	Clinical Consultant	Consultant	Dietary Consultant	Daily/Weekly Total		
PHASE 1: Assessment - 100k - 25 days								
Week	Days/wk							
1	4-Mar-14	t						
	5-Mar-14	w						
	6-Mar-14	t						
	7-Mar-14	f	A			1		
	8-Mar-14	s				1		4000
	9-Mar-14	s						
2	10-Mar-14	m						
	11-Mar-14	t	A	A	A	4		
	12-Mar-14	w	A	A	A	4		
	13-Mar-14	th	A	A	A	5		
	14-Mar-14	f	A	A	A	5		
	15-Mar-14	s				18		72000
PHASE 2: Implementation - 332k - 83 days - ANTICIPATED STAFFING PLAN (subject to change)								
3	16-Mar-14	s						
	17-Mar-14	m	A		A	3		
	18-Mar-14	t	A	A	A	3	24000	100000 Assessment
	19-Mar-14	w				3		
	20-Mar-14	th				3		
	21-Mar-14	f				4	40000	
	22-Mar-14	s				16	64000	
4	23-Mar-14	s						
	24-Mar-14	m				4		
	25-Mar-14	t				4		
	26-Mar-14	w				3		
	27-Mar-14	th				3		
	28-Mar-14	f				2		
	29-Mar-14	s				16	64000	104000
5	30-Mar-14	s						
	31-Mar-14	m				3		
	1-Apr-14	t				3		
	2-Apr-14	w				2		
	3-Apr-14	th				2		
	4-Apr-14	f				2		
	5-Apr-14	s				12	48000	152000
6	6-Apr-14	s						
	7-Apr-14	m				2		
	8-Apr-14	t				2		
	9-Apr-14	w				2		
	10-Apr-14	th				2		
	11-Apr-14	f				1		
	12-Apr-14	s				9	36000	188000
7	13-Apr-14	s						
	14-Apr-14	m				2		
	15-Apr-14	t				2		
	16-Apr-14	w				2		
	17-Apr-14	th				2		
	18-Apr-14	f						
	19-Apr-14	s				8	32000	220000
8	20-Apr-14	s						
	21-Apr-14	m				2		
	22-Apr-14	t				2		
	23-Apr-14	w				2		
	24-Apr-14	th				2		
	25-Apr-14	f				1		
	26-Apr-14	s				9	36000	256000
9	27-Apr-14	s						
	28-Apr-14	m				2		
	29-Apr-14	t				2		
	30-Apr-14	w				2		
	1-May-14	t				2		
	2-May-14	f				1		
	3-May-14	s				9	36000	292000
10	4-May-14	s						
	5-May-14	m				2		
	6-May-14	t				2		
	7-May-14	w				2		
	8-May-14	t				2		
	9-May-14	f				2		
	10-May-14	s				10	40000	332000 Implementation



March 17, 2014

Via email: lowjohns@co.riverside.ca.us and agreenwo@co.riverside.ca.us

Lowell Johnson
Chief Executive Officer
Annette Greenwood
Chief Operations Officer
Riverside County Regional Medical Center
26520 Cactus Avenue
Moreno Valley, CA 92555

Addendum to: CMS Consulting Agreement dated March 11, 2014

Dear Mr. Johnson and Ms. Greenwood:

This addendum summarizes the scope of work and fees associated with the second phase of our CMS consulting agreement dated March 11, 2014.

Please review this addendum indicating your acceptance of the additional services of the engagement as well as the fees described above. Please fax a signed copy to my attention at 978-531-5601.

If you have any questions, please do not hesitate to contact me at 818-772-4209.

Sincerely,

Terry Laurie
Business Development