

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



**ITEM
3.12
(ID # 9132)**

MEETING DATE:

Tuesday, April 16, 2019

FROM : (RUHS) RIVERSIDE UNIVERSITY HEALTH SYSTEM:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM (RUHS): Ratify and Approve Amendment No.4 to the Master Services Agreement with Loma Linda University Shared Services (LLSS) for new functionalities for the EPIC Electronic Health Records System for \$4,865,124 over 3 years increasing the total contract to \$50,585,789; District All; [\$4,865,124 over 3 years], RUHS Enterprise Fund 40050

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and approve Amendment No. 4 to the Master Services Agreement with Loma Linda University Shared Services, to license, install and maintain additional software for new functionalities to the Epic operations for \$4,865,124, increasing the total contract to \$50,585,789 over the six (6) year contract term ending September 21, 2021; and
2. Authorize the Chairman of the Board to sign three (3) copies of the Amendment on behalf of the County; and
3. Direct the Clerk of the Board to retain one (1) copy of the Amendment and return two (2) copies of the Amendment to Human Resources for distribution.


ACTION:Policy


Jennifer Cruikshank, Chief Executive Officer - Health System 4/4/2019

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Jeffries, Washington, Perez and Hewitt
Nays: None
Absent: Spiegel
Date: April 16, 2019
xc: RUHS.

Kecia Harper
Clerk of the Board
By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 4,545,838	\$ 159,643	\$ 50,585,789	\$ N/A
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ N/A
SOURCE OF FUNDS: 100% RUHS Enterprise Fund – 40050 in previously approved budget.			Budget Adjustment:	No
			For Fiscal Year:	18/19 to 20/21

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

On September 22, 2015 3-30 the Board of Supervisors approved the Master Services Agreement (MSA) with Loma Linda University to implement (\$53,140,716 one-time payment) and maintain (\$42,235,335) the new Epic Medical Health Records system. The original term of the contract stated it was a five (5) year agreement after the initial Go-Live which occurred October 2016. Therefore, the contract is actually a six (6) year agreement, 2015-2021.

On May 3, 2016 3-29, the Board of Supervisors approved the first amendment to the MSA for implementation and ongoing maintenance with expenditures of \$400,000 to be funded by the by the project budget.

On December 13, 2016 3-53, the Board of Supervisors approved the second amendment to the MSA to license, install and maintain additional software for Epic operations for \$2,484,601, increasing the total contract to \$45,720,665.

On July 31, 2018 3-36, the Board of Supervisors approved the third amendment to the MSA to add six new functionalities to the EPIC system at no cost to Riverside County.

This current motion requests approval to implement additional functionality into the Epic system at a cost of \$4,865,124 over the remaining three years of the five-year contract, increasing the total contract to \$50,585,789 over the six (6) year contract term.

Functionality to be gained by the 24 Statements of Work (SOW's) are:

1. 1-800-NO-BUTTS	2. 2017/2018 Version Upgrade	3. ADT with Trauma Registry	4. Clinical Case Management
5. Discretionary Projects	6. eConsents	7. FCC2 → FQHC Conversion + After Hours Clinic	8. EPCS
9. Home Visits	10. IEHP P4P	11. Jurupa Clinic	12. NaviHealth Curispan

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13. OB MFM AS	14. Obix	15. OnBase 2D Barcodes	16. Rubidoux/Geriatric Telemed Clinics
17. RUHS Cactus FQHC	18. RUHS Dietary- CBORD	19. StarLIMS Overrun	20. Synergy
21. Telemedicine – Jails	22. Telemetry interface	23. Vigilanz Interface	24. XMedius

Impact on Residents and Businesses

RUHS, its inpatient treatment facility, site-based clinics and community-based clinics serve residents in all five Riverside County supervisorial districts, providing more than 450,000 patient encounters each year. The local economy will experience positive benefits from the presence of a thriving health system that is served by an educated workforce, and where patients of all incomes can feel safe and obtain high quality healthcare services.

The increased functionality of the EPIC system will further improve communication with patients, improve patient care, and will increase medical center revenue.

Additional Fiscal Information

A system version upgrade occurred in FY 17/18 and is included in the amendment cost. RUHS request ratification since the upgrade has already been completed.

	<u>Year 1</u> <u>9/22/2015 - 9/21/2016</u>	<u>Year 2</u> <u>9/22/2016 - 9/21/2017</u>	<u>Year 3</u> <u>9/22/2017 - 9/21/2018</u>	<u>Year 4</u> <u>9/22/2018 - 9/21/2019</u>	<u>Year 5</u> <u>9/22/2019 - 9/21/2020</u>	<u>Year 6</u> <u>9/22/2020 - 9/21/2021</u>	<u>Subtotal</u>	<u>TOTAL OVER 6 YEARS</u>
Form 11								
TOTAL CONTRACT (AMENDMENTS 1-3) COST								\$45,720,6
Amendment 4 Costs				\$4,545,838	\$159,643	\$159,643	\$4,865,124	\$50,585,7


The contract recurring Costs are increased as follows:

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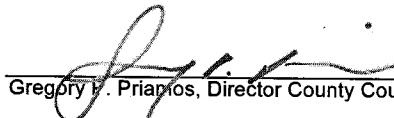
Recurring Costs	
Before Amendment	9,372,199.96
Amendment Costs (Year 5)	159,643.00
After Amendment	9,531,842.96

Contract History and Price Reasonableness

Software licensing costs are passed onto the medical center without markup. Implementation and maintenance costs are charged at the same rates approved in the original Epic contract.


Teresa Summers, Director of Purchasing 4/5/2019


Melissa Noone, Associate Management Analyst 4/9/2019


Gregory L. Priamos, Director County Counsel 4/8/2019

**Amendment No. 4 to
Master Services Agreement**

This Amendment No. 4 ("**Amendment No. 4**") is dated as of April 16, 2019 (the "**Amendment Effective Date**") amending that certain Master Services Agreement dated as of September 22, 2015 (the "**Original Agreement**"), Agenda Item 3-30, as amended by that certain Amendment No. 1 dated as of May 3, 2016 ("**Amendment No. 1**"), Agenda Item 3-29 and by that certain Amendment No. 2 dated as of December 13, 2016 ("**Amendment No. 2**"), Agenda Item 3.53 and by that certain Amendment No. 3 dated as of June 28, 2018 ("**Amendment No. 3**"), Agenda Item 3.36, the "**Original Agreement**", as amended by Amendment No. 1, Amendment No. 2 and Amendment No. 3, the "**Agreement**" between Loma Linda University Shared Services, a California nonprofit corporation, on behalf of itself and its Affiliates ("**LLUSS**") and the County of Riverside, a political subdivision of the state of California, on behalf of Riverside University Health System also known as Riverside County Regional Medical Center ("**Customer**"). Capitalized terms used and not otherwise defined herein shall have the meanings given to them in the Agreement.

Recitals

A. The Original Agreement permits Customer to request, and LLUSS to agree to provide, certain additional services related to the LLUSS EHR Platform, its implementation and ongoing use. Any such additional services desired by Customer constitute a Change Request, governed by the provisions of Section 4 of the Original Agreement.

B. Customer has submitted to LLUSS the Customer Change Request Form, pursuant to which Customer has requested that LLUSS provide additional services under Section 4(c)(ii) which LLUSS is willing to provide, on the terms and conditions set forth herein.

C. The parties desire to amend the Agreement on the terms and conditions set forth herein.

Agreement

1. Additional Statements of Work.

(a) Attached to this Amendment No. 4 as Exhibit A is Statement of Work Appendix B-1 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-1 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(b) Attached to this Amendment No. 4 as Exhibit B is Statement of Work Appendix B-2 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-2 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(c) Attached to this Amendment No. 4 as Exhibit C is Statement of Work Appendix B-3 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-3 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(d) Attached to this Amendment No. 4 as Exhibit D is Statement of Work Appendix B-4 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon

APR 16 2019

3.12

execution of this Amendment No. 4, Statement of Work Appendix B-4 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(e) Attached to this Amendment No. 4 as Exhibit E is Statement of Work Appendix B-5 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-5 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(f) Attached to this Amendment No. 4 as Exhibit F is Statement of Work Appendix B-6 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-6 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(g) Attached to this Amendment No. 4 as Exhibit G is Statement of Work Appendix B-7 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-7 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(h) Attached to this Amendment No. 4 as Exhibit H is Statement of Work Appendix B-8 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-8 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(i) Attached to this Amendment No. 4 as Exhibit I is Statement of Work Appendix B-9 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-9 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(j) Attached to this Amendment No. 4 as Exhibit J is Statement of Work Appendix B-10 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-10 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(k) Attached to this Amendment No. 4 as Exhibit K is Statement of Work Appendix B-11 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-11 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(l) Attached to this Amendment No. 4 as Exhibit L is Statement of Work Appendix B-12 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-12 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(m) Attached to this Amendment No. 4 as Exhibit M is Statement of Work Appendix B-13 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-13 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(n) Attached to this Amendment No. 4 as Exhibit N is Statement of Work Appendix B-14 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon

execution of this Amendment No. 4, Statement of Work Appendix B-14 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(o) Attached to this Amendment No. 4 as Exhibit O is Statement of Work Appendix B-15 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-15 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(p) Attached to this Amendment No. 4 as Exhibit P is Statement of Work Appendix B-16 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-16 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(q) Attached to this Amendment No. 4 as Exhibit Q is Statement of Work Appendix B-17 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-17 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(r) Attached to this Amendment No. 4 as Exhibit R is Statement of Work Appendix B-18 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-18 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(s) Attached to this Amendment No. 4 as Exhibit S is Statement of Work Appendix B-19 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-19 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(t) Attached to this Amendment No. 4 as Exhibit T is Statement of Work Appendix B-20 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-20 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(u) Attached to this Amendment No. 4 as Exhibit U is Statement of Work Appendix B-21 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-21 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(v) Attached to this Amendment No. 4 as Exhibit V is Statement of Work Appendix B-22 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-22 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

(w) Attached to this Amendment No. 4 as Exhibit W is Statement of Work Appendix B-23 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 4, Statement of Work Appendix B-23 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement

2. Amendment to Exhibit A, Implementation Statement of Work.

(a) Paragraph 2.2, Required Third Party Software, of Exhibit A, entitled "Implementation Statement of Work", is amended to add the following after the existing paragraph 2.2:

Synergy – Ophthalmic Data Management System that integrates imaging device data and efficiently collects and serves out diagnostic data in real time

OBIX – Perinatal Data System is a comprehensive, computerized system for central, bedside, and remote electronic fetal monitoring (EFM)

CuraSpan – Connecting healthcare providers to securely move patients between care settings by tracking referrals and communication with post-acute providers electronically in real time

(b) Paragraph 2.0 of Exhibit E, Fees and Charges, of the Statement of Work will be amended by adding the following one-time to the chart:

Synergy	\$15,470
OBIX	\$176,412
CuraSpan	\$17,500

3. Amendment to Exhibit C, Service Level Agreement. The Changes requested by Customer and reflected in the Statements of Work Appendix B-2, Statement of Work Appendix B-3, and Statement of Work Appendix B-4 impacts Support Services and requires an amendment to the Service Level Agreement. The chart in Paragraph 6.1(a) of the Service Level Agreement, attached as Exhibit C to the Original Agreement, is deleted in its entirety and replaced with the following chart:

Customer EHR Recurring Costs	
EHR Recurring Costs	
Maintenance Costs	
Ambulatory and Inpatient	\$ 1,453,939.00
Interface	\$ 81,300.00
Subtotal Maintenance Costs	\$ 1,535,239.00
Other License Costs	
Third Party Software	\$ 1,060,984.96
Hosting and Cache Costs	\$ 1,139,761.00
Subtotal EHR Costs	\$ 3,735,984.96
LLUSS Resources	
Application Analysts	\$ 4,287,838.00
Service Desk	\$ 426,400.00
Project Leadership	\$ 79,404.00
Technical Resources	\$ 325,840.00

Training Resources	\$ 538,200.00
GIS Support Resources	\$ 138,176.00
Subtotal LLUSS Resource Costs	\$ 5,795,858.00
Total Recurring Annual Costs	\$ 9,531,842.96

(a) Paragraph 6.2 of the Service Level Agreement is amended to add the following at the end of the chart:

Third party vendor	License Cost	Annual Maintenance Year	Transaction Cost basis	Transactional Cost
Synergy	\$11,050.00	\$3,250.00 (13 Units-9 Users and 4 devices) <i>Each additional unit is \$250 each</i>	N/A	N/A
OBIX	\$150,651.00	Year 1 = \$30,130.00 Year 2 = \$31,034.00 Year 3 = \$31,965.00 Year 4 = \$32,924.00 Year 5 = \$33,912.00 <i>3% yearly increase in annual maintenance</i>	N/A	N/A
CuraSpan	\$85,250.00	\$85,250.00 (30 Users) <i>Each additional user is \$500 each</i>	N/A	N/A

4. Amendment to Amendment No. 3, Exhibit A. Section 1, paragraph 1 of the Statement of Work Appendix B-2 in the Amendment is hereby deleted in its entirety and replaced with the following:

RUHS has requested, through their Epic Change Request form (Appendix A), that the electronic orders in the Shared EHR platform currently being placed at the FQHC's for Riverside County Public Health Laboratory (PHL) to result, now be sent electronically to RUHS utilizing a HL7 Interface. These orders are currently printed and sent along with the specimens to PHL and results are then faxed back to the FQHC's. This finite set of orders (listed in Appendix B), and their corresponding results, will be sent and received, respectively, through a new Laboratory Orders and Results (ORM) HL7 Interface between the LLUSS Interface Engine (Cloverleaf) and the RUHS Interface Engine (Openlink).

5. Amendment to Amendment No. 3, Exhibit A. Section 10, LLUSS estimated costs of the Statement of Work Appendix B-2 in the Amendment is hereby deleted and replaced with the following:

LLUSS:

Integrated Data Delivery Analyst	140 hours	\$13,790.00
Ambulatory EHR Analyst (Contractor)	190 hours (@ cost)	\$25,650.00
Project Manager	150 hours	\$14,775.00
Subtotal	480 hours	\$54,215.00
Contingency	10%	\$5,421.50
Total		\$59,636.50

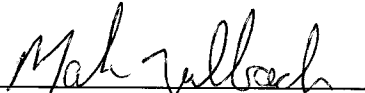
6. No Other Amendment or Modification. All other terms and conditions of the Agreement not specifically amended or modified by this Amendment No. 4 shall remain in full force and effect.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

IN WITNESS WHEREOF, the parties hereby have caused this Amendment No. 3 to be duly executed and delivered as of the Amendment Effective Date.


LLUSS:

Loma Linda University Shared Services,
on behalf of itself and its affiliates

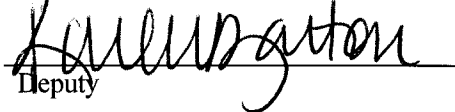
By: 
Name: Mark Zirkelbach
Its: Chief Information Officer

Customer:

The County of Riverside, on behalf of Riverside
University Health System

By: 
Kevin Jeffries, Chairperson
Board of Supervisors

ATTEST: Kecia Harper
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos
County Counsel

By: 
David M. McCarthy
Deputy County Counsel

EXHIBIT A

STATEMENT OF WORK APPENDIX B-1

ADT INTERFACE FOR TRAUMA REGISTRY PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request (Schedule A) submitted to populate HL7 segments with data to the RUHS ADT HL7 interface to meet integration requirements for the customer's trauma registry system, as listed on the Epic Change Request (Schedule A). This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use commercially reasonable efforts to modify the existing RUHS ADT HL7 interface to meet the integration requirements for the customer's trauma registry system (Schedule A). This will require creating a separate and uniquely maintained ADT interface in the customer service area so the changes will not adversely affect any other service area in the shared EHR platform.

This build will require a new instance of the Epic ADT interface and settings that will be modified as necessary to meet the requirements of the customer's trauma registry system (Schedule A). Changes to the customer service area to ensure that the additional data elements being added are documented correctly are also required. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend work pending such change request and approval. This request will be submitted by LLUSS to Customer leadership for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource

requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to populate HL7 segments with data to the RUHS ADT HL7 interface to meet integration requirements for the customer’s trauma registry system, as listed on the Epic Change Request (Schedule A). Changes to the customer service area to ensure that the additional data elements being added are documented correctly are included in this statement of work. Any additional considerations with this change to the customer’s downstream systems and interface engine are the customer’s responsibility to resolve and maintain.

3. Acceptance Criteria:

Customer providers will be able to utilize the RUHS ADT HL7 interface from the Customer Service Area for integration with the customer’s Trauma Registry system. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	10 business days from Milestone#1

Phase 2 – Build and Testing (Estimated at 12 weeks)		
Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed build design	10 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	25 business days from Milestone#4
6	Test data validated by Customer and LLUSS	10 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#6
8	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this

statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer leadership for approval.

6. Integration and Installation:

The Customer Service Area will include integration of patient data to and from the customer's Trauma Registry system. This change will meet the requirement provided in the Epic Change Request form (Schedule A). Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

No additional hardware is required to develop and implement the electronic interfaces and web services involved in this project.

8. Software Tools and Licensing:

Additional interface licensing may be required to develop and implement the electronic interfaces and web services involved in this project. Cost estimates for the additional interface licenses are included in the estimated level of effort in this Statement of Work.

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS outside the requirements outlined in Schedule A.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$12,150.00. The increase consists of up to 5 hours per month (60 hours a year) of additional support from the LLUSS Integrated Delivery team, which will result in an increase of \$6,750.00 per year. For the licensing of a new ADT interface, there is an estimated annual maintenance fee of \$5,400 that will be based on throughput. Changes to Customer annual trauma encounter volumes will affect interface licensing pricing.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Role	Estimated Hours	Estimated Costs
ASAP EHR Analyst (@ cost)	40	\$5,200.00
Testing/QA EHR Analyst	15	\$1,687.50
Integration EHR Analyst	220	\$24,750.00
ASAP Principle Trainer	15	\$900.00
Project Management	60	\$5,910.00

Outgoing ADT Interface Licensing Fee		\$7,500.00
Subtotal	350	\$45,947.50
Project Contingency	10%	\$4,594.75
Total Estimated Hours & Costs		\$50,542.25

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be signed by their duly authorized representatives.

Customer:

LLUSS:

KEVIN JEFFRIES

Mohammed

(Printed Name)

(Printed name)

By: [Signature]

By: Mark Zirkelbach

Title: CHAIRMAN, BOARD OF SUPERVISORS

Title: Chief Information Officer

Date: APR 16 2019

Date: March 28, 2019

ATTEST:

KECIA R. HARPER, Clerk

By: [Signature]
DEPUTY

Schedule A



EPIC
CHANGE REQUEST

Date Submitted: 10/23/2017

Date for Committee Review: _____

Requester Name: Marc Medeiros

Dept: Information Services

Contact #: 951-486-5698

Type of Change Request (brief description):

Request to populate HL7 Segments with data to the RUHS ADT feed.

Change is needed due to (select one or more):		
<input type="checkbox"/> New service/program	<input checked="" type="checkbox"/> Optimization or enhancement	For Best Practice
<input type="checkbox"/> Urgent Patient Safety Issue	<input type="checkbox"/> Non-urgent, Potential Patient Safety Issue	
<input type="checkbox"/> Process or flow issue	<input type="checkbox"/> Other (explain) _____	
Prioritization Ranking (see attached):		

Answer all questions completely. Supporting attachments are encouraged.

1. What is the current process? (Consider attaching screen shot/s).

RUHS Trauma Services enter Trauma Patient data manually from Epic to the Trauma Registry. RUHS would like to automate the process of copying patient data from Epic into the Trauma Registry application via HL7 interface.

2. What is the change you are asking for? Be specific to changes in how screens would look/function. (Consider attaching screen shot/s)

RUHS is creating an interface for Trauma Services to import HL7 Trauma patient data from Epic into the Trauma Registry Application. There are some Segments in ADT feed coming from LLU Epic that need to be populated with data to the RUHS ADT feed. Those segments are :ACC-1(Injury Date/Time), PV1-37.1(Discharge To), PR1-3,5,7,11(Procedures(5)), PV1-49(Total Payments).

3. What department **workflows** would be affected by this change (RUH/LLU or both, please list)? Note department approval or discussion for this change request.

RUHS Trauma Services.

4. **Required** - List participants with whom you have had collaborations or discussions regarding this change request at RUHS and Loma Linda (must include the LLU and RUH Department Manager name and contact number)

Stake Holder: Charles Hendra at RUHS Trauma Center. Requesting additional collaboration with LLU ADT team.

Schedule A



EPIC
CHANGE REQUEST

5. List supporting literature or EBP references. Attach any article that strongly supports this practice, when pertinent.

6. Who will be affected by this change i.e. physicians/providers, nursing, ancillary **and** what type of advanced notification will be required (Moodle, Tip Sheet, EPIC Change Announcement)

None

7. If a paper downtime form exists or needs to exist for this request, you are responsible for creating/updating and submitting through forms committee. **Please check one of the following:**

- No downtime form exists and does not need to be created
- No downtime form exists and needs to be created
- Downtime form exists and needs to be updated

**Please note that not all Epic forms or order sets need downtime equivalents.

Tracking

Date Submitted:

Date Scheduled for Presentation:

Date Presented:

Approved for referral → Ticket submitted-Ticket # _____ Date: _____
Denied
Deferred Reason: _____

If Approved, Date Referred to Community Connect Steering Committee

Final Status:

- Approve
- Approve with changes. List _____

Deny
Defer Comment: _____

EXHIBIT B

STATEMENT OF WORK APPENDIX B-2

MORENO VALLEY CHC PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic functionality to support services at the new Moreno Valley Community Health Center (CHC). This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

RUHS has requested the implementation of the Riverside Service Area at the new Moreno Valley CHC. This requires the conversion of the existing Family Care Clinic (FCC1) hospital based clinic location into a new Federally Qualified Health Center (FQHC) configured location in the Riverside Service Area. In addition to the primary location, additional department records will need to be created for each of the services being offered at this new location in the Riverside service area. The list of services being offered include all existing offerings at FCC1 as well as the addition of radiology services. Access to these departments, the provider schedules, and visits will need to be defined and applied for both the department staff and supporting services as part of this level of effort. LLUSS will provide training curriculum and materials and RUHS will the conduct the actual training of staff to support this change.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to RUHS leadership for approval. RUHS will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to configuring the new Moreno Valley CHC department records to support the scope of services being provided. Resources from RUHS that serve as their subject matter experts for the scope of services and supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this SOW outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

The customer will be able to access the new Moreno Valley CHC department records and associated schedules and patient visits. They will be able to create clinical documentation and orders under this new encounter location. They will be able to register patients for visits in this location as well

as bill for services rendered. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the shared EHR platform. Upon the completion of this project, RUHS will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	ASAP
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	20 business days from Milestone#1
3	Project Resources assigned by LLUSS and RUHS	20 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 8 weeks)		
Description – This project phase consists of building, testing, and validating this change into the Shared EHR platform for the RUHS service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	RUHS and LLUSS have reached an agreed workflow design	10 business days from Milestone#3
5	LLUSS completes the build in the Shared Epic EHR test environment.	10 business days from Milestone#3
6	Test data validated by RUHS and LLUSS	5 business days from Milestone#5

7	LLUSS completes the build in the Shared Epic EHR production environment.	10 business days from Milestone#6
8	RUHS, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to RUHS Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the RUHS end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	RUHS delivers end user change communication and training	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#10
12	Customer accepts or rejects deliverables.	10 business days from Milestone#10

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to RUHS leadership for approval.

6. Integration and Installation:

Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new interface.

7. Hardware:

No additional hardware is required to develop and implement this change to the customer service area.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this change to the customer service area.

9. Continuing Support (type, estimated hours, and estimated costs):

This will result in no increase in the existing yearly Service Level Agreement.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. These costs are an estimated level of effort and could change due to delays or changes in project scope.

LLUSS:

Project Manager	20 hours	\$1,970.00
ADT Application Analyst (Contractor)	15 hours (@ cost)	\$1,950.00
Ambulatory Application Analyst (Contractor)	65 hours (@ cost)	\$8,450.00
Cadence Application Analyst (Contractor)	30 hours (@ cost)	\$3,900.00
HIM Application Analyst (Contractor)	15 hours (@ cost)	\$1,950.00
Radiant Application Analyst (Contractor)	90 hours (@ cost)	\$11,700.00
Referral Application Analyst (Contractor)	30 hours (@ cost)	\$3,900.00
Resolute HB Application Analyst (Contractor)	10 hours (@ cost)	\$1,300.00
Resolute PB Application Analyst (Contractor)	20 hours (@ cost)	\$2,600.00
Willow Application Analyst (Contractor)	20 hours (@ cost)	\$2,600.00
Workstation Management	10 hours (@ cost)	\$6,000.00
Testing/QA Analyst	15 hours	\$1,687.50
Security Application Analyst	15 hours	\$1,687.50
Integration Analyst	20 hours	\$2,250.00
Subtotal		\$51,945.00
Contingency @ 10%		\$5,194.50
Total		\$57,139.50

An outline of the RUHS resources required for this project are provided below. Although the costs are not outlined in this SOW for non-LLUSS resources, they are required in order to achieve a successful implementation of this change. All hours are an estimated level of effort and could change due to delays or changes in project scope.

RUHS:

Project Manager	60 hours
Physician Super User	20 hours
Radiologist Super User	20 hours
Ambulatory Nursing Super User	20 hours
Radiology Department Super User	20 hours
Hospital Billing Super User	10 hours
Professional Billing Super User	10 hours
Scheduling Super User	20 hours
Integration Analyst	10 hours
Epic Radiant Certified Trainer	20 hours
Epic HB/PB Certified Trainer	20 hours

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be signed by their duly authorized representatives.

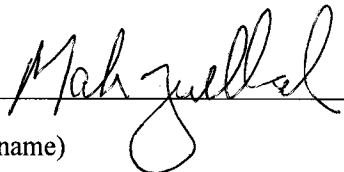
Customer: KEVIN JEFFRIES

(Printed Name)

By: 

Title: CHAIRMAN, BOARD OF SUPERVISORS

Date: APR 16 2019

LLUSS: 
(Printed name)

By: Mark Zirkelbach

Title: Chief Information Officer

Date: March 28, 2019

ATTEST:

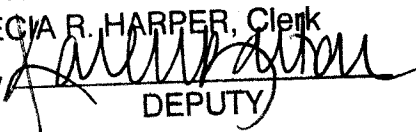
KECIA R. HARPER, Clerk
By: 
DEPUTY

EXHIBIT C

STATEMENT OF WORK APPENDIX B-3

XMEDIUS (eFAX) INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request submitted for the XMedius electronic fax Project. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

RUHS has requested that the XMedius electronic faxing system deployed by the County of Riverside be integrated with the Riverside Service Area. This is a supported integration by both Epic and XMedius so LLUSS shall use commercially reasonable efforts to meet this request. These efforts will include a technical discovery effort with RUHS and Riverside County Information Technology to outline and document the technical and business requirements for this integration. Also included will be the identification and documentation of the various manual and automated workflows that will utilize electronic faxing from the Riverside Service Area. The identified requirements and workflows will then be used to configure the Riverside Service Area for integration with the XMedius system.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend work pending such change request and approval. This request will be submitted by LLUSS to Customer leadership for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of an integrated workflow between the Customer Service Area and the Xmedius vendor system. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT)

who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

3. Acceptance Criteria:

Customer will be able to utilize the Xmedius electronic faxing system through configured workflows in the Riverside service area. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff, approved project plan, and drafted requirements	10 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer, approved and finalized requirements	10 business days from Milestone#2
Phase 2 – Build and Testing (Estimated at 10 weeks)		
Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed build and workflow design	10 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	15 business days from Milestone#4

6	Test data validated by Customer and LLUSS	10 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#6
8	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer leadership for approval.

6. Integration and Installation:

The Customer Service Area will include integration of the customer's Xmedius electronic faxing system. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integration with the Customer Service Area.

7. Hardware:

No additional hardware is required to develop and implement the electronic interfaces and web services involved in this project.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this change to the customer service area.

9. Continuing Support (type, estimated hours, and estimated costs):

This will result in no increase in the existing yearly Service Level Agreement.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Role	Estimated Hours	Estimated Costs
Project Manager	60	\$5,910
EHR HIM Analyst (Contractor)	30	\$3,900
Integration Analyst	80	\$9,000
Technical Project Lead	20	\$1,200
Network Analyst	30	\$1,800
HIM Principle Trainer	10	\$600
Ambulatory Principle Trainer	10	\$600
QA/Testing Lead	20	\$1,970
Application Security Analyst	10	\$1,125
	Subtotal	\$26,105
Contingency	10%	\$2,610
	Total	\$28,715

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be signed by their duly authorized representatives.

Customer:

KEVIN JEFFRIES

(Printed Name)

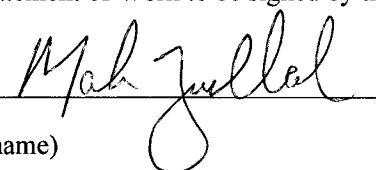
By: 

Title: CHAIRMAN, BOARD OF SUPERVISORS

Date: APR 16 2019

LLUSS:

(Printed name)



By: Mark Zirkelbach

Title: Chief Information Officer

Date: March 28, 2019

ATTEST:

KECIA R. HARPER, Clerk

By: 
DEPUTY

EXHIBIT D

STATEMENT OF WORK APPENDIX B-4

OB MFM PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request form (Schedule A) submitted for implementing a Radiant workflow for OB MFM imaging. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

RUHS has requested, through their Epic Change Request form (Schedule A) that an Epic Radiant workflow for Obstetrics (OB) Maternal-Fetal Medicine (MFM) imaging is implemented. Currently a point-of-care workflow is being utilized using narrative documentation and electronic orders in the Customer Service Area. In order to utilize an Epic Radiant workflow, new department records in the Customer Service Area will need to be created along with a schedulable epic resource (SER) records for each of the ultrasound machines being used by OB MFM. The list of devices in scope for this effort is provided in Schedule C.

This new departments and Epic Radiant workflow will be defined in the Customer Service Area to perform the list of procedures (driven by CPT codes) and visit type lengths as defined in Schedule D. Also defined in Schedule D are the charge codes associated to each procedure and this information will be added to these procedures in the Customer Service Area for accurate billing. Schedules for the devices to perform these orders will be created in the Customer Service Area so RUHS OB MFM staff will be able to assign a patient order to a unique device managing the performing and billing of that order as it is carried out. The resulting of these orders will be done in the customer's AS Software platform so integration with the Customer Service Area and this 3rd Party system is required and a critical milestone in Phase 0 of this project, as outlined in the Milestone Schedule section of this SOW. Access to this department, the SER schedules, and visits will need to be defined and applied for both the department staff and supporting services as part of this level of effort. LLUSS will provide training curriculum and materials and RUHS will provide the actual training of staff to support this change.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to RUHS leadership for approval. RUHS will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to the list of devices (Schedule C) and procedures (Schedule D) attached to this document. Resources from RUHS that serve as their subject matter experts for OB MFM procedures and supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this SOW outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

RUHS Physicians will place orders in the Customer Service Area platform for ultrasound procedures to be carried out by the OB MFM department. These procedures will be scheduled and performed in the Customer Service Area and resulted in AS Software. These results will then be sent back into the Customer Service Area and billed using the Customer Service Area. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, RUHS will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval (Estimated at 2 months)		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	AS Software integration with Epic	TBD
2	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
3	Project Kickoff and approved project plan	20 business days from Milestone#2
4	Project Resources assigned by LLUSS and RUHS	20 business days from Milestone#3
Phase 2 – Build and Testing (Estimated at 8 weeks)		

Description – This project phase consists of building, testing, and validating this change into the Shared EHR platform for the RUHS service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
5	RUHS and LLUSS have reached an agreed workflow design	10 business days from Milestone#4
6	LLUSS completes the build in the Shared Epic EHR test environment.	10 business days from Milestone#4
7	Test data validated by RUHS and LLUSS	5 business days from Milestone#6
8	LLUSS completes the build in the Shared Epic EHR production environment.	10 business days from Milestone#7
9	RUHS, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#8
10	End-User training curriculum and content completed and deliver to RUHS Training Manager.	5 business days from Milestone#8
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the RUHS end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
11	RUHS delivers end user change communication and training	10 business days from Milestone#10
12	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#10
133	Customer accepts or rejects deliverables.	10 business days from Milestone#10

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to RUHS leadership for approval.

6. Integration and Installation:

The Customer Service Area will contain the new OB MFM department that will incorporate the SER devices listed in Schedule C. The list of procedures performed by this department, the associated charge and CPT codes, and the visit types and lengths are all listed in Schedule D. Also, the SER resources will only be available for scheduling with the visit types defined in Schedule D. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new interface. The devices listed in Schedule C will utilize the existing Customer PACS system for interfacing the DICOM imaging generated with the Customer Service Area.

7. Hardware:

No additional hardware is required to develop and implement this change to the shared EHR platform.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this change to the Customer Service Area.

9. Continuing Support (type, estimated hours, and estimated costs):

This will result in no increase in the existing yearly Service Level Agreement.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. These costs are an estimated level of effort and could change due to delays or changes in project scope.

LLUSS:

Project Manager	40 hours	\$4,500.00
ADT Application Analyst	10 hours (@ cost)	\$1,500.00
Radiant Application Analyst (Contractor)	70 hours (@ cost)	\$12,000.00
Resolute HB Application Analyst	15 hours (@ cost)	\$2,250.00
Cadence Application Analyst	10 hours (@ cost)	\$1,500.00
Security Application Analyst (Access)	5 hours	\$700.00
Integration Analyst	20 hours	\$700.00
Subtotal		\$23,150.00
Contingency @ 10%		\$2,315.00
Total		\$25,465.00

An outline of the RUHS resources required for this project are provided below. Although the costs are not outlined in this SOW for non-LLUSS resources, they are required in order to achieve a successful implementation of this change. All hours are an estimated level of effort and could change due to delays or changes in project scope.

RUHS:

Physician Super User (Testing and Validation)	20 hours
OB MFM Department Super User (Testing and Validation)	20 hours
Hospital Billing Super User	20 hours
Scheduling Super User	20 hours
Integration Analyst	10 hours
Epic Radiant Certified Trainer	20 hours
Epic HB Certified Trainer	20 hours

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be signed by their duly authorized representatives.

Customer:

LLUSS:

KEVIN JEFFRIES

Mark Zirikelbach

(Printed Name)

(Printed name)

By: *[Signature]*

By: Mark Zirikelbach

Title: CHAIRMAN, BOARD OF SUPERVISORS

Title: Chief Information Officer

Date: APR 16 2019

Date: March 28, 2019

ATTEST:

KECIA R. HARPER, Clerk

By: *[Signature]*
DEPUTY

Schedule A

RUHS CHANGE REQUEST FORM



EPIC
CHANGE REQUEST

Date Submitted: (originally: 3/16/17); 5/15/17 Date for Committee Review: _____

Requester Name: Bryan Oshiro & Verna Delgado Dept: RUHS OBGYN Contact #: 486-4548

Type of Change Request (brief description):

- Would like to implement a Radiant workflow for OB MFM imaging. They are currently using a POC testing workflow which is not charging, scheduling, or resulting appropriately. This department is not part of Radiology so they may have been missed during the RUHS Epic implementation.

Change is needed due to (select one or more):

- | | | |
|---|---|--|
| <input type="checkbox"/> New service/program | <input checked="" type="checkbox"/> Optimization or enhancement | <input type="checkbox"/> For Best Practice |
| <input type="checkbox"/> Urgent Patient Safety Issue | <input type="checkbox"/> Non-urgent, Potential Patient Safety Issue | |
| <input checked="" type="checkbox"/> Process or flow issue | <input checked="" type="checkbox"/> Other (explain): <u>See above</u> | |

Prioritization Ranking (see attached):

Answer all questions completely. Supporting attachments are encouraged

1. What is the current process? (Consider attaching screen shots)
 - The original EPIC RUHS build was never done correctly by original LLUH EPIC Radiant consultants (an oversight).
 - Dr. Oshiro puts an order in EPIC from a list of orders specifically built to create an accession number, no billing and auto finalized so our radiology cannot accidentally read the exam
 - He performs the exam and images sent to Sectra
 - Note placed in EPIC
 - Different workflows between RUH MFM and LLU MFM
 - (See end of questionnaire for additional discovery)
2. What is the change you are asking for? Be specific to changes in how screens would look/function. (Consider attaching screen shots)
 - Creating a Radiant workflow for an OB MFM department: new department, updated orders, new TWL, etc. Please see discovery details (below) for additional and detailed information.
3. What department **workflows** would be affected by this change (RUH/LLU or both, please list)? Note department approval or discussion for this change request.
 - This would be a minimal change from an ordering perspective (you could indicate that an exam is being performed in MFM rather than Radiology). Otherwise, no change to RUHS or LLUH workflows. This would be a separate department and work stream
4. **Required** - List participants with whom you have had collaborations or discussions regarding this change request at RUHS and Loma Linda (must include the LLU and RUH Department Manager name and contact number):
 - Josh Alexander (JCAlexander@llu.edu; 909-558-3128)
 - Bryan Oshiro (Bryan.Oshiro@medsch.ucr.edu)
 - Jason Koelliker (JKoelliker@llu.edu; 1-811)
 - Katie Gray (KGray@llu.edu; 512-547-7639)
 - Doug Turner (DOTurner@llu.edu; 33244)

- AJ Fajnzylber (AFajnzylber@llu.edu; 617-697-1871)
 - Westy Palitang (Wpalitan@llu.edu; 55801)
 - Mary Verna Delgado (v.delgado@ruhealth.org; 64981)
5. List supporting literature or EBP references. Attach any article that strongly supports this practice, when pertinent
- N/A. This is usually how OB MFM is setup with other Radiant clients
6. Who will be affected by this change i.e. physicians/providers, nursing, ancillary and what type of advanced notification will be required (Moodle, Tip Sheet, EPIC Change Announcement)
- Ordering providers – addition of a new Radiant department when ordering (provide a tip sheet for OB Physicians)
 - Bryan Oshiro will need full Radiant training – physician, tech, and scheduling workflows
 - As new techs are onboarded to this department, they will need to attend tech training

Additional Q&A

- Is this a Maintenance Item? No
- Is this an optimization effort or a new solution? New Solution; previously undefined workflow
- What is the complexity of the work (Basic/Advanced/Complex)? Advanced
- Could this be completed in less than 16 hours? Unlikely
- Is there shared build impact? Yes
- Does it involve more than one Application? If so list them. Radiant, ADT, Billing, Resolute, Cadence, HB & interface build and testing
- Will the work require design sessions and project coordination/management? Probably not
- What is the priority being set by the requestor (low, medium, high)? HIGH
- Is there capacity in the Application group to absorb the work as a Request Fulfillment item? Unsure
- Will the change represent a significant workflow change or addition? Yes. New workflow for an area that's not currently using Radiant
- Will training and training material be required to implement the change? Yes
- ServiceNow: DMND0008883, TASK0043970, INC0110765
- New satellite MFM departments are planned for the near-future

Discovery Details:

- Provide a general description of the request: Create a new department and Radiant workflow for the RUH OB MFM Department
- Provide any early discovery work completed – see above. include any people you worked with on the request or Loma folks you consulted with: Josh Alexander, Bret Geisel, Bryan Oshiro, Jason Koelliker, Katie Gray, Doug Turner, AJ Fajnzylber, and Westy Palitang
- Requirements:
 - Update order questions for US exams to include an additional location of RUH OB
 - I will need to know which procedures can be scheduled at OBUS. Let me know if you'd like an extract or know which procedures can should be scheduled here
 - Scheduling information, providers, MWL
 - We will need new Schedulable Epic Resources for the fixed US modalities in the department
 - These will need to be DICOM tested if using a MWL
 - Auto-advancement: Procedures will advance from
 - Ordered > scheduled
 - arrived > End exam
 - Orders will be accessioned at check in (we will need to update accessioning logic)
 - Resulting workflow:
 - This will need to be tested as well
 - Either in Epic or third party; not yet determined
 - New Department for charging purposes
 - Possibly new templates for MFM sonographers

Schedule B

RUHS NEW DEPARTMENT REQUEST

This form is used to request a new department or modification to an existing department. This form should be completed for all department changes

Requestor Contact Name: Bret Geisel; Bryan Oshiro

Email: Bryan.Oshiro@medsch.ucr.edu;

b.geisel@ruhealth.org **Phone:** (951)486-4208

Request Type (Circle one)	<input type="checkbox"/> New Department Department	<input type="checkbox"/> Deactivate Department	<input type="checkbox"/> Modify
Requested Date: Go-live Date:	3/16/17; ASAP	Mark all that Apply: Billing Only Virtual Dept. Scheduling Dept.	
Is there a Department this Dept. should mimic	RUH ULTRASOUND [500101041]		
Reason for Additional Department or change	Need to implement a Radiant workflow in a non-Radiology department. Different billing requirements than OBGYN clinic department.		
*Department Name (22 Character Limit)	RUH OB MFM	*Department Abbreviation (6 Character Limit)	RUHMFM
External Name	RUH Maternal Fetal Medicine	Synonyms	MFM, OB, OBGYN, US, OBUS
*Phone Number		Fax Number	
*Mailing Address, City, State, Zip	26520 CACTUS AVE/ Riverside, CA 92555		
*GL Prefix (4030)		*Cost Center	
*Bill Area		*NPI	
*Specialty	Radiology		
*Alt Claim Name Item #20013			
*Alt Claim Address			

Item #20400-20430	
Do you want Appt. Reminders for this Dept. Y or N (Televox)	
Allowed Patient Classes	101:104 – Inpatient, Outpatient, Emergency, Observation
Revenue Parent Location (Circle one)	<u>RUH MEDICAL CENTER [500101]</u>
Will this Department administer immunizations? Y or N	
Will this Department receive patient-specific meds from pharmacy? Y or N	
Report Groupers	Billing Rollup: Registration Rollup: Census Grouper: Virtual/Billing Only Indicator:

Schedule C

LIST OF DEVICES FOR RUHS OB MFM DEPARTMENT

The following devices are in scope for the RUHS OB MFM new department, each will have an SER record created as well as a schedule.

Device Name	Device Type
RUH LOGIQE OB MFM CLINIC	Portable
RUH LOGIQE OB L&D	Portable
RUH GE US OB MFM CLINIC RM 1	Stationary
RUH GE US OB MFM CLINIC RM 2	Stationary

Schedule D

LIST OF PROCEDURES FOR RUHS OB MFM DEPARTMENT

PROCEDURE RECORD NAME	PROCEDURE MASTER #	CPT CODE	LINKED CHARGEABLE	VISIT TYPES	Default Length
US OB < 14 WEEKS (76801)	IMG5037	76801	906601314 76801	10505037 21100 105501186	15
US OB > 14 WEEKS (76805)	IMG5040	76805	906601300 76805	10505040 21100 105501189	15
US OB > 14 WEEKS WITH CERVICAL LENGTH (78605 & 76817)	IMG5239	76805	906601300 76805 906601312 76817	10505239 21100	15
US OB DETAILED FOR ABNORMAL STATE SCREENING (76811)	IMG5169	76811	906601310 76811	10505169 21100	30
US OB DETAILED WITH UMBILICAL ARTERY DOPPLER (76811 & 76820)	IMG5237	76811	906601310 76811 906601315 76820	10505039 21100 105794	30
US OB US DETAILED (76811)	IMG5039	76811	906601310 76811	10505039 21100 105794 105501188	30
US OB US DETAILED WITH CERVICAL LENGTH (76811 & 76817)	IMG5234	76811	906601310 76811 906601312 76817	10505234 21100 105794	30
US OB 1ST TRIMESTER - FETAL NT (76813)	IMG5100	76813	906601317 76813	10505100 21100 105501214	15
US OB LIMITED FOR HYDROPS (76815)	IMG5235	76815	910400110 76815	10505168	15
US OB LIMITED FOR TTTS SURVEILLANCE (76815)	IMG5168	76815	910400110 76815	10505168 105501218	15

PROCEDURE RECORD NAME	PROCEDURE MASTER #	CPT CODE	LINKED CHARGEABLE	VISIT TYPES	Default Length
US OB REPEAT WITH CERVICAL LENGTH (76816 & 76817)	IMG5240	76816	906601311 76816 906601312 76817	10505240 21100	15
US OB REPEAT WITH MID CEREBRAL ARTERY DOPPLER (76816 & 76821)	IMG5238	76816	906601311 76816 906601316 76821	10505038 21100	15
US OB REPEAT WITH UMBILICAL ARTERY DOPPLER (76816 & 76820)	IMG5236	76816	906601311 76816 906601315 76820	10505038 21100	15
US OB ULTRASOUND REPEAT (76816)	IMG5038	76816	906601311 76816	10505038 21100 105501187	15
US TRANSVAGINAL OB (76817)	IMG5067	76817	906601312 76817	10505067 21100 105501204	15
US OB BIOPHYSICAL PROFILE WITHOUT NON-STRESS TESTING (76819)	IMG5241	76819	910400113 76819	10505241 21100	15
US FETAL DOPPLER UMBILICAL ARTERY (76820)	IMG5028	76820	906601315 76820	10505028 21100 105501180	15
US FETAL DOPPLER MID CEREBRAL ART (76821)	IMG5027	76821	906601316 76821	10505027 21100 105501179	15
US TRANSVAGINAL PELVIC EVAL (76830)	IMG5068	76830	906601205 76830	10505068 105501205	15
US TRANSVAGINAL PELVIC EVAL WITH DOPPLER (76830)	IMG5223	76830	906601205 76830 906601559 93976	10505068 105501205	15

PROCEDURE RECORD NAME	PROCEDURE MASTER #	CPT CODE	LINKED CHARGEABLE	VISIT TYPES	Default Length
US PELVIC MASS EVAL (76856)	IMG5042	76856	906601203 76856	10505042 105501190	15
US PELVIS FOR PELVIC FLOOR EVAL - 3D (76856)	IMG5043	76856	906601203 76856	10505043	15
US GUIDANCE FOR FETAL TRANSFUSION (76941)	IMG5030	76941	906601995 76941	10505030	15
US ULTRASOUND GUIDE/NEEDLE PLCMT (76942)	IMG5070	76942	76942 906601444 RAD999	15618 105501230	15
US GUIDANCE FOR AMNIO (76946)	IMG5029	76946	902400752 76946	10505029 21100 105501181	15
US ULTRASONIC GUIDEANCE/INTRAOP (76998)	IMG5069	76998	906601555 76998	15611 105501229	15
US BEDSIDE PHYSICIAN LTD OBSTETRIC	IMG5024	99999		1614	

EXHIBIT E

STATEMENT OF WORK APPENDIX B-5

JURUPA CHC PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic functionality to support radiology services for the Jurupa clinic. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

RUHS has requested the implementation of an Epic Radiant workflow for X-Ray, Ultrasound, Mammography, and Dual X-Ray Absorptiometry (DXA) services at their Jurupa clinic building. In order to utilize an Epic Radiant workflow, a new department record in the Riverside Service Area will need to be created for each of the four radiology services along with a schedulable epic resource (SER) record for each of the imaging machines being used by this new location. The list of devices in scope for this effort is provided in Schedule A.

These new departments and Epic Radiant workflows will be defined in the Riverside Service Area to perform the list of procedures and associated CPT codes as defined in Schedule B. Schedules for the devices to perform these orders will be created in the Riverside Service Area so RUHS Radiology staff will be able to assign a patient order to a unique device managing the performing and billing of that order as it is carried out. The resulting of these orders will be done using existing workflows and technology. Access to these departments, the SER schedules, and visits will need to be defined and applied for both the department staff and supporting services as part of this level of effort. LLUSS will provide training curriculum and materials and RUHS will the conduct the actual training of staff to support this change.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to RUHS leadership for approval. RUHS will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this statement of work.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to the list of devices (Schedule A) and procedures (Schedule B) attached to this document for the four new Jurupa Clinic radiology services departments. Resources from RUHS that serve as their subject matter experts for the scope of radiology procedures (defined in Schedule B) and supporting clinical and business processes are required participants for the success of

this project. The milestone schedule in this STATEMENT OF WORK outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

RUHS Physicians will place orders in the Riverside Service Area for the imaging procedures (listed in Schedule B) to be carried out by one of the four new Jurupa clinic radiology departments. These procedures will be scheduled and performed then billed in the Riverside Service Area. The procedures will be resulted using existing technology, integration, and workflows. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Riverside Service Area. Upon the completion of this project, RUHS will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval (Estimated at 2 months)		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	20 business days from Milestone#1
3	Project Resources assigned by LLUSS and RUHS	20 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 8 weeks)		
Description – This project phase consists of building, testing, and validating this change into the Riverside Service Area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	RUHS and LLUSS have reached an agreed workflow design	10 business days from Milestone#3

5	LLUSS completes the build in the Riverside Service Area test environment.	10 business days from Milestone#3
6	Test data validated by RUHS and LLUSS	5 business days from Milestone#5
7	LLUSS completes the build in the Riverside Service Area production environment.	10 business days from Milestone#6
8	RUHS, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to RUHS Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the RUHS end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	RUHS delivers end user change communication and training	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to RUHS leadership for approval.

6. Integration and Installation:

The Riverside Service Area will contain the four new radiology departments for the Jurupa clinic that will incorporate the devices listed in Schedule A. The list of procedures performed by this department, the associated charge and CPT codes, are listed in Schedule B. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new interface. The devices listed in Schedule A will utilize the existing RUHS PACS system for interfacing the DICOM imaging generated with the Riverside Service Area.

7. Hardware:

No additional hardware is required to develop and implement this change to the Riverside Service Area.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this change to the Riverside Service Area.

9. Continuing Support (type, estimated hours, and estimated costs):

This will result in no increase in the existing yearly Service Level Agreement.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. These costs are an estimated level of effort and could change due to delays or changes in project scope.

LLUSS:

Project Manager	40 hours (@ cost)	\$5,200.00
ADT Application Analyst	10 hours (@ cost)	\$1,300.00
Radiant Application Analyst (Contractor)	117 hours (@ cost)	\$15,210.00
Resolute HB Application Analyst	10 hours (@ cost)	\$1,300.00
Resolute PB Application Analyst	37 hours (@ cost)	\$4,810.00
Ambulatory Application Analyst	20 hours (@ cost)	\$2,600.00
Instructional Designer	20 hours	\$2,250.00
Testing/QA Team	20 hours	\$2,250.00
Security Application Analyst (Access)	10 hours	\$1,125.00
Integration Analyst	12 hours	\$1,350.00
Project Leadership	13 hours	\$1,280.50
Subtotal	309	\$38,675.50
Contingency	10%	\$3,867.55
Total		\$42,543.05

An outline of the RUHS resources required for this project are provided below. Although the costs are not outlined in this STATEMENT OF WORK for non-LLUSS resources, they are required in

order to achieve a successful implementation of this change. All hours are an estimated level of effort and could change due to delays or changes in project scope.

RUHS:

Jurupa Clinic Manager	20 Hours
Physician/Radiologist Super User	20 hours
Corona Clinic Radiology Department Super User	20 hours
Hospital Billing Super User	20 hours
Professional Billing Super User	20 hours
Scheduling Super User	20 hours
Integration Analyst	10 hours
Epic Radiant Certified Trainer	20 hours
Epic HB/PB Certified Trainer	20 hours
Epic Willow Certified Trainer	20 hours
Epic Ambulatory Training	20 hours

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be signed by their duly authorized representatives.

Customer:
KEVIN JEFFRIES

(Printed Name)

LLUSS:
Mark Zirkelbach

(Printed name)

By: [Signature]

By: Mark Zirkelbach

Title: CHAIRMAN, BOARD OF SUPERVISORS

Title: Chief Information Officer

Date: APR 16 2019

Date: 3/28/2019

ATTEST:

Schedule A

KECIA R. HARPER, Clerk
By: [Signature]
DEPUTY

LIST OF DEVICES FOR RUHS JURUPA CLINIC RADIOLOGY SERVICES

The following devices are in scope for the new RUHS Jurupa Clinic's radiology services, each will have an SER record created as well as a schedule in the Customer Service Area.

Device Quantity	Device Type/Description
2	DX X-Ray Imaging Machines
2	Ultrasound Imaging Machines
1	Mammography Imaging Machine
1	DEXA Imaging Machine

Schedule B

LIST OF PROCEDURES FOR RUHS JURUPA CLINIC RADIOLOGY SERVICES

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
141919	IMG9000	XR A.C. JOINTS (73050)	73050
141921	IMG9001	XR ABDOMEN 2 VIEWS (74020)	74020
141923	IMG9002	XR ACUTE ABD SERIES (74022)	74022
141931	IMG9006	XR ANKLE COMPLETE LT (73610)	73610
141933	IMG9007	XR ANKLE COMPLETE RT (73610)	73610
141935	IMG9008	XR ANKLE LIMITED LT (73600)	73600
141937	IMG9009	XR ANKLE LIMITED RT (73600)	73600
141939	IMG9010	XR ARTHRITIS SERIES COMPLETE (77075)	77075
214760	IMG9437	XR ARTHRITIS SERIES LIMITED (77075)	77075
214766	IMG9440	XR ARTHRITIS SERIES LIMITED - ANKY SPOND (77075)	77075
214764	IMG9439	XR ARTHRITIS SERIES LIMITED - CPPD (77075)	77075
214762	IMG9438	XR ARTHRITIS SERIES LIMITED - RA (77075)	77075
141941	IMG9011	XR BONE AGE (77072)	77072
134698	IMG9402	XR BONE DYSPLASIA SURVEY (77075)	77075
141943	IMG9012	XR BONE LENGTH (77073)	77073
141945	IMG9013	XR BONE SURVEY METABOLIC (77075)	77075
214758	IMG9435	XR BONE SURVEY OSTEOMYELITIS (77075)	77075
141947	IMG9014	XR BONE SURVEY PEDS NAT (77075)	77075
141951	IMG9016	XR BOTH FEET 1 VIEW (73620)	73620
141953	IMG9017	XR BOTH HANDS WRISTS (73120)	73120
141961	IMG9021	XR C SPINE LATERAL (72020)	72020
214754	IMG9433	XR C SPINE WITH FLEX/EXT (72052)	72052
141955	IMG9018	XR CERVICAL SPINE AP AND LAT (72040)	72040
141957	IMG9019	XR CERVICAL SPINE PLUS OBLIQUES (72050)	72050
141959	IMG9020	XR CERVICAL SPINE PLUS OBLIQUES AND FLEX/EXT (72052)	72052

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
214272	IMG9426	XR CHEST 1V NICU (71010)	71010
141971	IMG9026	XR CHEST 2 VIEWS (71020)	71020
141969	IMG9025	XR CHEST 2V PLUS LORDOTIC VIEW (71021)	71021
214274	IMG9427	XR CHEST 2V NICU (71020)	71020
141973	IMG9027	XR CHEST 2V WITH BOTH OBLIQUES (71022)	71022
141965	IMG9023	XR CHEST ABD 2V NICU (71020)	71020
141967	IMG9024	XR CHEST ABD AP NICU (71010)	71010
141963	IMG9022	XR CHEST BILATERAL DECUB 2V (71035)	71035
141975	IMG9028	XR CHEST COMP 4 VIEWS (71030)	71030
174193	IMG9175	XR CHEST LATERAL DECUB 1 VIEW (71035)	71035
141983	IMG9032	XR CHEST PA INSP EXPIR (71020)	71020
141985	IMG9033	XR CHEST SINGLE VIEW (71010)	71010
141987	IMG9034	XR CLAVICLE LT (73000)	73000
141989	IMG9035	XR CLAVICLE RT (73000)	73000
141991	IMG9036	XR DIAG QA PHANTOM IMAGES	NOBILL
141999	IMG9040	XR ELBOW COMPLETE LT (73080)	73080
142001	IMG9041	XR ELBOW COMPLETE RT (73080)	73080
142003	IMG9042	XR ELBOW LIMITED 2 VIEW LT (73070)	73070
142005	IMG9043	XR ELBOW LIMITED 2 VIEW RT (73070)	73070
142007	IMG9044	XR EYE FOR FOREIGN BODY (70030)	70030
142009	IMG9045	XR FACIAL BONES COMPLETE (70150)	70150
142011	IMG9046	XR FACIAL BONES LIMITED (70140)	70140
147243	IMG9417	XR FEMUR 1 V LT (73551)	73551
147239	IMG9416	XR FEMUR 1 V RT (73551)	73551
147247	IMG9418	XR FEMUR 2 V LT (73552)	73552
147251	IMG9419	XR FEMUR 2 V RT (73552)	73552
142013	IMG9047	XR FEMUR LT (73550)	73550
142015	IMG9048	XR FEMUR RT (73550)	73550

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
142019	IMG9050	XR FINGERS LT (73140)	73140
142021	IMG9051	XR FINGERS RT (73140)	73140
142023	IMG9052	XR FLEX EXT C SPINE 2 VIEWS (72040)	72040
142025	IMG9053	XR FOOT COMPLETE LT (73630)	73630
142027	IMG9054	XR FOOT COMPLETE RT (73630)	73630
142029	IMG9055	XR FOOT LIMITED LT (73620)	73620
142031	IMG9056	XR FOOT LIMITED RT (73620)	73620
142033	IMG9057	XR FOREARM LT (73090)	73090
142035	IMG9058	XR FOREARM RT (73090)	73090
174632	IMG9179	XR FOREIGN BODY NOSE RECTUM CHILD (76010)	76010
142041	IMG9061	XR HAND COMPLETE LT (73130)	73130
142043	IMG9062	XR HAND COMPLETE RT (73130)	73130
142045	IMG9063	XR HAND LIMITED LT (73120)	73120
142047	IMG9064	XR HAND LIMITED RT (73120)	73120
145180	IMG9444	XR HIP 1V LT (73501)	73501
145184	IMG9445	XR HIP 1V RT (73501)	73501
142055	IMG9068	XR HIP 2V LT (73502)	73502
142057	IMG9069	XR HIP 2V RT (73502)	73502
147227	IMG9413	XR HIP BILAT W/ PELVIS 2 V (73521)	73521
147231	IMG9414	XR HIP BILAT W/ PELVIS 2 V W/ INLET & OUTLET (73522)	73522
149127	IMG9425	XR HIP BILAT W/ PELVIS 2 V W/ JUDET (73522)	73522
142059	IMG9070	XR HIP UNI W PELVIS LT (73510)	73510
142061	IMG9071	XR HIP UNI W PELVIS RT (73510)	73510
149123	IMG9423	XR HIP UNI W/ PELVIS 2 V LT W/ JUDET (73503)	73503
149125	IMG9424	XR HIP UNI W/ PELVIS 2 V RT W/ JUDET (73503)	73503
147211	IMG9407	XR HIP UNI W/ PELVIS 1V LT (73501)	73501
147215	IMG9408	XR HIP UNI W/ PELVIS 1V RT (73501)	73501

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
147287	IMG9411	XR HIP UNI W/ PELVIS 2 V LT W/ INLET & OUTLET (73503)	73503
147223	IMG9412	XR HIP UNI W/ PELVIS 2 V RT W/ INLET & OUTLET (73503)	73503
147219	IMG9409	XR HIP UNI W/ PELVIS 2V LT (73502)	73502
147221	IMG9410	XR HIP UNI W/ PELVIS 2V RT (73502)	73502
142063	IMG9072	XR HIPS BILAT W PELVIS (73520)	73520
142065	IMG9073	XR HIPS INFANT CHILD (73502)	73502
142067	IMG9074	XR HUMERUS LT (73060)	73060
142069	IMG9075	XR HUMERUS RT (73060)	73060
142071	IMG9076	XR INFANT LOWER EXT 2 VIEW LT (73592)	73592
142073	IMG9077	XR INFANT LOWER EXT 2 VIEW RT (73592)	73592
142075	IMG9078	XR INFANT UPPER EXT 2 VIEW LT (73092)	73092
142077	IMG9079	XR INFANT UPPER EXT 2 VIEW RT (73092)	73092
214752	IMG9432	XR KNEE (ARTHRITIS) LT (73564)	73564
214750	IMG9431	XR KNEE (ARTHRITIS) RT (73564)	73564
142093	IMG9087	XR KNEE 3 VIEWS LT (73562)	73562
142095	IMG9088	XR KNEE 3 VIEWS RT (73562)	73562
142103	IMG9092	XR KNEE BILAT PATELLAR SUN 1 VIEW (73560)	73560
142105	IMG9093	XR KNEE COMPLETE 4V LT (73564)	73564
142107	IMG9094	XR KNEE COMPLETE 4V RT (73564)	73564
142109	IMG9095	XR KNEE LIMITED LT (73560)	73560
142111	IMG9096	XR KNEE LIMITED RT (73560)	73560
142113	IMG9097	XR KNEE PATELLAR SUN 1V LT (73560)	73560
142115	IMG9098	XR KNEE PATELLAR SUN 1V RT (73560)	73560
142091	IMG9086	XR KNEE STANDING AP VIEW BILAT (73565)	73565
142117	IMG9099	XR KNEE W TUNNEL OR SUNRISE LT (73564)	73564
142119	IMG9100	XR KNEE W TUNNEL OR SUNRISE RT (73564)	73564
214276	IMG9428	XR KUB SUPINE ABD NICU (74000)	74000

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
142121	IMG9101	XR KUB SUPINE ABDOMEN (74000)	74000
142125	IMG9103	XR LUMBAR SPINE AP AND LATERAL (72100)	72100
163096	IMG9174	XR LUMBAR SPINE BENDING ONLY (72120)	72120
142127	IMG9104	XR LUMBAR SPINE COMP W BENDING VIEWS (72114)	72114
263787	IMG9436	XR LUMBAR SPINE FLEX/EXT ONLY (72100)	72100
142129	IMG9105	XR LUMBAR SPINE W OBLIQUES (72110)	72110
214756	IMG9434	XR LUMBAR SPINE WITH FLEX/EXT (72110)	72110
142133	IMG9107	XR MANDIBLE COMPLETE (70110)	70110
142131	IMG9106	XR MANDIBLE LIMITED (70100)	70100
142137	IMG9109	XR MASTOID COMPLETE (70130)	70130
214768	IMG9441	XR MASTOID LIMITED (70120)	70120
142139	IMG9110	XR NASAL BONES (70160)	70160
142141	IMG9111	XR NECK SOFT TISSUE (70360)	70360
142143	IMG9112	XR OPTIC FORAMINA (70190)	70190
142145	IMG9113	XR ORBITS (70200)	70200
142147	IMG9114	XR OSCALSIS (HEEL) LT (73650)	73650
142149	IMG9115	XR OSCALSIS (HEEL) RT (73650)	73650
142153	IMG9117	XR PARANASAL SINUS COMPLETE (70220)	70220
142155	IMG9118	XR PARANASAL SINUS LTD (70210)	70210
142159	IMG9120	XR PEDS SPINE SURVEY 2 V (72010)	72010
142161	IMG9121	XR PELVIS - 3 VIEWS - JUDET VIEWS (72190)	72190
142163	IMG9122	XR PELVIS AP ONLY (72170)	72170
142167	IMG9124	XR PELVIS INLET OUTLET (72190)	72190
174554	IMG9182	XR PELVIS STANDING (72170)	72170
142171	IMG9126	XR RIBS BILATERAL (71110)	71110
142173	IMG9127	XR RIBS UNILATERAL LT (71100)	71100
142175	IMG9128	XR RIBS UNILATERAL RT (71100)	71100
142177	IMG9129	XR SACRO ILIAC JOINTS (72202)	72202

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
142181	IMG9131	XR SACRUM AND COCCYX (72220)	72220
142183	IMG9132	XR SCAPULA LT (73010)	73010
142185	IMG9133	XR SCAPULA RT (73010)	73010
142187	IMG9134	XR SCOLIO AP LAT WITH BENDING (72090)	72090
142193	IMG9137	XR SELLA TURCICA (70240)	70240
142205	IMG9143	XR SHOULDER 1 VIEW LT (73020)	73020
142207	IMG9144	XR SHOULDER 1 VIEW RT (73020)	73020
214772	IMG9443	XR SHOULDER COMPLETE (TRAUMA) LT (73030)	73030
214770	IMG9442	XR SHOULDER COMPLETE (TRAUMA) RT (73030)	73030
142201	IMG9141	XR SHOULDER LT (73030)	73030
142203	IMG9142	XR SHOULDER RT (73030)	73030
142209	IMG9145	XR SHUNT SERIES (70250,71010,74000)	70250
263611	IMG9216	XR SITZMARKER STUDY	74000
142211	IMG9146	XR SKULL COMPLETE (70260)	70260
142213	IMG9147	XR SKULL LIMITED (70250)	70250
147207	IMG9406	XR SPINE 2 V SPINAL COLUMN W/ BENDING, FLEX/ EXT (SCOLIOSIS) (72084)	72084
147203	IMG9405	XR SPINE 2 V SPINAL COLUMN W/ BENDING (SCOLIOSIS) (72083)	72083
149121	IMG9422	XR SPINE 2 V SPINAL COLUMN W/ FLEX/EXT (SCOLIOSIS) (72083)	72083
142215	IMG9148	XR SPINE ANY LEVEL 1V (72020)	72020
142217	IMG9149	XR STERNO CLAV JOINTS (71130)	71130
142219	IMG9150	XR STERNUM (71120)	71120
142223	IMG9152	XR T L JUNCTION AP AND LATERAL (72080)	72080
201509	IMG9208	XR TEMP MANDIBULAR BILAT (70330)	70330
142225	IMG9153	XR TEMP MANDIBULAR JT LT (70328)	70328
142227	IMG9154	XR TEMP MANDIBULAR JT RT (70328)	70328
142229	IMG9155	XR THORACIC SPINE 3 VIEWS (72072)	72072
142231	IMG9156	XR THORACIC SPINE 4 VIEWS (72074)	72074

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
142233	IMG9157	XR THORACIC SPINE AP AND LATERAL (72070)	72070
142235	IMG9158	XR TIBIA FIBULA LT (73590)	73590
142237	IMG9159	XR TIBIA FIBULA RT (73590)	73590
142239	IMG9160	XR TOES LT (73660)	73660
142241	IMG9161	XR TOES RT (73660)	73660
142249	IMG9165	XR WRIST COMP W OBLIQUE LT (73110)	73110
142251	IMG9166	XR WRIST COMP W OBLIQUE RT (73110)	73110
142253	IMG9167	XR WRIST INSTABIL SERIES RT (73110)	73110
142255	IMG9168	XR WRIST INSTABILITY SERIES LT (73110)	73110
142257	IMG9169	XR WRIST LIMITED LT (73100)	73100
142259	IMG9170	XR WRIST LIMITED RT (73100)	73100
142265	IMG9173	XR ZYGOMATIC ARCHES (70150)	70150
174539	IMG5216	US ABDOMEN FOR AORTA (93978)	93978
141509	IMG5000	US ABDOMINAL SOFT TISSUE (76705)	76705
141511	IMG5001	US ABDOMINAL ULTRASOUND (76700)	76700
201188	IMG5105	US ABDOMINAL ULTRASOUND WITH DOPPLER (76700)	76700
105141513	IMG5228	US BREAST COMPLETE LT (76641)	76641
105141515	IMG5229	US BREAST COMPLETE RT (76641)	76641
1005174541	IMG5227	US BREAST LIMITED LT (76642)	76642
105174541	IMG5226	US BREAST LIMITED RT (76642)	76642
141517	IMG5004	US BREAST US, ABSCESS ONLY LT (76642)	76642
141519	IMG5005	US BREAST US, ABSCESS ONLY RT (76642)	76642
141521	IMG5006	US DIALYSIS ACCESS DOPPLER (93990)	93990
141523	IMG5007	US DOPPLER (93975)	93975
145231	IMG5246	US DUPLX ILIACS BILATERAL	93978
141525	IMG5008	US DUPLX LO EXT ARTERY BILAT (93925)	93925
141527	IMG5009	US DUPLX LO EXT ARTERY UNI - LT (93926)	93926
141529	IMG5010	US DUPLX LO EXT ARTERY UNI - RT (93926)	93926

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
141531	IMG5011	US DUPLX LO EXT VEIN BILAT (93970)	93970
141533	IMG5012	US DUPLX LO EXT VEIN UNI - LT (93971)	93971
141535	IMG5013	US DUPLX LO EXT VEIN UNI - RT (93971)	93971
141537	IMG5014	US DUPLX UP EXT ARTERY BILAT (93930)	93930
141539	IMG5015	US DUPLX UP EXT ARTERY UNI - LT (93931)	93931
141541	IMG5016	US DUPLX UP EXT ARTERY UNI - RT (93931)	93931
105141535	IMG5225	US DUPLX UP EXT VEIN UNI - RT (93971)	93971
105141533	IMG5224	US DUPLX UP EXT VEIN UNI-LT (93971)	93971
141543	IMG5017	US DUPLX UP EXT VEINS BILAT (93970)	93970
141561	IMG5026	US EVAL PLEURAL EFFUSION/CHEST (76604)	76604
141565	IMG5028	US FETAL DOPPLER UMBILICAL ARTERY (76820)	76820
141571	IMG5031	US HEAD ECHO (76506)	76506
141573	IMG5032	US INF VENA CAVA (93978)	93978
141605	IMG5048	US KIDNEYS WITH BLADDER (76770)	76770
141581	IMG5036	US LIVER TRANSPLANT DOPPLER (76705 & 93975)	76705
156964	IMG5100	US OB 1ST TRIMESTER - FETAL NT (76813)	76813
141583	IMG5037	US OB < 14 WEEKS (76801)	76801
141589	IMG5040	US OB > 14 WEEKS (76805)	76805
140566	IMG5168	US OB LIMITED FOR TTTS SURVEILLANCE (76815)	76815
141585	IMG5038	US OB ULTRASOUND REPEAT (76816)	76816
141587	IMG5039	US OB US DETAILED (76811)	76811
141593	IMG5042	US PELVIC MASS EVAL (76856)	76856
174543	IMG5218	US PENILE VASC STUDIES (93980)	93980
141597	IMG5044	US SCAN & EVAL AORTA - SCREEN FOR AAA	76706
141599	IMG5045	US SCAN & EVAL ASCITES (76700)	76700
201134	IMG5103	US SCAN & EVAL AXILLA, BILAT (76882)	76882
201132	IMG5102	US SCAN & EVAL AXILLA, LT (76882)	76882
201130	IMG5101	US SCAN & EVAL AXILLA, RT (76882)	76882

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
141601	IMG5046	US SCAN & EVAL BLADDER (76775)	76775
141603	IMG5047	US SCAN & EVAL GALL BLADDER (76705)	76705
201256	IMG5106	US SCAN & EVAL KIDNEYS DUPLEX (RAS) W DOPPLER (76770 & 93975)	76770
141607	IMG5049	US SCAN & EVAL LIVER (76705)	76705
141611	IMG5051	US SCAN & EVAL PARATHYROID (76536)	76536
141615	IMG5053	US SCAN & EVAL SPLEEN (76705)	76705
141619	IMG5055	US SCAN & EVAL TESTICLE (76870)	76870
105141619	IMG5222	US SCAN & EVAL TESTICLE WITH DOPPLER (76870)	76870
141621	IMG5056	US SCAN & EVAL THYROID (76536)	76536
141623	IMG5057	US SCAN/EVAL TRANSP KID W/DOPPLER (76776)	76776
141625	IMG5058	US SCN/EVAL ABD ABSCESS (76700)	76700
197490	IMG5220	US SOFT TISSUE - BODY/TORSO (76705)	76705
141627	IMG5059	US SOFT TISSUE EXT US LT COMP (76881)	76881
141629	IMG5060	US SOFT TISSUE EXT US LT LIMITED (76882)	76882
141631	IMG5061	US SOFT TISSUE EXT US RT COMP (76881)	76881
141633	IMG5062	US SOFT TISSUE EXT US RT, LIMITED (76882)	76882
141635	IMG5063	US SOFT TISSUE MASS -HEAD/NECK (76536)	76536
141637	IMG5064	US SPINE SCAN (76800)	76800
141643	IMG5067	US TRANSVAGINAL OB (76817)	76817
141645	IMG5068	US TRANSVAGINAL PELVIC EVAL (76830)	76830
105141645	IMG5223	US TRANSVAGINAL PELVIC EVAL WITH DOPPLER (76830)	76830
141659	IMG5075	US VAS CAROTID DUPLEX SCAN (93880)	93880
141661	IMG5076	US VAS FOLLOW/UP LTD CAROTID DPLX - LT (93882)	93882
141663	IMG5077	US VAS FOLLOW/UP LTD CAROTID DPLX - RT (93882)	93882
141667	IMG5079	US VAS LOWER ARTERIAL DUPLEX - BIL (93925)	93925
141669	IMG5080	US VAS LOWER ARTERIAL DUPLEX-LTD - LT (93926)	93926

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
141671	IMG5081	US VAS LOWER ARTERIAL DUPLEX-LTD - RT (93926)	93926
141681	IMG5086	US VAS UPPER ARTERIAL DUPLEX - BIL (93930)	93930
141685	IMG5088	US VAS UPPER ARTERIAL DUPLEX-UNI - LT (93931)	93931
141683	IMG5087	US VAS UPPER ARTERIAL DUPLEX-UNI - RT (93931)	93931
141687	IMG5089	US VAS UPPER EXT ARTERIAL EXAM - BILAT (93930)	93930
201214	IMG5136	US VEN DUPLX SCAN BILAT, VEIN MAP LOWER (93970)	93970
201212	IMG5135	US VEN DUPLX SCAN BILAT, VEIN MAP UPPER (93970)	93970
141699	IMG5095	US VENOUS MAPPING (93970)	93970
141701	IMG5096	US VENOUS REFLUX BILAT (93970)	93970
141703	IMG5097	US VENOUS REFLUX UNILAT - LT (93971)	93971
141705	IMG5098	US VENOUS REFLUX UNILAT - RT (93971)	93971
143666	IMG8001	DEXA BONE SCAN APPENDICULAR (77081)	77081
143665	IMG8000	DEXA BONE SCAN AXIAL (77080)	77080
34552	IMG572	DXA BONE DENSITY AXIAL SKELETON (77080)	77080
140458	IMG4004	MAMMO DIAGNOSTIC BILAT (G0204)	G0204
140460	IMG4005	MAMMO DIAGNOSTIC LT (G0206)	G0206
140462	IMG4006	MAMMO DIAGNOSTIC RT (G0206)	G0206
140464	IMG4007	MAMMO SCREENING BILAT (G0202)	G0202
140470	IMG4010	MAMMO SCREENING LT (G0202)	G0202
140472	IMG4011	MAMMO SCREENING RT (G0202)	G0202

EXHIBIT F

STATEMENT OF WORK APPENDIX B-6

OBIX INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of the OBIX Perinatal Data System. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statements of Work incorporated into the Agreement by addition of other Statements of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

Pursuant to section 3.0 of the Master Services Agreement between RUHS and LLUSS, OBIX is listed in the MSA as an "optional and highly recommended" third party system and RUHS now desires to add this third party application to the scope.

This statement of work covers costs associated with LLUSS providing the integration of OBIX 8.0 to RUHS. RUHS is responsible for any hardware or infrastructure required to implement OBIX at RUHS including but not limited to the build of a local FMDM (Fetal Monitor Data Manager) server, workstation builds, central monitoring, fetal monitor management, and network configuration. This initiative will require an upgrade from the current LLUSS OBIX version of 7.1.1 to version 8.0 prior to the beginning work with RUHS. LLUSS will be responsible for the costs associated with upgrading the OBIX environment.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build, integration, and implementation of the OBIX Fetal Monitoring system for RUHS. Integration and installation plans will be developed during project planning phase upon completion of LLUSS evaluation and discovery to upgrade to the current OBIX environment, which will provide the ability to implement an integrated environment.

3. Acceptance Criteria:

RUHS staff in the Labor & Delivery units will be able to utilize the integrated OBIX Fetal Monitoring system as LLUSS does currently. Validation of this integration will be done in both test and production environments of the Riverside Service Area. Upon the completion of this project, RUHS will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period for any Epic-related integration needs, and RUHS will transition to ongoing support with the OBIX vendor for OBIX-related maintenance.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval (Estimated at 2 months)

Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
2	LLUSS delivers upgraded OBIX environment and integrated platform to RUHS	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
3	Project Kickoff and approved project plan	20 business days from Milestone#1
4	Project Resources assigned by LLUSS and RUHS	20 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 14 weeks)		
Description – This project phase consists of building, testing, and validating this change into the Riverside Service Area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
5	RUHS works with OBIX to prepare and complete the RUHS infrastructure build required to locally support the OBIX system	45 business days from Milestone#4
6	LLUSS completes the build and integration in the Riverside Service Area test environment.	45 business days from Milestone#4
7	Test data validated by RUHS and LLUSS	10 business days from Milestone#6
8	LLUSS completes the build in the Riverside Service Area production environment.	10 business days from Milestone#7
9	RUHS, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#8
10	End-User training curriculum and content completed and deliver to RUHS Training Manager.	5 business days from Milestone#8

Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the RUHS end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	RUHS delivers end user change communication and training	10 business days from Milestone#10
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#10
12	Customer accepts or rejects deliverables.	10 business days from Milestone#10

5. Financial Terms:

The payment terms are variable and subject to the terms of the licensed software agreements or sublicensed software agreements and are payable as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to RUHS leadership for approval.

6. Integration and Installation:

Integration and installation plans will be developed during project planning upon completion of LLUSS evaluation and discovery, which will provide the ability to implement an integrated environment.

7. Hardware:

LLUSS will be responsible for the management and implementation of hardware associated with the upgrade of the current OBIX environment. RUHS will be responsible for all onsite hardware, infrastructure, and resources required for the implementation and integration of OBIX.

8. Software Tools and Licensing:

LLUSS will pass through to RUHS the fees detailed in Schedule A for OBIX licensing and ongoing maintenance costs.

9. Continuing Support (type, estimated hours, and estimated costs):

Upon the completion of this project, RUHS will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period for any Epic-related integration needs, and RUHS will transition to ongoing support with the OBIX vendor for OBIX-related maintenance. The existing Service Level Agreement will be modified to include the annual support and maintenance costs for OBIX as outlined in Schedule A.

10. Resources (type, estimated hours and estimated costs):

Resource costs provided below for LLUSS along with an outline of the resources required for the integration of OBIX between LLUSS and RUHS. Although the costs are not outlined in this SOW for non-LLUSS resources, they are required in order to achieve a successful implementation of this change. All non-LLUSS resource allocation and costs will be the responsibility of RUHS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope. Upon completion of discovery of the effort, a complete breakdown of project costs across LLUSS and RUHS will be provided.

LLUSS:

Clinical Documentation Application Analyst	40 hours	\$4,500.00
Integration Analyst	40 hours	\$4,500.00
Instructional Designer	15 hours	\$900.00
Testing/QA Analyst	15 hours	\$1,687.50
Application Security Analyst	15 hours	\$1,687.50
Infrastructure	100 hours	\$6,000.00
Project Manager	40 hours	\$3,940.00
Subtotal	220 hours	\$23,215.00
Contingency	10%	\$2,321.50
Subtotal		\$25,536.50
OBIX Software Licensing/Installation/Services (see Schedule A)		\$176,418.00
Total		\$201,954.50

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be signed by their duly authorized representatives.

Customer:


LLUSS:

KEVIN JEFFRIES

(Printed Name)

Mark Zirkelbach

(Printed name)

By: 

By: Mark Zirkelbach

Title: CHAIRMAN, BOARD OF SUPERVISORS

Title: Chief Information Officer

Date: APR 16 2019

Date: March 28, 2019

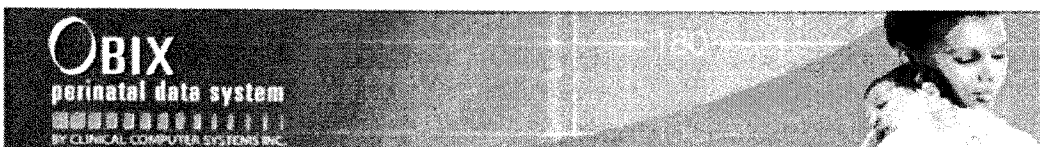
ATTEST:

KECIA R. HARPER, Clerk

By: 
DEPUTY

Schedule A

VENDOR PRICE QUOTATION



Designated Site:

Mark Zirklebach, CIO

Loma Linda CC Riverside University Medical Center
 26520 Cactus Ave
 Moreno Valley, CA 92555

CCSI Sales Manager: Greg Claypool

Email: greg.claypool@obix.com

Phone: (888) 871-0963 Ext. 556

Date: 7/5/2018

Quote #: CALLRUMCCC

BPY Limit: 1,750

OBIX Perinatal Data System Price Quotation

Software	\$150,651
Services	\$23,352
Miscellaneous	\$2,415
System Total	\$176,418

Software Support Services:		Platinum
Year	Type	Price
1 Year	Warranty	No Charge
Year 1	Platinum	\$30,130
Year 2	Platinum 3%	\$31,034
Year 3	Platinum 3%	\$31,965
Year 4	Platinum 3%	\$32,924
Year 5	Platinum 3%	\$33,912

 Authorized Signature

 Date

 P.O. Number

All quotes valid for 90 days from the quote date unless otherwise specified
 Please email completed orders and contracts to: orders@obix.com

Purchase Terms:

Offered pricing is valid only with an effective Software License and Support Services Agreement.
 Additional applicable taxes may be added. Sales tax will be waived upon receipt of Customer's tax exemption certificate.
 Terms: 80% deposit required with order, 20% upon installation.
 Payments due in U.S. Dollars, NET 10 days of invoice date. 1.5% per month late fees. All offers subject to credit check.
 All Quotation/Definition information is to be kept strictly confidential between CCSI and the quoted entity.

SURVEILLANCE & ARCHIVING MODULES:			
Included	J06-EFM	EFM Acquisition, Surveillance & Archiving	54,752
Included	J06-CBD	Status Boards Display	15,632
Included	J06-FHR	Fetal Heart Rate Tool	9,658
Discuss	J06-UAT	Uterine Activity (UA) Tool Requires OBIX Version 8.0 or greater	?
Included	J06-BPM	Bedside Patient Manager Portal	16,438
Included	J06-BES	Bedside (room-to-room) EFM Surveillance Display	19,105
Included	J06-REM	Mobile EFM Cart Module, for mobile cart EFM capture	6,034
SERVER MODULES:			
Included	J04-OBX	OBIX Application & Server Infrastructure, with Back-Up Agent	-
Included	J04-TST	Test Environment	-
Included	J04-SIL	Shared Server Integration Module, added per site	14,844
INTERFACES:			
Included	J05-REG	Registration	-
Included	J05-ADT	ADT add-on; Reg. prereq.	-
Included	J05-IDATA	Inbound Clinical Data, Reg. prereq.	-
Included	J05-LAB	- Inbound Laboratory Results Notification; Status Board indication.	-
Included	J05-ENT	- Inbound Ent. Notes to EFM Strip Chart	-
Discuss	J05-MED	- Inbound Medication Administration to EFM Strip Chart	?
Included	J05-ODATA	Outbound Data to Ent. Systems, Reg. prereq.	-
Included	J05-MVS	- Outbound Maternal Vital Signs from EFM	-
Included	J05-SSO	Single Sign On and Pt. Context Interface, API; Reg. prereq. (proprietary developed with your HIC or third party integration vendor, launch OBIX, sign on w/ pt. context directly from within your HIS, 1 click.)	-
Discuss	J05-ASI	Annotation Sync Interface	?
Included	J05-EIL	Shared Interface Module, added per site	14,188
			Software Subtotal: \$150,651
SERVICES:			
Project Management Services:			
Included	Project Management: includes site specific installation planning, etc.		9,793
Education Services			
Included	OBIX University Online		No Charge
Your staff is required to complete education classes 7 days prior to Go-Live.			
Technical Services:			
Included	Installation Labor		13,559
			Services Subtotal: \$23,352

MISCELLANEOUS:

Cables:

Included	Fetal Monitor Interconnect Cable (CCSI to confirm EFM types prior to shipment)	Quantity: 21	@\$115 each	2,415
Miscellaneous Subtotal:				\$2,415

OTHER VENDOR PRODUCTS:

Discuss AirStrip ONE OB

	<u>Annual Subscription</u>	<u>Implementation (One-Time)</u>	
Ⓞ AirStrip ONE OB Platform	\$37,250	\$22,500	
Ⓞ AirStrip ONE OB Epic/OB	\$14,750	\$4,000	
	\$52,000	\$26,500	?

First billing of Annual Subscription for AirStrip ONE OB will take place at Go-Live. Subsequent Annual Subscription fees will be due on the AirStrip Go-Live anniversary date. Implementation will be invoiced per the terms listed in the "Purchase Terms" above. In the event AirStrip personnel are required on-site, AirStrip will invoice Customer directly for travel expenses.

Other Vendor Products Subtotal: \$0

WARRANTY INFORMATION:

See Software License and Support Agreement

SOFTWARE MODULES DESCRIPTIONS:

For software module descriptions related to the quoted/defined items, refer to "OBIX Software Module Descriptions" document.

SOFTWARE AND SUPPORT SERVICE UPCHARGES FOR INCREASE IN BPY

This quotation is for use of the Software and Support Services at the Designated Site for up to the number of Births Per Year ("Defined BPY") set forth on Page 1. Customer utilization is limited to use at the Designated Site in association with providing and documenting care for pregnancies associated with births not to exceed the Defined BPY. When Customer's actual number of Births Per Year exceeds the Defined BPY, Customer agrees to pay the applicable Software and Support Services upcharges set forth in Table 1. Upcharge amounts represent the incremental charges based on Customer's actual BPY. CCSI will invoice applicable upcharges in the next annual support invoice.

Table 1	New BPY Level - Up to:	1,875	2,000	2,250
	Software Upcharge Required:	<u>-\$3,028</u>	<u>\$3,530</u>	<u>\$15,471</u>
	Support Services Upcharges:	<u>-\$605</u>	<u>\$706</u>	<u>\$3,054</u>

EXHIBIT G

STATEMENT OF WORK APPENDIX B-7

ONBASE 2D BARCODES PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request submitted for the Hyland OnBase system to read two dimensional (2D) barcodes. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

RUHS has requested that the Hyland OnBase system have the ability to read 2D barcodes to support the ability to add both a document or form identifier and a category to better organize scanned documents in the Customer Service Area. The vendor, Hyland, has provided a proposal (Schedule A) for custom development to meet this request. They will provide implementation services for the OnBase product as outlined in their statement of work.

Additional efforts are required to test and validate this custom functionality in the OnBase system as well as for integrating it with the Customer Service Area. Changes to the Customer Service Area to support additional categories is also required and will include both the creation of the new categories and the use of them in the scanned documents viewer. Also critical to this effort will be changes to the scanned form document templates to now utilize 2D barcodes. The format of the 2D barcodes must be one of the following five standards supported by the OnBase system:

- Aztec
- DataMatrix
- Maxicode
- PDF 417
- QR

2. Specifications and Special Terms and Conditions:

The customer's Health Information Management (HIM) department will be responsible for working with their resources to get their existing and any new forms updated with the 2D barcodes. They will also be responsible for procuring these forms in order to utilize the custom functionality that this effort will implement in the OnBase system and customer service area. The terms and conditions as well as the assumptions outlined in the Hyland proposal (Schedule A) will apply to all parties involved with this change.

3. Acceptance Criteria:

RUHS will be able to scan 2D barcodes in the OnBase system that will automatically assign a document or form type identifier as well as a category identifier to a scanned document. The scanned

document will then be accessible in the Customer Service Area scanned documents viewer organized using these identifiers. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, RUHS will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
NUMBER	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	ASAP
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
2	Project Kickoff and approved project plan/requirements	10 business days from Milestone#1
3	Project Resources assigned by LLUSS and RUHS	10 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 6 weeks)		
Description – This project phase consists of building, testing, and validating this change in the RUHS service area and is achieved when reaching the milestones listed below:		
4	RUHS and LLUSS have reached an agreed workflow design	5 business days from Milestone#3
5	LLUSS and Hyland (vendor) completes the build in the OnBase and Customer Service Area test environments	15 business days from Milestone#4
6	Test data validated by RUHS and LLUSS	10 business days from Milestone#5
7	LLUSS completes the build in the RUHS Service Area production environment.	5 business days from Milestone#6

8	RUHS, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to RUHS Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of delivering training material and supporting the RUHS end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	RUHS delivers end user training communication and publish training materials	10 business days after Milestone #9
11	Customer accepts or rejects the LLUSS deliverables.	10 business days after Milestone #9
Phase 4 – Project Closure and Ongoing Support (Estimated at 2 weeks)		
Description – This project phase consists of project closure and transition to ongoing support		
#	DESCRIPTION OF MILESTONE	DATE
12	RUHS and LLUSS agree to transition to ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days after Milestone #11

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for 50% of the time and materials charges from Hyland Software that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to RUHS leadership for approval.

6. Integration and Installation:

Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the RUHS Service Area.

7. Hardware:

No additional hardware is required to develop and implement the electronic interfaces and web services involved in this project.

8. Software Tools and Licensing:

Hyland Software will provide the custom development for the OnBase application to read 2D barcodes at a cost outlined in their proposal (Schedule A). It is an implementation cost only that is estimated but will be billed for as time and materials. The customer will be responsible for 50% of the time and materials charges from Hyland Software.

9. Continuing Support (type, estimated hours, and estimated costs):

This will result in no increase in the existing yearly Service Level Agreement. Any additional charges by Hyland software for modifying the custom development for upgrades and updates is beyond the scope of this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided in the Hyland Statement of Work (Scheduled A) and RUHS will pay approximately 50% of these charges and LLUSS will pay the remaining amount. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be signed by their duly authorized representatives.

Customer:

KEVIN JEFFRIES

(Printed Name)

LLUSS:

Mark Zirkelbach

(Printed name)

By:

[Signature]

By:

Mark Zirkelbach

Title: CHAIRMAN, BOARD OF SUPERVISORS

Title: Chief Information Officer

Date: APR 16 2019

Date: March 28, 2019

ATTEST:

KECIA R. HARPER, Clerk

By: [Signature]

DEPUTY

Schedule A



PROFESSIONAL
SERVICES
PROPOSAL

Loma Linda
University Medical
Center

Script to Parse 2D Barcode

Document Version: 6

1. INTRODUCTION

The purpose of this document is to define the goals, scope, and important details supporting the delivery of professional services related to one or more projects defined in the Project Areas section. This document is used by Hyland Software to provide services estimates applicable to the current stage of a project.

2. PROPOSAL TERMS & USAGE

Hyland Software, Inc. ("Hyland") is pleased to provide the following estimate for professional services related to the use of the OnBase® Information Management System Software ("Software") for Loma Linda University Medical Center ("Customer") as shown in the Description of Services section of this document.

This proposal describes the services offered to Customer in conjunction with the use of the Software for Customer. The content of this document is subject to review and revision by both Hyland and Customer. After this proposal has been mutually reviewed and agreed to by both Hyland and Customer, this proposal will be attached to a services contract and delivered to Customer for final review and signature.

Once executed by both Hyland and Customer, the Hyland solution delivery team will contact Customer project team to discuss project logistics and potential start dates. Once a project start date has been determined, resources will be assigned and scheduled to begin delivery of the services described in this proposal.

3. PROJECT AREAS

3.1 Project 1 – Script to Parse 2D Barcode

Scope

Hyland will provide services to Customer to create a script to parse a 2D Barcode that will identify the Document Type and Description keyword for the document. The 2D Barcode will replace the 3 of 9 barcode currently on the forms, but Software will read a 3 of 9 barcode if present on a document.

Services

Project Management, Implementation

Deliverables

Custom Solution

Assumptions

The scope of work described in this proposal is based on the following list of assumptions. Any deviation from these assumptions may impact the proposed cost and timeline to deliver.

- a. Hyland will assist Customer in implementing VB Script in Customer's test and production environment;
- b. Hyland will update Customer's existing barcode process to use the newly created VB Script. Customer will identify the scan queue(s) that will use the VB Script;
- c. Customer will provide Hyland with twenty (20) sample documents which will mimic Customer's batch processes;

- d. The newly created 2D barcode will contain a separator between the Document Type and Description for easy parsing;
- e. Customer will continue to use the Encounter Barcode (Code 128) at bottom right-hand corner of page to extract additional keyword data;
- f. Customer is responsible for working with forms committee to change existing forms; and
- g. All services will be performed remotely.

Project Exclusions

The following items are considered out of scope for this engagement:

- a. Updates to existing OnBase solution other than identified in Project Scope.

4. DESCRIPTION OF SERVICES

The types of services outlined below are included in one or more of the project areas covered in this services proposal, and are encompassed in Hyland's standard engagement methodology. Please refer to the specific project described in the Project Areas section of this document to determine which of these services are in scope for a particular project.

1. Project Management

Project Management services cover the overall management and coordination of Hyland team resources, project plan, scope, issues and general coordination of solution delivery. The Hyland Project Manager will:

- a. Create and maintain project documentation, including a detailed project plan that defines the overall work effort, objectives and timelines, project issue list, and change requests;
- b. Coordinate and facilitate project meetings including a weekly status meeting;
- c. Produce a weekly status report which outlines the current project progress, open issues and owners;
- d. Coordinate activities with Customer's designated project manager to facilitate successful management of the project within the defined scope; and
- e. Provide supporting activities as appropriate/requested.

2. Implementation

- a. **Solution Design:** Hyland designs the solution based on best practices and the agreed upon requirements documentation. In the case that the solution contains a Workflow or Workview application, Hyland will conduct a high level design review to provide customer with an early view of the conceptual design in the Software;
- b. **Solution Implementation:** Hyland configures the solution to fulfill the requirements captured in the requirements documentation;
- c. **Solution Unit Testing:** Hyland will validate that the Solution conforms to the approved Solution Requirements Document. Upon completion of unit testing and incorporation of any changes to the solution, Hyland will inform the Customer unit testing is complete;
- d. **Customer Testing Support:** Hyland will support the Customer's testing of the configured solution. Customer-created business test cases are used by Customer's resources to test the Solution. Customer should prepare for these activities by defining test plans and scripts early

in the project process, for example following Requirements Analysis phase. Hyland will make any required changes to the Solution to fulfill any items that are prohibiting the Solution from functioning in accordance with the Solution Requirements Document. Requested changes, which are not documented in the Solution Requirements Document, may result in a change order;

- e. Solution Migration: Hyland will migrate the Solution from the environment used for testing to the production environment; and
- f. Go Live Support: Hyland will provide support to the Customer during initial production usage of the Solution to address issues and answer questions from the Customer.

5. DESCRIPTION OF DELIVERABLES

The types of deliverables outlined below are included in one or more of the project areas covered in this services proposal, and are encompassed in Hyland's standard engagement methodology. Please refer to the specific project described in the Project Areas section of this document to determine which of these deliverables are in scope for a particular project.

1. Custom Solution:

- a. The implementation of the requirements defined in the Custom Solution Software Requirements Specification created during discovery; and
- b. The Custom Solution provided is not covered by maintenance and support services. Hyland cannot guarantee that the Custom Solution will be compatible with future releases of the Software. Customer is responsible for costs involved in the migration of the Custom Solution to future releases of the Software. Assistance from Hyland can be requested on a time and materials basis to help with these efforts under the terms of a separate services contract.

6. CUSTOMER RESPONSIBILITIES/OBLIGATIONS

To facilitate Hyland's performance of the above services, Customer agrees to the following:

1. Project Management

A single point of contact whose responsibilities include but are not limited to:

- a. Collaboration with Hyland resources on the project schedule;
- b. Coordination of key departmental decision maker(s), subject matter expert(s), end-user representative(s), third party software application resources, project team representative(s) related to the project area, steering committee, project sponsorship;
- c. Facilitate timely decision making and resolution of issues;
- d. Coordination of Customer resources for the testing and regression testing cycles of the configured Software solution;
- e. Tracking and reporting test results; and
- f. Arrange for physical workspace and tools (desks, meeting rooms, training rooms, conference phones, etc.) for duration of the project to accommodate scheduled onsite activities.

2. Installation and Deployment

- a. Properly setup environment in accordance with Hyland's prerequisites. Setup will consist of the installation, configuration, and administration of, but not limited to, all hardware and operating systems, database instance(s), networking, and required third-party software;
- b. Local and remote access through the use of dedicated user account(s) with appropriate privileges to the Software and relevant third party systems for the engaged Hyland project team;
- c. Setup, execution, and validation of the database maintenance plan for each Software instance;
- d. **Perform routine scheduled backups and maintain disaster recovery and contingency plans;**
- e. Packaging and deployment of the client Software. Deployment of supporting client hardware (e.g. scanner, signature device) and related third party software (e.g. drivers, licenses) for the Software solution;
- f. All scanning devices (MFP, MFD, high volume scanners) will be installed, configured and performing to manufacturer's specifications;
- g. The same scanner make/model used in production-level scanning will be available in the test environment;
- h. Deployment of the Software to Citrix servers based on Hyland's configuration of one (1) server modeled from the test environment;
- i. Customer will have at least one (1) non-production environment for installation and deployment;
- j. Customer is responsible for the installation or configuration of third party software;
- k. All necessary components including, but not limited to, power, lighting, network connections and environment controls deemed necessary for the proper functioning of the system;
- l. Installation and support of all hardware and operating, database, and application software; and
- m. Customer will provide systems access and include third-party vendors or subject /technical matter experts as required.

3. Software Integrations

- a. Local and remote access (VPN) through the use of dedicated user account(s) with appropriate privileges to the Software and third party systems;
- b. Remote access must be provided prior to Hyland's arrival at Customer facilities;
- c. Provide interface specialists and technical resources deemed necessary for third party systems with which the Software will integrate; and
- d. Third party application setup (i.e. install, configuration), testing, training, and go-live support related to the integration with the Software.

4. Testing/Training

- a. At least one (1) Software system administrator will or has attended Software system administrator training and will participate actively in the entire project lifecycle for knowledge transfer. The Customer system administrator will support all Software environments, and solutions;
- b. At least one (1) Software Workflow administrator will or has attended Software Introduction to Workflow training and will participate actively in the entire project lifecycle for knowledge transfer. The Customer Workflow administrator will support all Software environments, and solutions;
- c. Setup of the Software testing/training workstation(s) (e.g. PC and scanner) including the installation of all necessary software;
- d. Customer is responsible for the creation, development and execution of test cases;

- e. Customer will commit a minimum of eight (8) working hours per day to testing the Solution during the Customer Testing Support phase, which may be performed by multiple Customer personnel; and
- f. Customer is responsible for end-user training on the use of the Software.

5. Project Personnel

- a. Customer will assign a project sponsor, who will be actively involved in the project and is the final escalation point for all issues and decisions;
- b. Customer is responsible for designating the appropriate Customer personnel to attend and contribute to all project meetings for the duration of the project;
- c. Customer is responsible for timely completion of deliverables and action items throughout the course of the project;
- d. Customer project resources will not change through the duration of the project;
- e. Customer will assign and Hyland will have access to the appropriate business process owners and resources for the project in a timely manner when requested;
- f. Database administrator, network administrator, subject matter experts, etc., will be available in a timely manner on an as-needed basis;
- g. Customer will assign and Hyland will have access to the appropriate technical resources for the project in a timely manner when requested;
- h. At least one (1) Information Services (“IS”) / Information Technology (“IT”) representative to assist with the installation with regards to network and system administration; and
- i. At least one (1) Software Administrator to assist in establishing network rights to appropriate disk groups on Customer’s file servers for Customer’s users.

The parties acknowledge and agree failure to meet responsibilities noted above will likely affect project duration, cost, or quality in the execution and completion of services.

7. PRICING ESTIMATE

Customer acknowledges that the services estimated are based solely on the information provided to Hyland and referenced in the above Project Area(s).

Project Name	Estimate Type	Estimated Project Hours	Amount
Project 1 - Script to Parse 2D Barcode	Time and Materials	66	\$14,190.00 USD
Total			\$14,190.00 USD

Resource	Hourly Rate
Technical Consultant	\$215.00
Advanced Capture Engineer	\$215.00
Enterprise Consulting	\$215.00
Project Manager	\$215.00
Business Consultant	\$215.00
Integration Engineer	\$215.00
Database Engineer	\$215.00
Conversion Consultant	\$250.00
Infrastructure Analyst	\$250.00
Principal Consultant	\$250.00

Pricing Assumptions

The cost estimates were created using the following assumptions:

- a. Project start date(s) are subject to a mutually agreed upon schedule after execution of contract;
- b. The above pricing estimate includes estimated services fees only;
- c. Travel is not anticipated but if mutually agreed, travel time for services personnel is charged at one half (½) applicable services rates and will not exceed eight (8) hours per one-way trip;
- d. Travel is not anticipated but if mutually agreed, travel expenses are not included in this estimate and will be charged separately;
- e. Each deliverable created during this project will use Hyland's standard deliverable templates. Customer requested changes to the deliverable template may increase project costs or introduce timeline delays; and
- f. The above cost represents an estimate of the work effort required to complete the project. All services hours and expenses will be billed on a time and materials basis for the actual amounts incurred.

EXHIBIT H

STATEMENT OF WORK APPENDIX B-8

CBORD INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic functionality to support integration with the Customer's CBORD dietary system. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use commercially reasonable efforts to build and implement an integrated workflow between the Customer Service Area and the customer's dietary vendor system, CBORD. This integration is intended to allow the Customer the ability to send dietary orders from the Customer Service Area (listed in Schedule A) to CBORD and also allow for the updating of this orders from the CBORD system back into the Customer Service Area.

This build will utilize Epic interfaces that will be modified as necessary to meet the orders based integration with the CBORD system and the Customer Service Area. This includes integrating patient registration and demographic information as well as allergies. The scope of dietary orders that will need to be integrated are listed in Schedule A. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend work pending such change request and approval. This request will be submitted by LLUSS to Customer leadership for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource

requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of an integrated workflow between the Customer Service Area and the Dietary vendor system (CBORD). In order to achieve this integrated workflow, the Customer will be required to make the necessary changes to the CBORD dietary system. Integration will utilize HL7 interface messages, version 2.5.1 or higher, and all testing and validation in the CBORD system will be the responsibility of the customer.

3. Acceptance Criteria:

Customer providers will be able to utilize the Customer Service Area to send the orders listed in Schedule A and receive updates to these orders from the CBORD system in the Customer Service Area. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Discovery and Detailed Scoping	10 business days from Milestone#1
3	Project Kickoff and approved project plan	10 business days from Milestone#2

4	Project Resources assigned by LLUSS and Customer	10 business days from Milestone#2
Phase 2 – Build and Testing (Estimated at 16 weeks)		
Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
5	Customer and LLUSS have reached an agreed build and integration design	20 business days from Milestone#4
6	LLUSS completes the build in the Customer Service Area test environment. Customer completes the build in the CBORD Dietary System	25 business days from Milestone#5
7	Test data validated by Customer and LLUSS	15 business days from Milestone#6
8	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#7
9	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#8
10	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#9
Phase 3 – Training and Go-Live (Estimated at 4 weeks)		
Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
11	Customer delivers end user change communication and training	10 business days from Milestone#10
12	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#11
13	Customer accepts or rejects deliverables.	10 business days from Milestone#11

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer leadership for approval.

6. Integration and Installation:

The Customer Service Area will include integration of patient dietary orders to and from the CBORD dietary system. This change will support the orders listed in Schedule A. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

No additional hardware is required to develop and implement the electronic interfaces and web services involved in this project.

8. Software Tools and Licensing:

Although it is not estimated at this time, additional interface licensing may be required to develop and implement the electronic interfaces involved in this project. Cost estimates for the additional interface licenses will be included with a change request to the Customer.

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$6,750.00. The increase consists of up to 5 hours per month (60 hours a year) of additional support from the LLUSS Integrated Delivery team.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Role	Estimated Hours	Estimated Costs
ADT/Prelude Analyst (@ cost)	40	\$5,200.00
ASAP Analyst (@ cost)	6	\$780.00
Clindoc Analyst (@ cost)	6	\$780.00
OpTime/Anesthesia Analyst (@ cost)	6	\$780.00
Orders Analyst (@ cost)	75	\$9,750.00
Willow Analyst (@ cost)	65	\$8,450.00

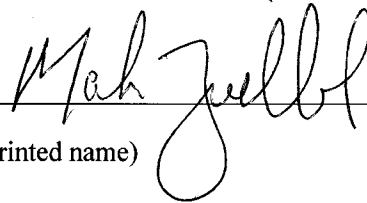
Hospital Billing Analyst (@ cost)	20	\$2,600.00
Reporting Analyst	30	\$3,375.00
Integration Analyst	180	\$20,250.00
QA/Testing Lead Analyst	30	\$3,375.00
Access/Security Analyst	20	\$2,250.00
Project Management	100	\$9,800.00
Subtotal		\$67,390.00
Contingency @ 10%	10%	\$6,739.00
Total Estimated Hours & Costs	498	\$74,129.00

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be signed by their duly authorized representatives.

Customer:

LLUSS:

KEVIN JEFFRIES



(Printed Name)

(Printed name)

By: 

By: Mark Zirkelbach

Title: CHAIRMAN, BOARD OF SUPERVISORS

Title: Chief Information Officer

Date: APR 16 2019

Date: March 28, 2019

ATTEST:

KEQIA R. HARPER, Clerk

By: 
DEPUTY

Schedule A

Diet Orders
Cardiac Diet
Clear Liquid Diet
Consistent Carb Diabetic Diet
Dysphagia Diet
Fiber Modified Diet
Finger Food Diet
Full Liquid Diet
GDM Sweet Success Modified Diet
GERD (Gastroesophageal Reflux Disease) Diet
GI Soft Diet
Gluten Restricted Diet
High Protein, High Calorie Diet
Lactose Restricted Diet
Low Fat Diet
Mechanical Soft Diet
Neutropenic Diet
NPO
Pediatric Consistent Carb Diabetic Diet
Pediatric Diabetic Clear Liquid Diet
Pediatric Diet for Age
Post Tonsillectomy & Adenoidectomy Diet
Pureed Diet
Regular Diet
Renal Dialysis Diet
Renal Predialysis Diet
Sodium Modified Diet
Vegetarian Diet
NICU Supplements
Cod Liver Oil
MCT Oil
Rice Cereal
Safflower Oil
Other Nutrition Orders
Adult Enteral Nutrition Order order set
Calorie Count
Dietary Precautions (Specify)
Feeding (NICU)
Feeding (Peds)

EXHIBIT I

STATEMENT OF WORK APPENDIX B-9

CLINICAL CASE MANAGEMENT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request submitted for Epic's Case Management module. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use commercially reasonable efforts to build and implement Epic's Clinical Case Management module for Riverside University Health System (RUHS). Epic's Clinical Case Management module will allow for a centralized workflow and an ability to stay within Epic to complete the necessary tasks of utilization review (UR), and payor communication. It will integrate with Cerme to access InterQual criteria when evaluating patient care levels as well as maintain all related documentation within the Customer Service Area.

This build will utilize Epic's foundation system default settings that will be modified as necessary to meet the business and functional requirements listed in Schedule A. The implementation will be a shared effort with Loma Linda University Medical Center (LLUMC), Loma Linda University Children's Hospital (LLUCH), and Loma Linda University Behavioral Medicine Center (LLUBMC). Current state workflow (Schedule B) has been assessed and thus will be used as a foundation for determining future state workflow and integration requirements during this project. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum. This LLUSS training documentation will serve as a starting point for the RUHS training efforts and documentation. RUHS will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. RUHS will be responsible for providing Credentialed Trainers (CT) who have taken formal training and achieved certification through LLUSS. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the RUHS learning management system. RUHS will also provide sufficient training facilities to accommodate end-user training. Additionally, RUHS will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and RUHS resources for this level of effort.

. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to RUHS leadership for approval. RUHS will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be

engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of Epic’s Clinical Case Management application for RUHS that must meet the business and functional requirements as listed in Schedule A. RUHS will incorporate the Clinical Case Management functionalities of utilization review and payor communication functionality into their workflows, and leverage NaviHealth Curaspan to managing discharge planning.

3. Acceptance Criteria:

RUHS Case Managers will be able to utilize the Customer Service Area to meet the business and functional requirements defined in Schedule A. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, RUHS will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval (Estimated at 2 months)		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resource alignment and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days after Milestone #1
3	Project Resources assigned by LLUSS and RUHS	10 business days after Milestone #2
Phase 2 – Build and Testing (Estimated at 18 weeks)		

Description – This project phase consists of building, testing, and validating this change into the Customer Service Area for the RUHS service area and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
4	RUHS and LLUSS have reached an agreed workflow design	5 business days after Milestone #3
5	Build in Test Environments	40 business days after Milestone #4
6	Test data validated by RUHS and LLUSS	30 business days after Milestone #5
7	Build moved to Production Environment	5 business days after Milestone #6
8	RUHS and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days after Milestone #7

Phase 3 – Training and Go-Live (Estimated at 4 weeks)

Description – This project phase consists of training and supporting the RUHS end-users utilizing Epic’s Case Management integrated application and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
9	RUHS delivers end user change communication and training	15 business days after Milestone #8
10	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	20 business days after Milestone #8
11	Customer accepts or rejects the LLUSS deliverables.	20 business days after Milestone #8

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to RUHS leadership for approval.

6. Integration and Installation:

The Customer Service Area will include Epic's Clinical Case Management integrated application as well as support integrated functionality with Cerme for Inerqual criteria. The payor communication functionality in Epic will be utilized by RUHS Case Management staff for verifying patient insurance information and coordination authorized bed days. This change will support the business and functional requirements outlined in Schedule A. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services as specified under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

No additional hardware is required to develop and implement this interface.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this electronic interface.

9. Continuing Support (type, estimated hours, and estimated costs):

This will result in no increase in the existing yearly Service Level Agreement.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

LLUSS:

Registration (ADT) Application Analyst	65 hours	\$7,312.50
Clinical Documentation Application Analyst	100 hours	\$11,250.00
Report Writing Analyst	100 hours	\$11,250.00
Emergency (ASAP) Application Analyst	20 hours	\$2,250.00
Medical Records (HIM) Application Analyst	40 hours	\$4,500.00
Inpatient Orders Application Analyst	25 hours	\$2,812.50
Physician Billing/Claims Application Analyst	24 hours	\$2,700.00
Referrals Application Analyst	15 hours	\$1,687.50

Scheduling Application Analyst	15 hours	\$1,687.50
Application Security and Access Analysts	10 hours	\$1,125.00
Principal Trainers	50 hours	\$5,625.00
Application Testing Coordinator	60 hours	\$6,750.00
Project Manager	230 hours	\$25,875.00
Epic Implementation Resources and Travel	Estimated	\$25,500.00
Contingency	15%	\$16,549.
Total		\$126,874.00

An outline of the RUHS resources required for this project are provided below. Although the costs are not outlined in this SOW for non-LLUSS resources, they are required in order to achieve a successful implementation of this change. All hours are an estimated level of effort and could change due to delays or changes in project scope.

RUHS:

Registration Manager	40 hours
Case Management Manager	120 hours
Quality Report Writing Analysts	100 hours
Hospital Billing Manager	40 hours
Medical Records Manager	40 hours
Physician Billing Manager	40 hours
Physician Orders Champions	20 hours
Application Security and Access Analysts	40 hours
Credentialed Trainers (includes end user training)	700 hours
End-User Training (80 end users at 8 hours of training each)	640 hours

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be signed by their duly authorized representatives.

Customer:

LLUSSA

KEVIN JEFFRIES

(Printed Name)

Mah Zillal
(Printed name)

By:



Title:

CHAIRMAN, BOARD OF SUPERVISORS

Date:

APR 16 2019

By:

Mark Zirkelbach

Title:

Chief Information Officer

Date:

March 28, 2019

ATTEST:

KECIA R. HARPER, Clerk

By: 
DEPUTY

SCHEDULE A – Business and Functional Requirements

Business and Functional Requirements	
1.	Considerations of specialized populations: prison and county jail patients; state inmates; babies housed for medical and foster care system; mental health patients waiting for lock facility; charity care patients; undocumented patients; self-care patients; MISIP; homeless; patients who reside in shelters; patients from rehab facilities.
2.	Discharge appointments – need ability to make the appointments within a week of being discharged (within 7 days) as part of meaningful use and Prime Care requirements (for IEHP patients). Also need ability to track follow-up appointments
3.	When a patient comes into the hospital, Case Management needs ability to access the PCP information. Need ability to pull information in from Eligibility file into Case Management module.
4.	Need ability to transmit patient information (24-48 hours after discharge) to PCP either electronically or via printing of document for patients to hand over to PCP (summary of care document). Need ability to send the document via Epic CareLink or faxing through Epic? BMC
5.	Readmission flag on risk on patients who have been seen within the last 30 days. If they have been seen, where were they last seen? BMC need readmission flag on patient when last seen years ago
6.	Disease admission coordination (core measures for Prime) – RUHS – completed as a separate functionality for RUHS only
7.	Patients under Observation need to have a flag/notification on the length of time the patient has been in observation.
8.	Display admission status. Need to have inpatient time, date, level of care, diagnosis, and provider on the CM dashboard.
9.	Flag all Medi-Care patients that have been in the hospital for 2 days to receive the IMM letter (have they received the letter or not?). Need the letter to be date and time stamped.
10.	Ability for an electronic signature for the IMM letter – or ability to print out a copy of the letter and the patient can sign on the computer.
11.	Need a flag for completion of assessment, as every patient must be assessed as closed to admission as possible.
12.	Need for Social Work information to flow to Case Management module and vice versa.
13.	Check on PDF template for communication in the UR process.
14.	Need high utilizer flag (3 or more ED visits in the last six months); 30-day readmission flag
15.	Need to launch Interqual and MCG (Milliman) within Epic.
16.	Need to fax to insurance companies in Epic. Does Epic have the payor list in the system or can the payor list come from Midas into Epic? Can staff develop a list and edit the list of payors in the module?
17.	Epic pulling abnormal labs in the module into Interqual
18.	Insurance information carve outs – which insurance gave authorization at previous stay for treatment
19.	Need an alert for when Medicare Recertification is due for a patient.
20.	Would like for the care plan and the treatment plan can be signed by a physician if the daily progress note is not done yet and if the discharge note was completed by discharge time.
21.	Would need an alert for when concurrent review is due.

SCHEDULE B

RUHS Case Management Current State Workflow

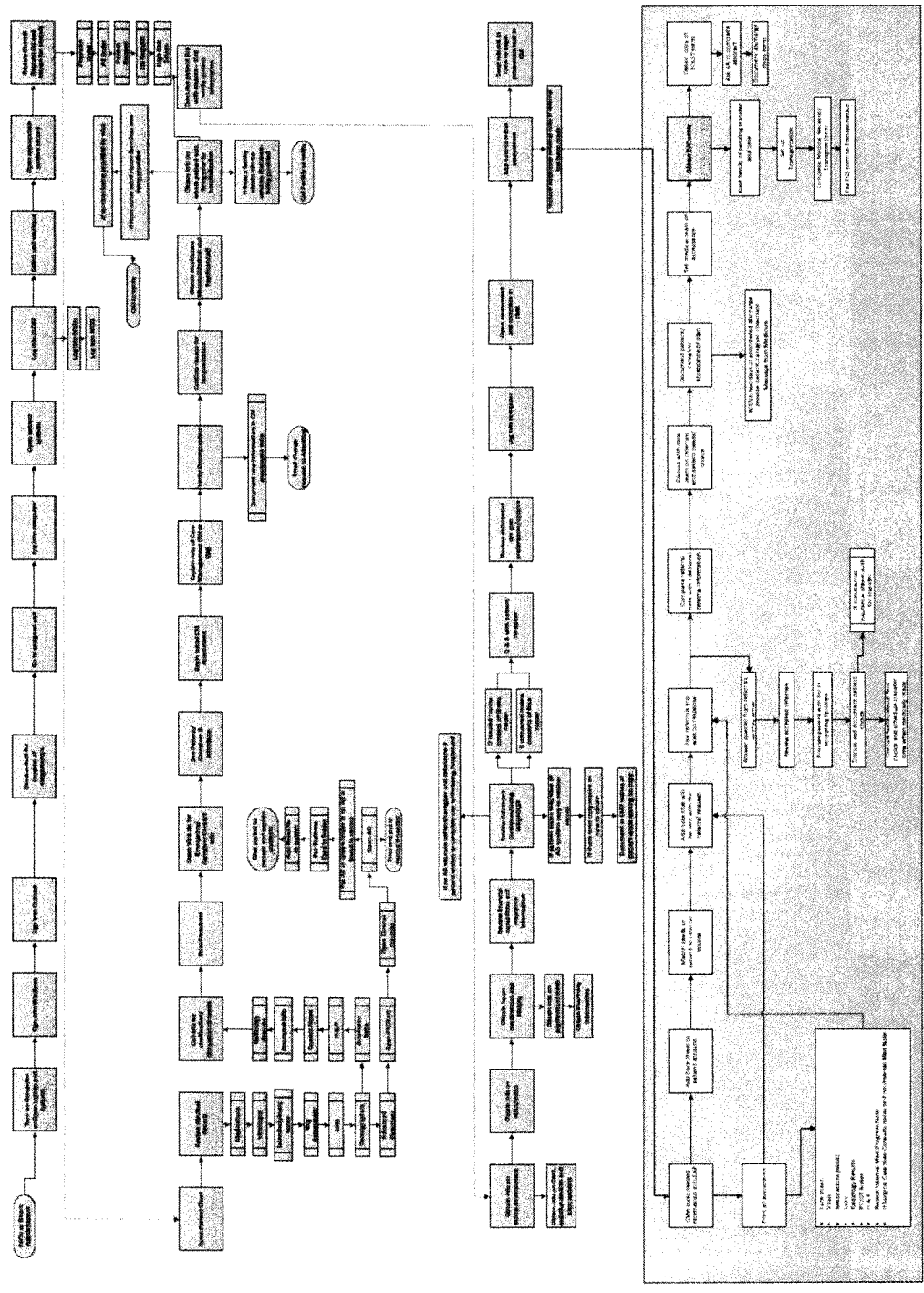


EXHIBIT J

STATEMENT OF WORK APPENDIX B-10

ELECTRONIC PRESCRIPTION OF CONTROLLED SUBSTANCES (EPCS) PROJECT

This Statement of Work (SOW) sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request submitted for the Electronic Prescription of Controlled Substances (EPCS) from the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

RUHS has requested, through the CareConnect Shared Steering Committee and Physician Advisory Group (PAG), to implement electronic prescribing of controlled substances (EPCS) through the Customer Service Area. This change will require a two-factor authentication solution that is supported by the Surescripts electronic prescription network.

It is the responsibility of RUHS to provide resources and processes to support the device and two-factor authentication solution required for EPCS. RUHS is also responsible to make sure EPCS complies with County policies. At RUHS discretion, any additional processes with EPCS must be determined and finalized prior to phase 3 in the Milestone Schedule section of this SOW.

Both LLUSS and RUHS agree to use reasonable commercial efforts to implement the change outlined in this document. LLUSS and RUHS are both accountable for the overall success of this change implementation to the current shared EHR platform. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for all time and materials that are incurred with this project on a monthly basis. RUHS will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to the implementation of EPCS to RUHS physicians who have an active DEA number and are credentialed through RUHS Medical Staff Office.

For the project RUHS will provide:

- A Project Manager/Lead to manage project tasks, coordinate and facilitate meetings between parties, and communicate status to appropriate stakeholders
- A two-factor authentication solution that is compatible with the Surescripts electronic prescription network and can be setup as an authentication source within Epic
- RUHS Staff to intake the device request, verify the user's identity, and is on an approved

Epic Security Template listed in Table 1 above

- Provisioning Staff to input a Service Now request into LLUSS Service Now portal with provider's name and device ID

3. Acceptance Criteria:

RUHS Physicians will be able to submit prescriptions for controlled substances electronically to pharmacies through the Surescripts network from the Customer Service Area. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, RUHS will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days after Milestone #1
3	Project Resources assigned by LLUSS and RUHS	10 business days after Milestone #1
Phase 2 – Build and Testing (Estimated at 12 weeks)		
Description – This project phase consists of building, testing, and validating the device activation workflows between RUHS and LLUSS, and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE

3	RUHS and LLUSS have an agreed process/workflow design	10 business days after Milestone #2
4	RUHS to LLUSS have completed the Two Factor Authentication system integration	20 business days after Milestone #3
5	LLUSS completes the addition of the Customer Service Area to the electronic prescription interface(s)	20 business days after Milestone #3
6	LLUSS completes the Epic application build in the Customer Service Area Test Environment	10 business days after Milestone #5
7	Test data validated by RUHS and LLUSS	10 business days from Milestone#6
8	LLUSS completes the build in the RUHS Service Area production environment.	5 business days from Milestone#7
9	RUHS, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#8
<p>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</p> <p>Description – This project phase consists of delivering training material and supporting the RUHS end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:</p>		
#	DESCRIPTION OF MILESTONE	DATE
10	RUHS delivers end user training communication and publish training materials	10 business days after Milestone #9
11	Customer accepts or rejects the LLUSS deliverables.	10 business days after Milestone #9
<p>Phase 4 – Project Closure and Ongoing Support (Estimated at 2 weeks)</p> <p>Description – This project phase consists of project closure and transition to ongoing support</p>		
#	DESCRIPTION OF MILESTONE	DATE
12	RUHS and LLUSS agree to transition to ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days after Milestone #11

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill RUHS for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to RUHS leadership for approval.

6. Integration and Installation:

Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the RUHS Service Area.

7. Hardware:

No additional hardware is required to develop and implement the electronic interfaces and web services involved in this project.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this change to the Customer Service Area.

9. Continuing Support (type, estimated hours, and estimated costs):

This will result in no increase in the existing yearly Service Level Agreement.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. These costs are an estimated level of effort and could change due to delays or changes in project scope.

LLUSS:

Ambulatory Application Analyst	80 hours	\$9,000.00
Willow Application Analyst	60 hours	\$6,750.00
Clindoc Application Analyst	20 hours	\$2,250.00
ASAP Application Analyst	20 hours	\$2,250.00
Application Security Analyst	30 hours	\$3,375.00
Application Server Analyst	20 hours	\$2,250.00

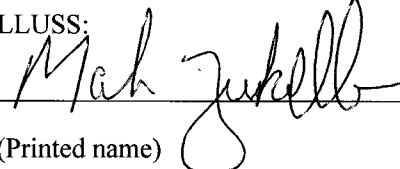
Application Integration Analyst	60 hours	\$6,750.00
QA/Testing Analyst	20 hours	\$2,250.00
Project Manager	100 hours	\$9,850.00
Subtotal	410 hours	\$44,725.00
Contingency	10%	\$4,472.50
Total		\$49,197.50


RUHS: (estimated hours)

Project Manager/Lead	60 hours
Physician Super User	30 hours
User Provisioning Analyst	30 hours
Technical Analyst	40 hours
IS Security	10 hours
Inpatient Credentialed Trainer	20 hours
Ambulatory Credentialed Trainer	20 hours

IN WITNESS WHEREOF, the parties have caused this Appendix A to be signed by their duly authorized representatives.

Customer:
KEVIN JEFFRIES
 (Printed Name)

LLUSS:

 (Printed name)

By 

By Mark Zirkelbach

Title: CHAIRMAN, BOARD OF SUPERVISORS

Title: Chief Information Officer

Date: APR 16 2019

Date: March 28, 2019

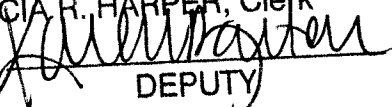
ATTEST:
 KECIA R. HARPER, Clerk
 By 
 DEPUTY

EXHIBIT K

STATEMENT OF WORK APPENDIX B-11

IEHP GLOBAL QUALITY P4P PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic functionality in the Customer Service Area to support the requirements of the IEHP Global Quality Pay for Performance (P4P) 2018 program. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use commercially reasonable efforts to design, build, and implement Epic functionality in the Customer Service Area to support the requirements of the IEHP Global Quality P4P 2018 program. This functionality will include changes to the existing encounter and claims data files for IEHP claims, clinical documentation and workflow changes, as well as additional clinical decision support tools in the Customer Service Area. The IEHP requirements are provided in the 2018 program guide published on March 28, 2018.

In order to design Epic functionality meet these requirements, efforts to identify gaps with the current functionality and the IEHP requirements is necessary. Analysis of current clinical and operational workflows to identify gaps with the IEHP requirements will also be required to design the supporting Epic functionality in the Customer Service Area. Once the design is accepted by the customer, the build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

2. Specifications and Special Terms and Conditions:

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend work pending such change request and approval. This request will be submitted by LLUSS to Customer leadership for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

3. Acceptance Criteria:

The Customer will be able to utilize the Customer Service Area to meet the applicable requirements of the P4P program. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Discovery and Detailed Scoping	10 business days from Milestone#1
3	Project Kickoff and approved project plan	10 business days from Milestone#2
4	Project Resources assigned by LLUSS and Customer	10 business days from Milestone#2
Phase 2 – Build and Testing (Estimated at 16 weeks)		
Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:		

#	DESCRIPTION OF MILESTONE	DATE
5	Customer and LLUSS have identified the build and workflow gaps for the program requirements	20 business days from Milestone#4
6	Customer and LLUSS have reached an agreed build and workflow design	10 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area test environment. Customer completes the build in the CBORD Dietary System	20 business days from Milestone#5
8	Test data validated by Customer and LLUSS	15 business days from Milestone#6
9	LLUSS completes the build in the Customer Service Area production environment.	5 business days from Milestone#7
10	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#8
11	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#9
<p>Phase 3 – Training and Go-Live (Estimated at 4 weeks)</p> <p>Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:</p>		
#	DESCRIPTION OF MILESTONE	DATE
12	Customer delivers end user change communication and training	10 business days from Milestone#11
13	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#12
14	Customer accepts or rejects deliverables.	10 business days from Milestone#12

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer leadership for approval.

6. Integration and Installation:

Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

No additional hardware is required to develop and implement the electronic interfaces and web services involved in this project.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this change to the Customer Service Area.

9. Continuing Support (type, estimated hours, and estimated costs):

This will result in no increase in the existing yearly Service Level Agreement.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Role	Estimated Hours	Estimated Costs
Ambulatory Analyst (@ cost)	1032	\$134,160.00
Professional Billing Analyst (@ cost)	2232	\$290,160.00
QA/Testing Lead Analyst	30	\$3,375.00
Access/Security Analyst	20	\$2,250.00
Project Management (@ cost)	160	\$20,800.00
Subtotal		\$450,745.00
Contingency @ 10%	10%	\$45,074.50
Total Estimated Hours & Costs	3474	\$495,819.50

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be signed by their duly authorized representatives.

Customer:

LLUSS:

KEVIN JEFFRIES

(Printed Name)

Mark Zirkelbach

(Printed name)

By:

[Signature]

By:

Mark Zirkelbach

Title: CHAIRMAN, BOARD OF SUPERVISORS

Title:

Chief Information Officer

Date:

APR 16 2019

Date:

March 28, 2019

ATTEST:

KECIA R. HARPER, Clerk

By:

[Signature]
DEPUTY