

## EXHIBIT L

### STATEMENT OF WORK APPENDIX B-12

#### eCONSENTS 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 electronic informed consents. 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 for electronic informed consents. This functionality will include Epic Smart Tools to streamline clinical documentation as well as electronic signatures using Scriptel compatible signature pads. The electronic consent forms will include standardized text that will remain static and sections to include clinical documentation that can change per patient. The electronic consent forms will also include the ability to be attached to OR Case Request orders and procedures. The number of paper consent forms to be converted and the existing paper versions will a key Phase 0 milestone for the customer to achieve.

The build will be completed first in the non-production environments along with integrated and regression testing and acceptance before it can be implemented in the production environment of the Customer Service Area. Regression testing is required to ensure that the signature pad functionality currently used in other modules of the Customer Service Area will still function as expected. 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 design, build and implementation of electronic consent forms in the Customer Service Area. The project costs included in this statement of work makes the assumption that a maximum of five forms will be required. If more than five forms are required by the Customer, a change request for an increase in project costs will be required. The procurement and installation of Scriptel compatible signature pads is the responsibility of the customer.

3. Acceptance Criteria:

Customer providers will be able to utilize the Customer Service Area to create and execute electronic consents for medical procedures. 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:

<b>Phase 0 – Project Discovery and Approval</b>		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
0.1	Project Discovery and Initial Scoping	Complete
0.2	Number of Forms to convert and Current Versions	TBD
1	Execution of the Statement of Work Appendix	TBD
<b>Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)</b>		
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:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
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#2
<b>Phase 2 – Build and Testing (Estimated at 12 weeks)</b>		
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
<b>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</b>		
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:

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:

The procurement and installation of Scriptel compatible signature pads is the responsibility of the customer.

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.

<b>Role</b>	<b>Estimated Hours</b>	<b>Estimated Costs</b>
Clindoc Analyst (@ cost)	430	\$55,900.00
OpTime Analyst (@ cost)	310	\$40,300.00
Clindoc Principle Trainer	20	\$2,250.00
OpTime Principle Trainer	20	\$2,250.00
Testing/QA Analyst	40	\$4,500.00
Project Management	120	\$11,820.00
Subtotal	960	\$117,020.00
Contingency	10%	\$11,702.00
<b>Total</b>		<b>\$128,722.00</b>

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.

Project Manager	60 hours
Anesthesiologist Super User	20 hours
Physician Super User	20 hours
Ambulatory Nursing Super User	20 hours
Inpatient Nursing Super User	20 hours
Epic Clindoc Certified Trainer	40 hours
Epic OpTime Certified Trainer	40 hours

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

## EXHIBIT M

### STATEMENT OF WORK APPENDIX B-13

#### EPIC 2017/2018 UPGRADE AND TECHNOLOGY REFRESH 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 Epic Version 2017 and Epic Version 2018 upgrade and technology refresh projects. 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 both the Epic Version 2017 and Epic Version 2018 system upgrades and technology refresh to the LLUSS EHR Platform, which includes the customer service area. The system upgrade 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 and follow the project timeline listed in Schedule A.

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 both the Epic Version 2017 and Epic Version 2018 system upgrades and technology refresh to the LLUSS EHR Platform, which includes the customer service area.

3. Acceptance Criteria:

Customer providers will be able to utilize the Epic 2017 and Epic 2018 system version and functionality in the Customer Service Area of the LLUSS EHR platform. 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:

The milestone schedule is outlined in the project timeline that is listed in Schedule A.

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 the Epic 2017 and Epic 2018 system version and functionality. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

A technology refresh for the platform will include new server-side hardware and the costs are listed below in the resources section.

8. Software Tools and Licensing:

Additional software tools and licensing are required to develop and implement this change to the Customer Service Area and the costs are listed below in the resources section.

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 Costs
<b>Software</b>		
	Epic Licensing	\$1,064.07
	Hyland OnBase	\$36,299.77
	CPU licenses for Cache Report Shadow server	\$6,145.45
	MS Datacenter OS	\$21,177.94
	Windows basic OS	\$337.27
	Subtotal	\$65,024.50
<b>Hardware</b>		
	OnBase Server Upgrade	\$20,022.57
	Cache Server Upgrade	\$161,165.54
	Replace v2 CPU's -(Intel 8168) MC	\$63,588.52
	Replace v2 CPU's -(Intel 8168) DR	\$81,756.66
	Expand Vmware farm for more web servers	\$18,168.15
	Replace v2 CPU's -MC Caboodle	\$9,084.07
	Extend Caboodle to DR	\$9,084.07
	UCS Chassis for blades	\$12,992.76
	UCS Chassis cables	\$389.52
	Comm SFPs	\$2,617.55
	Subtotal	\$378,869.41
<b>IS Labor</b>		
	Apps Services	\$801,814.96
	Strategic Services & Analytics	\$151,679.68
	Infrastructure	\$113,589.06
	Subtotal	\$1,067,083.70
<b>Professional Services</b>		
	Project Manager	\$153,664.20
	Testing Manager/Coordinator	\$56,814.53
	Environment Manager (Contract)	\$77,221.63
	Contract Resources	\$485,364.63
	Subtotal	\$773,064.99
	Grand Total	\$2,284,042.60
	Contingency @ 10%	\$228,404.26
	<b>Total Estimated Costs</b>	<b>\$2,512,446.86</b>



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]*

Title: CHAIRMAN, BOARD OF SUPERVISORS  
\_\_\_\_\_

Date: APR 16 2019  
\_\_\_\_\_

By: Mark Zirkelbach  
\_\_\_\_\_

Title: Chief Information Officer  
\_\_\_\_\_

Date: March 28, 2019  
\_\_\_\_\_

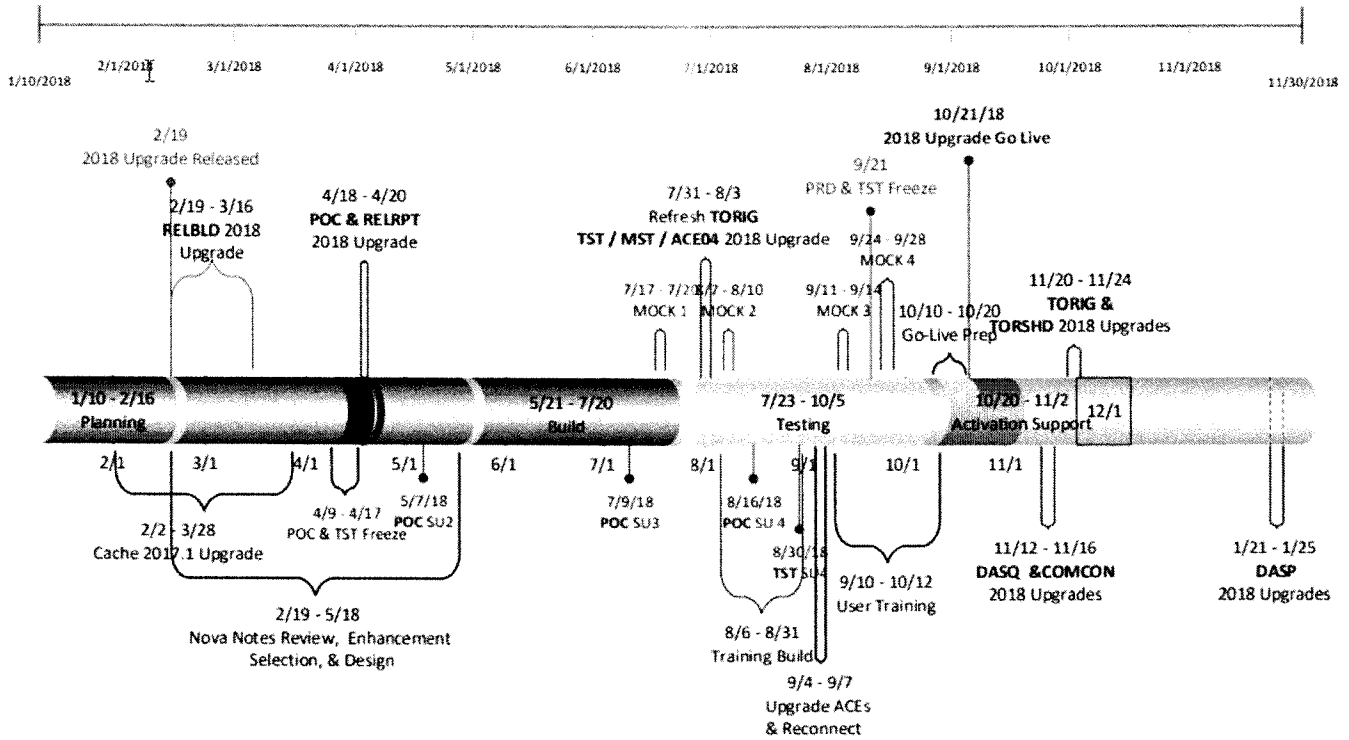
ATTEST:

KECIA R. HARPER, Clerk

By: \_\_\_\_\_  
*[Signature]*  
DEPUTY

# Schedule A

## 2017/2018 Project Timeline



## EXHIBIT N

### STATEMENT OF WORK APPENDIX B-14

#### TELEMETRY 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 integration with the customer's Phillips Telemetry 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 Phillips Telemetry vendor system. This integration is intended to allow Customer providers the ability to send and receive ADT and Orders information with the Phillips telemetry system from the Customer Service Area. The scope of implementation is limited to the medical center inpatient and emergency locations.

This build will utilize Epic interfaces that will be modified as necessary to meet the Phillips interface requirements as long as the modifications are supported by Epic. Any modifications that are required that are not supported by Epic will require a change request and all associated upfront and maintenance costs will be passed onto 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.

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 Phillips Telemetry vendor system.

3. Acceptance Criteria:

Customer providers will be able to utilize the Customer Service Area integration with the Phillips Telemetry system to meet the workflow requirements as defined by Milestone number 4 listed in the schedule below. 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:

<b>Phase 0 – Project Discovery and Approval</b>		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
<b>Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)</b>		
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:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
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
<b>Phase 2 – Build and Testing (Estimated at 16 weeks)</b>		

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 and list of workflow, business, and technical requirements.	15 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	40 business days from Milestone#4
6	Test data validated by Customer and LLUSS	20 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area production environment.	15 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
<b>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</b>		
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 Phillips Telemetry vendor system application. This change will support the workflow as defined in Milestone number 4 listed in the above schedule. 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 Epic build involved in this project.

8. Software Tools and Licensing:

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. This build will utilize Epic interfaces that will be modified as necessary to meet the Phillips interface requirements as long as the modifications are supported by Epic. Any modifications that are required that are not supported by Epic will require a change request and all associated upfront and maintenance costs will be passed onto the customer.

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

There will be no addition to the existing customer support costs in the current SLA.

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.

<b>Role</b>	<b>Estimated Hours</b>	<b>Estimated Costs</b>
ADT/Prelude Analyst (@ cost)	15	\$1,950
ASAP Analyst (@ cost)	40	\$5,200
Clindoc Analyst (@ cost)	80	\$10,400
Orders Analyst (@ cost)	40	\$5,200
Interfaces/Interconnect Analyst	80	\$9,000
Testing/QA Analyst	20	\$2,250
Clindoc Principle Trainer	10	\$600
Project Management	100	\$7,500
<b>Subtotal</b>	<b>385</b>	<b>\$42,100</b>
Project Contingency	10%	\$4,210
<b>Total</b>	<b>385</b>	<b>\$46,310</b>

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

## EXHIBIT O

### STATEMENT OF WORK APPENDIX B-15

#### TELEMEDICINE FOR COUNTY JAILS

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 a 3<sup>rd</sup> party Telemedicine solution for the County Jails. This Statement of Work Appendix 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 telemedicine workflows between RUHS and the County jails. The telemedicine workflow will consist of a third party application, chosen and implemented by the customer, to provide the audio, video, and medical device data for a provider at RUHS to remotely view a patient at the County jails. Epic functionality to support the scheduling, billing, and clinical documentation workflows for the provider at RUHS will be developed to support the telemedicine workflow. Epic will also need to be available from the workstations used at the county jail locations utilizing the exiting Citrix presentation layer for clinical documentation that will be required to be collected and entered into the Customer Service area.

The build will be completed first in the non-production environments along with functional and 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:

For the project RUHS and the County Jails will provide:

- A Project Manager/Lead to manage project tasks, coordinate and facilitate meetings between parties, and communicate status to appropriate stakeholders
- A telemedicine technology solution that will be used both at the patient location in the county jails and by the provider at RUHS to view the audio, video, and medical device data remotely.
- Technical resources for the presentation of Epic on the County Jail workstations and to verify and analyze network traffic throughout the statement of work process and make any network changes as necessary
- Operational SMEs to run test scripts to verify the telehealth workflow within Epic

LLUSS will provide:

- Project Management, Epic Analyst, Technical and Testing/QA Resources
- Epic functionality to support the scheduling, billing, and clinical documentation requirements as defined in Milestone 3, as listed below in the milestone schedule of this statement of work.
- Technical Support for the presentation of Epic on the County Jail workstations
- Formalized testing process and documentation for functional and integrated testing in both the POC and TST environments of the customer service area.

3. Acceptance Criteria:

Customer providers will be able to utilize the Customer Service Area to schedule, bill, and document telemedicine encounters for the county jails. Clinical staff at the county jails will be able to access the customer service area for clinical documentation purposes as needed for the telemedicine encounters. 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	Project Discovery and Initial Scoping	Complete
0.1	3 <sup>rd</sup> Party Telehealth Technology Implementation (complete solution)	TBD
1	Execution of the Statement of Work Appendix	TBD
<b>Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)</b>		
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 #2
<b>Phase 2 – Build and Testing (Estimated at 14 weeks)</b>		
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
4	Customer and LLUSS have defined business and technical requirements	10 business days after Milestone #3
5	Customer and LLUSS have reached an agreed build design	10 business days after Milestone #4
6	LLUSS completes the build in the Customer Service Area test environment	25 business days after Milestone #5
7	LLUSS and Customer complete the presentation of Epic through Citrix on County Jail workstations	25 business days after Milestone #5
8	Test data validated by Customer and LLUSS	10 business days from Milestone#7

9	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#8
10	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#9
11	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#9
<b>Phase 3 – Training and Go-Live (Estimated at 4 weeks)</b>		
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:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
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. 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:

There is no integration between the 3<sup>rd</sup> party telemedicine system and the customer service area included in this statement of work. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services for the customer service area as provided under the terms of the existing Service Level Agreement.

7. Hardware:

The procurement and installation of telemedicine technology is the responsibility of the customer.

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):

Epic functionality in the Customer Service Area to support telemedicine workflows in the County Jails will require additional continuing support so an increase in these costs, as defined in Exhibit C of the Master Services Agreement, is warranted. The increase has been determined to be 5 additional EHR application analyst hours a month, which equates to \$6,750.00 using the labor rates as defined in Exhibit D of the Agreement. LLUSS will begin charging RUHS these new rates once milestone 9 is achieved as outlined in the milestone schedule above.

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:**

ADT/Prelude Application Analyst (@ cost)	40 hours	\$5,200.00
Ambulatory Application Analyst	80 hours	\$9,000.00
Scheduling/Referrals Application Analyst (@ cost)	80 hours	\$10,400.00
Professional Billing Application Analyst (@ cost)	80 hours	\$10,400.00
Technical Resources	60 hours	\$3,200.00
Testing/QA Application Analyst	20 hours	\$2,250.00
Project Manager	75 hours	\$7,387.50
Subtotal		\$47,837.50
Contingency	10%	\$4,783.75
Total		\$56,621.25

IN WITNESS WHEREOF, the parties have caused this Appendix A 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

## EXHIBIT P

### STATEMENT OF WORK APPENDIX B-16

#### RUBIDOUX GERIATRIC TELEMEDICINE 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 a 3<sup>rd</sup> party Telemedicine solution for Geriatric patient encounters at the Rubidoux Community Health Center (CHC). This Statement of Work Appendix 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 telemedicine workflows between RUHS Geriatric providers and Geriatric patient encounters at the Rubidoux CHC. The telemedicine workflow will consist of a third party application, chosen and implemented by the customer, to provide the audio, video, and medical device data for a provider at RUHS to remotely view a patient at the Rubidoux CHC. Epic functionality to support the scheduling, billing, and clinical documentation workflows for the provider at RUHS will be developed to support the telemedicine workflow.

The build will be completed first in the non-production environments along with functional and 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:

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 telemedicine technology solution that will be used both at the patient location in the Rubidoux CHC and by the provider at RUHS to view the audio, video, and medical device data remotely.
- Technical resources to verify and analyze network traffic throughout the statement of work process and make any network changes as necessary
- Operational SMEs to run test scripts to verify the telehealth workflow within Epic

LLUSS will provide:

- Project Management, Epic Analyst, Technical and Testing/QA Resources
- Epic functionality to support the scheduling, billing, and clinical documentation requirements as defined in Milestone 3, as listed below in the milestone schedule of this statement of work.
- Formalized testing process and documentation for functional and integrated testing in both the POC and TST environments of the customer service area.

3. Acceptance Criteria:

Customer providers will be able to utilize the Customer Service Area to schedule, bill, and document telemedicine geriatric encounters for the Rubidoux CHC. Clinical staff at the Rubidoux CHC will be able to access the customer service area for clinical documentation purposes as needed for the telemedicine encounters. 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:

<b>Phase 0 – Project Discovery and Approval</b>		
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

0.1	3 <sup>rd</sup> Party Telehealth Technology Implementation (complete solution)	TBD
1	Execution of the Statement of Work Appendix	TBD
<b>Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)</b>		
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:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
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
<b>Phase 2 – Build and Testing (Estimated at 14 weeks)</b>		
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:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
4	Customer and LLUSS have defined business and technical requirements	10 business days after Milestone #3
5	Customer and LLUSS have reached an agreed build design	10 business days after Milestone #4
6	LLUSS completes the build in the Customer Service Area test environment	25 business days after Milestone #5
7	Test data validated by Customer and LLUSS	10 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
<b>Phase 3 – Training and Go-Live (Estimated at 4 weeks)</b>		
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. 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:

There is no integration between the 3<sup>rd</sup> party telemedicine system and the customer service area included in this statement of work. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services for the customer service area as provided under the terms of the existing Service Level Agreement.

7. Hardware:

The procurement and installation of telemedicine technology is the responsibility of the customer.

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):

Epic functionality in the Customer Service Area to support telemedicine workflows for Geriatric Encounters at the Rubidoux CHC will require additional continuing support so an increase in these costs, as defined in Exhibit C of the Master Services Agreement, is warranted. The increase has been

determined to be 5 additional EHR application analyst hours a month, which equates to \$6,750.00 using the labor rates as defined in Exhibit D of the Agreement. LLUSS will begin charging RUHS these new rates once milestone 9 is achieved as outlined in the milestone schedule above.

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:**

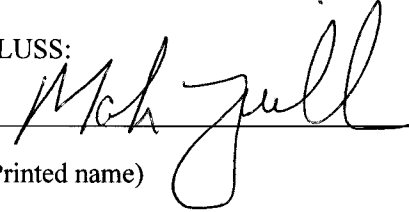
ADT/Prelude Application Analyst (@ cost)	20 hours	\$2,600.00
Ambulatory Application Analyst	80 hours	\$9,000.00
Scheduling/Referrals Application Analyst (@ cost)	80 hours	\$10,400.00
Professional Billing Application Analyst (@ cost)	40 hours	\$5,200.00
Technical Resources	20 hours	\$1,200.00
Testing/QA Application Analyst	20 hours	\$2,250.00
Project Manager	75 hours	\$7,387.50
Subtotal		\$38,037.50
Contingency	10%	\$3,803.75
Total		\$41,841.25

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

Customer:  
KEVIN JEFFRIES

(Printed Name)

By \_\_\_\_\_

LLUSS:  
  
 \_\_\_\_\_

(Printed name)

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 Q

### STATEMENT OF WORK APPENDIX B-17

#### VIGILANZ EMAR INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to integrating the electronic medication administration record (eMAR) data from the Customer Service Area with the customer's Vigilanz 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 eMAR workflow between the Customer Service Area and the Vigilanz vendor system that is owned and maintained by the customer. This integration is intended to send patient eMAR data into Vigilanz, which will include also include the associated patient demographic, allergy, dietary, and medication order data from the customer service area as defined by the Epic and Vigilanz interface specifications.

This build will utilize Epic interfaces that will be modified as defined by the Epic and Vigilanz interface specifications. The customer service area will also require some modifications to ensure that the specified data elements are both mapped to the HL7 interface as well as documented as required by both vendor specifications. 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 eMAR workflow between the Customer Service Area and the Vigilanz vendor system.

3. Acceptance Criteria:

Customer providers will be able to utilize eMAR data from the Customer Service Area in the Vigilanz vendor 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:

<b>Phase 0 – Project Discovery and Approval</b>		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
<b>Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)</b>		
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:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
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#2
<b>Phase 2 – Build and Testing (Estimated at 16 weeks)</b>		
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	20 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	20 business days from Milestone#4
6	Test data validated by Customer and LLUSS	20 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area production environment.	15 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
<p><b>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</b></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
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 eMAR data to the Vigilanz 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 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.

<b>Role</b>	<b>Estimated Hours</b>	<b>Estimated Costs</b>
Clindoc EHR Analyst (@ cost)	80	\$13,200.00
Orders EHR Analyst (@ cost)	40	\$6,600.00
Willow EHR Analyst (@ cost)	120	\$19,800.00
Interfaces Analyst	220	\$24,750.00
Testing/QA EHR Analyst	20	\$2,250.00
Project Management	125	\$12,312.50
Subtotal	630	\$78,912.50
Project Contingency	10%	\$7,891.25
<b>Total Estimated Costs</b>		<b>\$86,803.75</b>

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

## EXHIBIT R

### STATEMENT OF WORK APPENDIX B-18

#### HOME VISITS

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 Home Visits 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:

LLUSS shall use commercially reasonable efforts to build and implement changes to the Customer Service Area to support Home Visit workflows specifically related to The Charter Program based out of the Perris Clinic; Palliative and Geriatric Specialty Care Home Visits Program; and the IEHP funded Health Homes program under the BHI-CCI/Triad program. These workflows are intended to allow Customer the ability to follow up on patients that meet the requirements set forth by the unique programs listed above.

This build will utilize Epic settings that will be modified as necessary to meet the future state requirements listed in Schedule A of this Statement of Work Appendix B-18. List of build requirements (Schedule A of this Statement of Work Appendix B-18) has been assessed and thus will be used as a foundation for determining the build 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. 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 Home Visits for the Customer Service Area based on the list of project requirements as specified in Schedule A. Due to the challenges around managing scope for this effort as Home Visits applies to multiple new care delivery programs, the customer will need to provide a Project Manager and Sponsor. These project leadership resources will allow the customer to control project scope as defined by the project requirements as listed in Schedule A.

3. Acceptance Criteria:

Customer providers will be able to utilize the Customer Service Area to perform Home Visits workflow requirements as 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, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

<b>Phase 0 – Project Discovery and Approval</b>		
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
<b>Phase 1 – Project Planning and Resourcing (Estimated at 5 weeks)</b>		
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	15 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	10 business days from Milestone#2

<b>Phase 2 – Build and Testing (Estimated at 12 weeks)</b>		
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
<b>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</b>		
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:

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. No new third-party integration will be needed for the Home Visits project.

7. Hardware:

No additional hardware is required to develop and implement the exclusive Epic build to support the Home Visits 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):

No additional annual maintenance support fees will result in an increase to the existing SLA.

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.

<b>Role</b>	<b>Estimated Hours</b>	<b>Estimated Costs</b>
Cadence Analyst	80	\$10,400.00
Referral Analyst	20	\$2,600.00
Ambulatory Analyst	80	\$10,400.00
Professional Billing	40	\$5,200.00
Hospital Billing	20	\$2,600.00
Health Information Management Analyst	10	\$1,300.00
Application Security	15	\$1,950.00
Project Lead	70	\$6,860.00
Project Contingency	10%	\$4,131.00
<b>Total Estimated Hours &amp; Costs</b>	<b>335</b>	<b>\$45,441.00</b>

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

## Schedule A

### Home Visits Project Requirements

1. Create schedulable home visit that will display the Place of Service as the patient's home, create new departments and visit types as needed for optimal workflow. Coordinate with Epic Application Security and governance committees to have correct access vetted and approved for specified user roles required (3).
2. This project will support three Home Visit Programs:
  - a. Geriatric and Palliative Care Home Visits, based out of FCC2
  - b. Charter Program Visits, based out of Perris Clinic
  - c. IEHP Funded BHI-CCI Health Home
    - i. Exclusion to scope is any new Behavioral Health – Sensitive Encounters, or new build for a user type of Therapist

Similar to these programs, but out of scope for this project are IEHP MyPath and any Telemedicine efforts.
3. The user roles that will be supported for these programs will include:
  - a. Provider
  - b. Nurse
  - c. Community Health Workers
  - d. Social Workers
  - e. Chaplains
  - f. Care Managers
  - g. Public Health Workers
4. The estimate of hours assumes that home visit workflows will follow check-in procedures similar to phone visits where front desk or other scheduling staff will check in these appointments at the beginning of the day prior to physicians accessing the patient charts.
  - a. If the stakeholders decide that and user role should have access to scheduling tools for these workflows (outside of existing workflows), we will need to account for additional time for security discovery and build.
5. These clinics will need to drop codes for charging and productivity reporting.
  - a. Charge router configuration to file these codes appropriately is included in the estimate under the billing applications.
  - b. Reporting requirements for these clinics have not yet been discussed and are not included in the estimate.

## EXHIBIT S

### STATEMENT OF WORK APPENDIX B-19

#### 1-800-NO-BUTTS

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 1-800-NO-BUTTS 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:

LLUSS shall use commercially reasonable efforts to build and implement an integrated workflow between the Customer Service Area and the smoking cessation referral program 1-800-NO-BUTTS. This integration is intended to allow the Customer Service Area physicians the ability to refer and send patient referral data to 1-800-NO-BUTTS. The Customer Service Area would also have the ability to receive patient referral outcome data from 1-800-NO-BUTTS back into the Customer Service Area.

This build will utilize Epic interfaces and web services settings that will be modified as necessary to meet the business requirements listed in Schedule A of this Statement of Work Appendix B-19. Business requirements (Schedule A of this Statement of Work Appendix B-19) has been assessed and thus will be used as a foundation for determining the 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. 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 1-800-NO-BUTTS to meet the business requirements listed in Schedule A. A key milestone in this effort will be to define the technical requirements and project scope for this integration and must be achieved before build design and implementation efforts can begin.

3. Acceptance Criteria:

The Customer Service Area will be able to utilize the integration with 1-800-NO-BUTTS to meet the business requirements described 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, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

<b>Phase 0 – Project Discovery and Approval</b>		
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
<b>Phase 1 – Project Planning and Resourcing (Estimated at 5 weeks)</b>		
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

4	Define business and technical requirements and develop a detailed project scope	15 business days from Milestone #3
<b>Phase 2 – Build and Testing (Estimated at 12 weeks)</b>		
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:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
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
<b>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</b>		
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:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
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 1-800-NO-BUTTS. This change will support the business requirements outlined in Schedule A. A key milestone in this effort will be to define the technical requirements and project scope for this integration and must be achieved before build design and implementation efforts can begin. 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. If it is determined that additional costs will be incurred for these electronic interfaces, a change request will be created and submitted to Customer leadership for approval.

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 desired workflow outlined in Appendix A.

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.

<b>Role</b>	<b>Estimated Hours</b>	<b>Estimated Costs</b>
Referral EHR Analyst	45	\$5,850.00
Ambulatory EHR Analyst	80	\$10,400.00
Interfaces/Interconnect EHR Analyst	180	\$20,250.00
Project Manager	20	\$2,600.00
Project Leadership/Admin	40	\$3,940.00

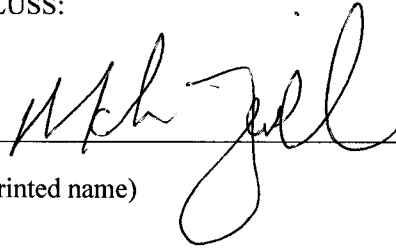
Principal Trainer	10	\$600.00
Project Contingency	10%	\$4,364.00
<b>Total Estimated Hours &amp; Costs</b>	<b>375</b>	<b>\$48,004.00</b>

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

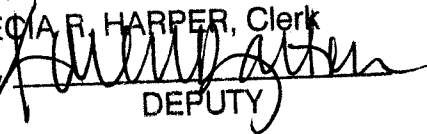
Date:

March 28, 2019

ATTEST:

KECIA R. HARPER, Clerk

By:

  
DEPUTY

## Schedule A

### 1-800-NO-BUTTS Business Requirements

1. Create a new referral to 1-800-NO-BUTT (California's tobacco quit line) that will then interface directly to the vendor upon it being signed
2. Set up a bidirectional interface where result data would file back to Epic from 1-800-NO-BUTTS.
  - a. Result components need to be created for results sent from 1-800-NO-BUTTS for the results to file to Epic from bi-directional interface with 1-800-NO-BUTTS. Result components to include:
    - i. Contact date
    - ii. Call disposition
    - iii. Status
    - iv. Treatment plan
    - v. Planned quit date
3. Create a BPA in Epic to trigger clinicians to order the referral based on qualifying patient criteria.

## EXHIBIT T

### STATEMENT OF WORK APPENDIX B-20

#### NAVIHEALTH CURASPAN 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 NaviHealth Curaspan Integration 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:

LLUSS shall use commercially reasonable efforts to build and implement changes to the customer service area to support an integrated workflow with NaviHealth Curaspan vendor system. This integrated workflow is intended to streamline post-acute facility identification and matching with patient needs and choice. This workflow will also aim to improve the current manual process of transitioning patients, decreasing overall Length of Stay.

This build will utilize Epic settings that will be modified as necessary to meet the future state requirements listed in Schedule A of this Statement of Work Appendix B-20. List of build requirements (Schedule A of this Statement of Work Appendix B-20) has been assessed and thus will be used as a foundation for determining the build 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. 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 NaviHealth Curaspan vendor system based on the list of build requirements as specified in Schedule A.

3. Acceptance Criteria:

Customer will be able to utilize the Customer Service Area workflow within Epic, as planned by the project requirements stated 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, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

<b>Phase 0 – Project Discovery and Approval</b>		
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
<b>Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)</b>		
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
<b>Phase 2 – Build and Testing (Estimated at 10 weeks)</b>		

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	5 business days from Milestone #5
7	LLUSS completes the build in the Customer Service Area production environment.	5 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
<b>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</b>		
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:

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):

Annual subscription fees will result in an increase to the existing SLA of \$85,250 for this third party vendor for up to 30 users as defined by the vendor in the amendment to the subscription agreement provided in Schedule B.

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.

<b>Role</b>	<b>Estimated Hours</b>	<b>Estimated Costs</b>
Interfaces Analyst	100	\$11,250.00
Clindoc Analyst	60	\$8,100.00
Security Analyst	30	\$3,375.00
Testing/QA Analyst	20	\$2,250.00
Principal Trainer	20	\$2,250.00
Project Management / Admin	55	\$5,417.00
NaviHealth – Curaspan Implementation/Professional Services Fee		\$17,500.00
Subtotal		\$50,142.00
Project Contingency	10%	\$5,014.20
<b>Total Estimated Hours &amp; Costs</b>	<b>285</b>	<b>\$55,156.20</b>

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

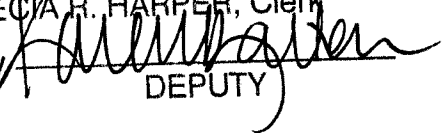
Date: APR 16 2019

Date: March 28, 2019

ATTEST:

KECIA R. HARPER, Clerk

By:

  
DEPUTY



## Schedule A

### NaviHealth - CuraSpan Project Requirements

6. Implementation of new NaviHealth - CuraSpan hosted web application for use in Case Management discharge planning workflows
  - a. Implementation will involve four concurrent work-streams:
    - i. Provider Network Development
      1. Reach out to existing and new post-acute providers
      2. Enroll into online NaviHealth - CuraSpan referral, communication, notification system
    - ii. Clinical Workflow
      1. Design, build, validate integrated clinical workflows (spans across Epic and NaviHealth – CuraSpan)
    - iii. Clinical Content
      1. Design, build, validate clinical content
      2. Epic referral packets, documentation, reports
    - iv. Technical Integration
      1. ADT interface from Epic to NaviHealth - CuraSpan
7. Establish preferred post-acute care provider network and relationship management process
8. Establish VPN to NaviHealth - CuraSpan; Proxy configuration

Schedule B

**AMENDMENT TO THE SUBSCRIPTION AGREEMENT**

This Amendment (the "Amendment") is made and entered into as of this 1st day of March, 2018 by and between **Curaspan Health Group, Inc.**, a naviHealth, Inc. subsidiary on behalf of itself, its Affiliates, and parent company, located at 210 Westwood Place, Suite 400, Brentwood, Tennessee 37027 ("Curaspan"), and **Loma Linda University Health**, a California nonprofit religious corporation, and its affiliates ("Subscriber"), with a principle place of business at 11175 Campus Street, Loma Linda, California 92350

This Amendment modifies that certain Master Subscription Agreement dated as of June 17, 2016 (the "Agreement") between Curaspan and Subscriber as indicated below. Unless otherwise defined in this Amendment, capitalized terms used herein shall have the meanings assigned to them in the Agreement.

**NOW, THEREFORE**, in light of the foregoing premises and the mutual promises set forth herein, and for other good and valuable consideration, the Agreement is hereby amended as follows

**1. Additional Authorized Site and Functionality**

The following Site and services will be added to the Agreement:

Table 1

<b>Provider ID</b>	<b>Provider Name and Location</b>	<b>Annual Subscription Fee/Users</b>	<b>Effective Date/Term</b>
91660	Riverside University Health System 26520 Cactus Avenue Moreno Valley, CA 92555	nH Discharge: \$ 85,250  Implementation: \$17,500  Epic SSO: no charge  30 Users	3.1.18  Through 36 months post "go-live" date.

**2. Annual Subscription Fee**

Subscribers additional annual Subscription Fee for the authorized Users, service applications, and corresponding subscriber provider location is \$85,250 annually. Payment shall be due upon the "go-live" date, with recurring annual payments at 12 months and 24 months post the "go-live" date.

**3. Implementation and professional services fee**

One time implementation and professional services fees as detailed in table 1 shall be due in full upon execution.

**4. Active User Accounts** The Annual Subscription Fee includes up to 30 active user accounts. For each additional user, add \$500 each.

Except as amended hereby the Agreement shall remain unchanged and in full force and effect.

**IN WITNESS WHEREOF**, by placing their duly authorized signatures below, the Parties hereby execute this Amendment as of the Effective Date and agree to be bound by its terms.

**Loma Linda University Health**

**Curaspan Health Group, Inc.**

By: 

By: \_\_\_\_\_

Printed Name: Mark Zirkelbach

Printed Name: \_\_\_\_\_

Title: Chief Information Officer

Title: \_\_\_\_\_

Date: March 28, 2019

Date: \_\_\_\_\_

## EXHIBIT U

### STATEMENT OF WORK APPENDIX B-21

#### SYNERGY INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to Synergy Integration with the Customer Service Area 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:

LLUSS shall use commercially reasonable efforts to build and implement an integrated workflow between the Customer Service Area and the Synergy vendor system. This integration is intended to allow Customer providers the ability to send patient demographics and orders to Synergy and receive a link to the view the image in Synergy from the customer service area. This will require a dedicated server on the customer's network that will need to connect to the Synergy infrastructure housed at LLUSS. A key resource in this project will be the vendor itself, Topcon, and their pricing quote is lists in Schedule A.

This build will utilize Epic interfaces and web services settings that will be modified as necessary to meet the requirements and future state workflows that will be developed as part of this project (listed in the milestone schedule section). The imaging devices will require connectivity to a server on the customer's network and that server will need to be connected to the Synergy infrastructure housed at LLUSS. 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, Customer and vendor 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 Synergy vendor system. A critical milestone for this effort will be to develop a set of clearly defined business and technical requirements as well as future state integrated workflows (as listed in the milestone schedule section below).

3. Acceptance Criteria:

Customer providers will be able to utilize the Customer Service Area integration with the Synergy system to meet the requirements and future state workflows defined as part of this project. 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:

<b>Phase 0 – Project Discovery and Approval</b>		
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
<b>Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)</b>		
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

4	Customer and LLUSS have reached and agreed list of business and technical requirements	10 days from Milestone#3
5	Customer and LLUSS have reached and agreed future state workflow	10 days from Milestone#3
<b>Phase 2 – Build and Testing (Estimated at 14 weeks)</b>		
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:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
6	Customer and LLUSS have reached an agreed build design	10 business days from Milestone#5
7	Customer and Vendor have completed the installation of the Synergy server in the customer’s network and have successfully connected all imaging devices.	20 business days from Milestone#6
8	LLUSS and Customer have completed the network connectivity from the customer’s Synergy server to the Synergy infrastructure at LLUSS.	20 business days from Milestone#6
9	LLUSS completes the build in the Customer Service Area test environment.	10 days from Milestone#8
10	Test data validated by Customer and LLUSS	10 business days from Milestone#9
11	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#10
12	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#11
13	End-User training curriculum and content completed and deliver to Customer Training Manager.	10 business days from Milestone#11
<b>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</b>		
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:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
10	Customer delivers end user change communication and training	10 business days from Milestone#13

11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#13
12	Customer accepts or rejects deliverables.	10 business days from Milestone#13

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 Synergy application. This change will support the requirements and workflow defined as a part of this project. 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:

The customer is to provide server hardware for the Synergy vendor to use to install and configure this application and integration with the infrastructure in the LLUSS network. The current imaging devices in use by the customer will be connected to the server in their network with support from the Synergy vendor.

8. Software Tools and Licensing:

The Synergy application licensing and on-going support and maintenance costs are outlined in the quote that is listed 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 \$3,250 for this new third party vendor. These charged are based off of the number of imaging devices used by the customer, which includes 13 for these costs. Any change in the number of devices that need to be supported for the customer will cause these costs to change as well.

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

Resource and vendor 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)	60	\$9,900.00
Integration Analyst	20	\$2,250.00
Network Analyst	20	\$2,250.00
Testing/QA Analyst	10	\$1,125.00
Project Lead	40	\$3,940.00
Synergy Gateway Server and Application Licensing Fees		\$11,900.00
Synergy Professional Services Fees		\$3,570.00
Subtotal		\$34,935.00
Project Contingency 10%		\$3,493.50
<b>Total Estimated Hours &amp; Costs</b>	<b>150</b>	<b>\$38,428.50</b>

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

Customer:

LLUSS:

KEVIN JEFFRIES

*Mark Zirkelbach*

(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



Topcon Medical Systems Quotation - Synergy™

To: Loma Linda University

Quote Date:  
 Quote Exp. Date:  
 Customer No:  
 Quote number: 201602121348  
 Customer Group: 0  
 Quoted By: Schmid  
 Sales Rep: Schmid

Attn: John Keith  
 Phone: (909) 558-3288 or ext. 35064  
 E-mail: jkeith@llu.edu

Questions on this quotation, contact Grant Schmid at 201-739-8453 or GSchmid@topcon.com.

# of Locations: 1		New/Upgrade: New		Dealer: No		Promo: 15% Discount	
<b>Servers</b>							
QTY	Part #	Product Description	MSRP	Discount	Final Unit	Total	
0			\$ -	\$ -	\$ -	\$ -	
<b>Capture Station Gateways</b>							
QTY	Part #	Product Description	MSRP	Discount	Final Unit	Total	
1	38500-11	CSG Software Only Kit	\$ 1,000	\$ 150	\$ 850	\$ 850	
<b>Synergy Licensing</b>							
QTY	Part #	Product Description	MSRP	Discount	Final Unit	Total	
9	38500-SYBSW	Synergy LAN - Concurrent license (Min. 10, Max. 50)	\$ 1,000	\$ 150	\$ 850	\$ 7,650	
<b>Device Connections</b>							
QTY	Part #	Product Description	MSRP	Discount	Final Unit	Total	
4	38500-CS13	New Synergy Device Connections (Non-Topcon Device)	\$ 1,000	\$ 150	\$ 850	\$ 3,400	
0	38500-10	Synergy Device Connection Kit	\$ -	\$ -	\$ -	\$ -	
<b>Professional Services</b>							
QTY	Part #	Product Description	MSRP	Discount	Final Unit	Total	
4	SYNCONFIG	Configuration	\$ 200	\$ 30	\$ 170	\$ 680	
7	SYNINSTALL	Installation	\$ 200	\$ 30	\$ 170	\$ 1,190	
1	SYNCONFIG	Project Management	\$ 200	\$ 30	\$ 170	\$ 170	
5	SYNINSTALL	Training	\$ 200	\$ 30	\$ 170	\$ 1,530	
<b>Sub-Total: One-Time Charges:</b>						<b>\$ 15,470</b>	
<b>Annual Maintenance Program (Required)</b>							
Units	Part #	Product Description	MSRP	Discount	Final Unit	Total	
13	SYNLIC	Annual Maintenance (1 unit per device, 1 unit per user)	\$ 250	\$ -	\$ 250	\$ 3,250	
<b>SUB-TOTAL CAPITAL EQUIPMENT AND MAINTENANCE FEE:</b>						<b>\$ 18,720.00</b>	
<b>Miscellaneous</b>							
QTY	Part #	Product Description	MSRP	Discount	Final Unit	Total	
0			\$ -	\$ -	\$ -	\$ -	
0			\$ -	\$ -	\$ -	\$ -	
0			\$ -	\$ -	\$ -	\$ -	
<b>Grand Total:</b>			<b>\$ 21,450</b>	<b>\$ 2,730</b>			<b>\$ 18,720.00</b>

Sales tax will be added for customers in CA, FL, GA, HI, IL, IN, MI, NY, VA and WA. Sales tax is the responsibility of the customer in all other states.

Terms of the Topcon Medical Systems, Inc. Terms of Sale and License Agreement apply. All sales are final. Authorized Sales Order is required for processing.

To enter your order for the specified Topcon product(s), please  
 Sign Proposal Accepted line below:  
 Select one method of payment.  
 FAX to: 888-316-7295

Mail to: Topcon Medical Systems  
 Order Entry  
 111 Bauer Drive  
 Oakland, NJ 07436

Proposal Accepted: \_\_\_\_\_  
 (Signature signifies the acceptance of the above referenced Quotation) (date)

**CHECK ONE** **Select Method of Payment**

Cash Terms: (Visa, Mastercard or American Express are accepted)  Lease/Financing Terms Through 3rd Party Institution

Credit Card Authorization:  
 I hereby authorize Topcon Medical Systems to charge the deposit amount to the credit card identified below.

Credit Card Holder Name: \_\_\_\_\_  
 Deposit Amount: \_\_\_\_\_  
 Credit Card Type and Number: \_\_\_\_\_  
 Expiration Date: \_\_\_\_\_

\_\_\_\_\_  
 (Signature signifies authorization for credit card charge)

Leasing information is based upon the total purchase price listed on this Quote. Not included in this computation are state/local sales tax, personal property tax, LLC filing fees, and one time documentation fees. Rates are subject to change. For a complete summary of the finance payments, including taxes, contact:

MCA 385-C

## EXHIBIT V

### STATEMENT OF WORK APPENDIX B-22

#### DISCRETIONARY PROJECTS

This Statement of Work sets forth the selection criteria, scope of work, milestones, fees and additional and different terms and conditions specific to satisfying customer Epic Change Requests that meet the criteria for a discretionary 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:

LLUSS shall use commercially reasonable efforts to respond to requests for changes to the customer service area that have been selected by the customer for discretionary funding. This statement of work is for the discretion funding of changes to the customer service area that are outside the scope of work defined in the current Master Services Agreement and do not impact the costs of the current service level agreement. The total estimated costs of these discretionary projects is not to exceed \$250,000.00, which is the amount expected to last for the 2019 calendar year. LLUSS and the Customer will be able to respond to change requests with constraints that conflict with time it takes to meet the requirements of the current Master Services Agreement through discretionary funding. Examples of these types of projects include, but are not limited to: new Community Health Center clinics responding to changes in regulatory requirements, new quality programs and Pay for Performance (P4P) programs.

These projects will modify the customer service area to meet the project requirements as defined, documented, and approved by either the Riverside University Health System Chief Information Officer (CIO) or Chief Health Information Officer (CHIO). These requirements will be used to determine the scope of changes to the customer service area and an estimate of both time and costs to satisfy the request, which will be provided to the customer for approval for each project. The changes to the customer service area 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 these discretionary projects. 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 these discretionary projects 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 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 the changes to the customer service area that have been selected for discretionary funding by the customer that meet the requirements set forth in this statement of work.

3. Acceptance Criteria:

Customer providers will be able to utilize the Customer Service Area to meet the requirements defined by the customer in for each of these projects. Achieving the build validation milestone in each of these projects 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:

The milestone schedule will need to be determined for each Project as defined by the project requirements. The following milestones will be required by all projects:

<b>Phase 0 – Project Discovery and Approval</b>	
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:	
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>
0	Project Discovery and Initial Scoping
1	Project Requirements and Scope Defined
2	Project Time and Costs Estimate Approved
<b>Phase 1 – Project Planning and Resourcing</b>	
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:	
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>

3	Project Kickoff and approved project plan
4	Project Resources assigned by LLUSS and Customer
<b>Phase 2 – Build and Testing</b>	
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:	
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>
5	Customer and LLUSS have reached an agreed build and workflow design
6	LLUSS completes the build in the Customer Service Area test environment.
7	Test data validated by Customer and LLUSS
8	LLUSS completes the build in the Customer Service Area production environment.
9	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.
10	End-User training curriculum and content completed and deliver to Customer Training Manager.
<b>Phase 3 – Training and Go-Live</b>	
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:	
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>
11	Customer delivers end user change communication and training
12	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement
13.	Customer accepts or rejects deliverables

5. Financial Terms:

The costs provided for each project 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. Increases to the costs estimated in for each project 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 RUHS Service Area.

7. Hardware:

Hardware requirements will be specified in the requirements of each project and all costs associated will be included in the project estimate.

8. Software Tools and Licensing:

Software Tools and Licensing will be specified in the requirements of each project and all costs associated will be included in the project estimate.

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

These projects will not result in a change to the existing service level agreement.

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

Costs will be estimates based on the terms of the current master services and service level agreements and will be provided to the customer for approval for each project. All resource hours and associated costs are an estimated level of effort and could change due to delays or changes in project scope.

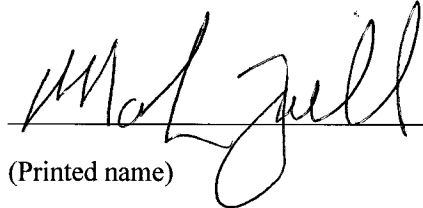
IN WITNESS WHEREOF, the parties have caused this Statement of Work to be signed by their duly authorized representatives.

Customer:

KEVIN JEFFRIES

(Printed Name)

LLUSS:



(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. HARRER, Clerk

By:   
DEPUTY

## EXHIBIT W

### STATEMENT OF WORK APPENDIX B-23

#### FCC2 CHC CONVERSION 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 converting the Family Care Center 2 (FCC2) hospital outpatient department (HOD) to a 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 conversion of the existing FCC2 HOD 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 after-hours walk in 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 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 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:

<b>Phase 0 – Project Discovery and Approval</b>		
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
<b>Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)</b>		
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
<b>Phase 2 – Build and Testing (Estimated at 8 weeks)</b>		
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
<b>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</b>		
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:		
<b>#</b>	<b>DESCRIPTION OF MILESTONE</b>	<b>DATE</b>
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:

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	30 hours	\$2,995.00
ADT Application Analyst (Contractor)	25 hours (@ cost)	\$3,250.00
Ambulatory Application Analyst (Contractor)	75 hours (@ cost)	\$9,750.00
Cadence Application Analyst (Contractor)	60 hours (@ cost)	\$7,800.00
HIM Application Analyst (Contractor)	15 hours (@ cost)	\$1,950.00
Referral Application Analyst (Contractor)	40 hours (@ cost)	\$5,200.00
Resolute HB Application Analyst (Contractor)	10 hours (@ cost)	\$1,300.00
Resolute PB Application Analyst (Contractor)	40 hours (@ cost)	\$5,200.00
Willow Application Analyst (Contractor)	15 hours (@ cost)	\$1,950.00
Workstation Management	10 hours	\$600.00
Testing/QA Analyst	15 hours	\$1,687.50
Security Application Analyst	15 hours	\$1,687.50
<hr/>		
Subtotal		\$43,370.00
<hr/>		
Contingency @ 10%		\$4,337.00
<hr/>		
<b>Total</b>		<b>\$47,707.00</b>
<hr/>		

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
Ambulatory Nursing Super User	20 hours

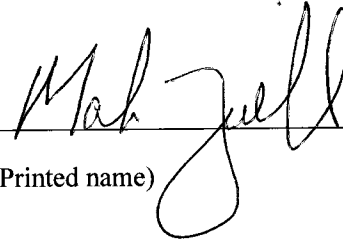
Hospital Billing Super User	10 hours
Professional Billing Super User	10 hours
Scheduling Super User	20 hours
Epic Radiant Certified Trainer	20 hours
Epic HB/PB Certified Trainer	20 hours

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

Customer:

LLUSS:

KEVIN JEFFRIES



(Printed Name)

(Printed name)

By:



By:

Mark Zirkelbach

Title:

CHAIRMAN, BOARD OF SUPERVISORS

Title:

Chief Information Officer

Date:

APR 16 2019

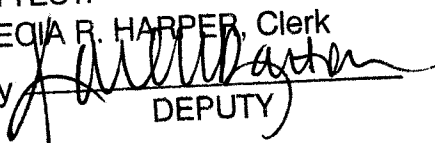
Date:

March 28, 2019

ATTEST:

KEQIA R. HARPER, Clerk

By:

  
DEPUTY