

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



ITEM: 15.3
(ID # 10607)

MEETING DATE:

Tuesday, December 10, 2019

FROM: (RUHS) RIVERSIDE UNIVERSITY HEALTH SYSTEM:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM (RUHS) - MEDICAL CENTER: Ratify and Approve Amendment No. 5 to the Master Services Agreement with Loma Linda University Shared Services (LLUSS) for New Modules for the EPIC Electronic Health Records System for \$1,220,463 through September 21, 2021; All Districts. [Total Cost \$1,220,463; up to \$122,046 in additional compensation - 100% Hospital Enterprise Fund 40050]

RECOMMENDED MOTION: That the Board of Supervisors:


1. Ratify and approve Amendment No. 5 to the Master Services Agreement with Loma Linda University Shared Services for implementation of new modules to the EPIC Electronic Health Records System, including Orthopedic (EPIC Bones), EPIC OpTime and Radiant Workflows, Cath Lab modules and additions to the Hyland OnBase system, for \$1,220,463, increasing the total contract to \$51,806,252 through September 21, 2021, and authorize the Chairman of the Board to sign the Amendment on behalf of the County; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel to sign Exhibit D (Statement of Work Appendix B-6 for the Cath Lab Project); amendments that exercise the options of the agreement including modifications of the statement of work that stay within the intent of the Agreement; and sign amendments to the compensation provisions that do not exceed the sum total of ten percent (10%) of Amendment No. 5.

ACTION:Policy

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: December 10, 2019
xc: RUHS

Kecia R. Harper
Clerk of the Board
By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$1,018,737	\$201,726	\$1,220,463	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: 100% RUHS Enterprise Fund – 40050 in previously approved budget			Budget Adjustment:	No
			For Fiscal Year:	19/20 – 20/21

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

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

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

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

On July 31, 2018, 3.36, the Board of Supervisors approved the third amendment to the MSA to add six new functionalities to the EPIC system at no cost to Riverside County.

On April 16, 2019, 3.12, the Board of Supervisors approved the fourth amendment to the MSA to add additional functionalities, increasing the total contract to \$50,585,789.

The department requests approval of new functionalities listed in the table below for a total cost of \$1,220,463, increasing the total contract to \$51,806,252.

New integration and expanded clinical functionalities to be gained by the Statements of Work (SOW's) include the following clinical departments and implementations:

New Clinical Functionalities	New Implementations
Cardiovascular	Neurosurgery
Vascular (Cath Lab) Interfaces	Epic OpTime and Radiant Workflows

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

Behavioral Health Integration	StarLIMS project
Orthopedic Module (Bones) Implementation	Onbase Unity Reporting Dashboard Project addition to Hyland OnBase system

Impact on Residents and Businesses

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

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

Additional Fiscal Information

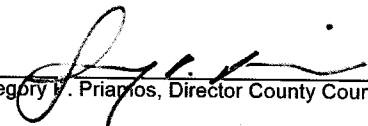
Additional system functionality will be deployed to support the needs of clinical operations.

Year 4: 9/22/18-9/21/19	Year 5: 9/22/19-9/21/20
\$1,018,737	\$201,726

Contract History and Price Reasonableness

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

ATTACHMENT: Amendment No. 5 to Master Services Agreement



 Gregory V. Priamos, Director County Counsel 12/4/2019

**Amendment No. 5 to
Master Services Agreement**

This Amendment No. 5 (“*Amendment No. 5*”) is dated as of [Dec. 10], 2019 (the “*Amendment Effective Date*”) amending that certain Master Services Agreement dated as of September 22, 2015 (the “*Agreement*”), Agenda Item 3-30, as amended by that certain Amendment No. 1 dated as of May 3, 2016 (“*Amendment No. 1*”), Agenda Item 3-29 and by that certain Amendment No. 2 dated as of December 13, 2016 (“*Amendment No. 2*”), Agenda Item 3.53 and by that certain Amendment No. 3 dated as of July 31, 2018 (“*Amendment No. 3*”), Agenda Item 3.36 and by that certain Amendment No. 4 dated as of April 16, 2019 (“*Amendment No. 4*”), Agenda Item 3.12, the “*Agreement*”, as amended by Amendment No. 1, Amendment No. 2, Amendment No.3 and Amendment No. 4, the “*Agreement*” between Loma Linda University Shared Services, a California nonprofit corporation, on behalf of itself and its Affiliates (“*LLUSS*”) and the County of Riverside, a political subdivision of the state of California, on behalf of Riverside University Health System also known as Riverside County Regional Medical Center (“*Customer*”). Capitalized terms used and not otherwise defined herein shall have the meanings given to them in the Agreement.

Recitals

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

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

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

Agreement

1. Additional Statements of Work.

(a) Attached to this Amendment No. 5 as Exhibit A is Statement of Work Appendix D-1 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 5, Statement of Work Appendix D-1 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(b) Attached to this Amendment No. 5 as Exhibit B is Statement of Work Appendix D-2 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 5, Statement of Work Appendix D-2 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(c) Attached to this Amendment No. 5 as Exhibit C is Statement of Work Appendix D-3 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 5, Statement of Work Appendix D-3 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(d) Attached to this Amendment No. 5 as Exhibit D is Statement of Work Appendix B-6 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 5, Statement of Work Appendix B-6 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

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

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

Experian Precise ID – identity proofs patients/members during portal enrollment, leveraging knowledge-based questions from credit and non-credit sources to verify that a person is who they say they are.

3. Amendment to Exhibit C, Service Level Agreement. Section 5.3.1, Customer Engagement, Communication and Process Flow, is hereby amended by adding the following to the end of the section:

Step 7 – Reallocation of Remaining Project Balances

For any approved Statement of Work created in response to a Change Request, any balance of funds remaining after project completion will be reallocated to current or future Statements of Work. The customer and LLUSS will work together to track these reallocated funds for use with current or future Statements of Work.

4. Amendment to Exhibit C, Service Level Agreement. The Changes requested by Customer and reflected in the Statements of Work Appendix D-1, Statement of Work Appendix D-2, and Statement of Work Appendix D-3 impacts Support Services and requires an amendment to the Service Level Agreement. The chart in Paragraph 6.1(a) of the Service Level Agreement, attached as Exhibit C to the Original Agreement, is deleted in its entirety and replaced with the following chart:

Customer EHR Recurring Costs	
EHR Recurring Costs	
Maintenance Costs	
Ambulatory and Inpatient	\$ 1,462,785.00
Interface	\$ 81,300.00
Subtotal Maintenance Costs	\$ 1,544,085.00
Other License Costs	
Third Party Software	\$ 1,064,084.68
Hosting and Cache Costs	\$ 1,139,761.00
Subtotal EHR Costs	\$ 3,747,930.68
LLUSS Resources	
Application Analysts	\$ 4,465,138.00
Service Desk	\$ 426,400.00
Project Leadership	\$ 79,404.00
Technical Resources	\$ 325,840.00
Training Resources	\$ 550,680.00
GIS Support Resources	\$ 138,176.00
Subtotal LLUSS Resource Costs	\$ 5,985,638.00
Total Recurring Annual Costs	\$ 9,733,568.68

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

Third party vendor	License Cost	Annual Maintenance Year	Transaction Cost basis	Transactional Cost
Experian	NA	NA	Billed as Incurred	\$203.31 for 650 transactions per month. \$1.25 per transaction in excess of 650 transactions per month

5. Amendment to Statement of Work Appendix B-2. Section 10, Resources (type, estimated hours and estimated costs) of the Statement of Work Appendix B-2 in the Amendment is hereby deleted and replaced with the following:

Resource costs are provided below for LLUH along with an outline of the resources required from both RUHS and Riverside Public Health. Although the costs are not outlined in this SOW for non-LLUH resources, they are required in order to achieve a successful implementation

of this change. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

LLUSS:

Integrated Data Delivery Analyst	320 hours	\$36,000.00
Ambulatory EHR Analyst (Contractor)	320 hours (@ cost)	\$43,200.00
Project Manager	240 hours	\$23,640.00
Subtotal	880 hours	\$102,840.00
Contingency	10%	\$10,284.00
Total		\$113,124.00

RUHS:

Project Manager	240 hours
Physician Super User (Testing and Validation)	40 hours
FQHC Clinic Super User (Testing and Validation)	40 hours
PHL Subject Matter Expert (Testing and Validation)	320 hours
Integration Analyst	320 hours
Technical Analyst	10 hours
Epic Ambulatory Certified Trainer	80 hours

Riverside Public Health:

Integration Analyst	320 hours
Technical Analyst	240 hours

6. Amendment to Statement of Work Appendix B-6. The existing Statement of Work Appendix B-6 is deleted and replaced entirely by Exhibit D, Statement of Work Appendix B-6 found in this document.

7. Amendment to Statement of Work Appendix B-22. The first paragraph of Section 1, Statement of Work description of the Statement of Work Appendix B-22 is hereby deleted and replaced with the following:


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 \$500,000.00, 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.

8. No Other Amendment or Modification. All other terms and conditions of the Agreement not specifically amended or modified by this Amendment No. 5 shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereby have caused this Amendment No. 5 to be duly executed and delivered as of the Amendment Effective Date.


LLUSS:

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

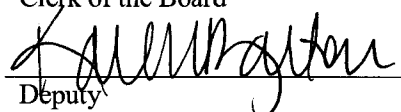
By: 
Name: Mark Zirkelbach
Its: C-16

Customer:

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

By: 
Kevin Jeffries, Chairperson
Board of Supervisors

ATTEST: Kecia R. Harper
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos
County Counsel

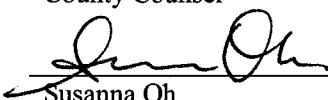
By: 
Susanna Oh
Deputy County Counsel

EXHIBIT A

STATEMENT OF WORK APPENDIX D-1

BEHAVIORAL HEALTH INTEGRATION PROJECT

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

1. Statement of Work Description:

RUHS has requested the implementation of Epic functionality to support Behavioral Health Integrated Services in the CHC's in the Customer Service Area. New Epic department records will need to be created for each of the following CHC locations:

- Banning
- Corona
- Hemet
- Indio
- Jurupa Valley
- Lake Elsinore
- Moreno Valley
- Palm Springs
- Perris
- Riverside Neighborhood
- Rubidoux

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. These departments will need to be configured as confidential to protect encounter information and documentation. Clinical documentation tools and templates will also need to be created along with charge capture and billing workflows. LLUSS will provide training curriculum and materials and RUHS will the conduct the actual training of staff to support this change.

This effort will be implemented in three distinct Go-Live efforts:

Go-Live 1:

For the initial five clinics, which are Corona, Hemet, Indio, Palm Springs, Perris, develop the customer service area to support an initial workflow which includes: paper documentation workflows; creating new visit types and schedulable resources for appointment scheduling; and configuring the new visit types as confidential to protect visit information and scanned paper documentation.

Go-Live 2:

Extend the initial workflow from go-live to the remaining six clinics listed above.

Go-Live 3:

Develop an optimized workflow, which includes: new department records for all 11 of the CHC locations; configuring the department records as confidential to protect encounter information and documentation; access to these departments, the provider schedules, and visits for both the department staff and supporting services; clinical documentation tools and templates; charge capture and billing workflows.

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:

The initial and optimized workflows will not include any support or development for psychotherapy documentation in the Customer Service Area. Psychotherapy documentation is not currently collected or supported in the LLUSS EHR platform. This statement of work is applicable to configuring the Customer Service Area to support the initial and optimized workflows outlined in above. 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 utilize the Customer Service Area for the initial and optimized workflows outlined above. 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:

The following milestone schedule, from Phase 1 through Phase 3, will be followed for each of the Go-Live events defined above in section 1.

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete

1	Execution of the Statement of Work Appendix	TBD
2	Completed New Department Questionnaires, New Department Request Forms, and Decision Tracker Documents	10 Business days from Milestone#1
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#2
3	Project Resources assigned by LLUSS and RUHS	10 business days from Milestone#2
Phase 2 – Build and Testing (Estimated at 8 weeks)		
Description – This project phase consists of building, testing, and validating this change into the Shared EHR platform for the RUHS service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	RUHS and LLUSS have reached an agreed workflow design	10 business days from Milestone#3
5	LLUSS completes the build in the Shared Epic EHR test environment.	10 business days from Milestone#4
6	Test data validated by RUHS and LLUSS	5 business days from Milestone#5
7	LLUSS completes the build in the Shared Epic EHR production environment.	10 business days from Milestone#6
8	RUHS, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to RUHS Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		

Description – This project phase consists of training and supporting the RUHS end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	RUHS delivers end user change communication and training	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#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, as amended by this statement of work.

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):

Both the initial and optimized workflows 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, for each go-live event, is achieved as outlined in the milestone schedule above.

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	300 hours	\$29,550.00
ADT Application Analyst (Contractor)	40 hours (@ cost)	\$5,200.00
Ambulatory Application Analyst (Contractor)	250 hours (@ cost)	\$32,500.00
Cadence Application Analyst (Contractor)	180 hours (@ cost)	\$23,400.00
HIM Application Analyst (Contractor)	250 hours (@ cost)	\$32,500.00
Referral Application Analyst (Contractor)	100 hours (@ cost)	\$13,000.00
Resolute PB Application Analyst (Contractor)	180 hours (@ cost)	\$23,400.00
Ambulatory Principle Trainer	80 hours	\$4,800.00
Workstation Management	10 hours	\$600.00
Testing/QA Analyst	10 hours	\$1,125.00
Security Application Analyst	40 hours	\$4,500.00
Subtotal	1440 hours	\$170,575.00
Contingency @ 10%		\$17,057.50
Total		\$187,632.50

EXHIBIT B

STATEMENT OF WORK APPENDIX D-2

EPIC ORTHOPEDIC MODULE (BONES) IMPLEMENTATION

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 Orthopedic Module (Bones) Implementation 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 the Epic Orthopedic Module (known as Bones) in the Customer Service Area. This module is intended to allow Customer Orthopedic providers with enhanced documentation and workflow, uniquely designed to support Orthopedic clinic operations. Included in the Bones module, and in scope for this project, is support for 3 American Joint Replacement Registry (AJRR) reporting layouts to meet AJRR regulatory requirements. Additional data extracts and custom reports are considered out of scope for 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 the Epic Orthopedic Module (Bones) Implementation in the Customer Service Area.

3. Acceptance Criteria:

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

4. Milestone Schedule:

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

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

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs and rates 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 Epic Bones module 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 Epic licensing is required to develop and implement the new Epic Bones module. Cost estimates for the additional licenses are included in the estimated level of effort in this Statement of Work.

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

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

Annual maintenance support fees will result in an increase to the existing SLA of \$185,126. The ongoing costs are outlined in Schedule A below.

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

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

Role	Estimated Hours	Estimated Cost
Bones Analyst (@ cost)	800	\$132,000
Principal Trainer	240	\$14,400
Report Writing/Dashboards Analyst	240	\$27,000
Perioperative Services Analyst	80	\$9,000
ADT / Registration Analyst	80	\$9,000
Radiology / Cardiology Analyst	80	\$9,000
PB / PB Claims Analyst	80	\$9,000
Project Manager (@ cost)	400	\$66,000
Apps: Security Analyst	80	\$9,000
Software Licensing		\$46,700
Epic Professional Services		\$169,000
Epic Bones Certifications		\$8,000

Project Contingency 10%		\$50,520
Total Project Cost		\$558,620

SCHEDULE A

Recurring Maintenance Item	Estimated Cost
Software/Licensing	\$8,846
Analytics Analyst	\$46,800
Bones Analyst	\$117,000
Principal Trainer	\$12,480
Total Recurring Costs	\$185,126

EXHIBIT C

STATEMENT OF WORK APPENDIX D-3

ONBASE UNITY REPORTING DASHBOARD 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 implementing the Unity Reporting Dashboard addition to the Hyland OnBase 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:

Implementing the Unity Reporting Dashboards for the Hyland OnBase system will allow for the customer to quickly view data regarding scanning operations through different dashboard packages in the customer Service Area using the Hyland OnBase Unity application. The vendor, Hyland, has provided a proposal (Schedule A) for custom development to meet this request. They will provide implementation services for the OnBase product as outlined in their statement of work. Additional efforts are required to test and validate this custom functionality in the OnBase system as well as for integrating it with the customer Service Area.

2. Specifications and Special Terms and Conditions:

The customer's Health Information Management (HIM) department will be responsible for working with their resources to develop and configure the different dashboards and reports. They will also be responsible for validating the data presented in these dashboards for the customer service area. The terms and conditions as well as the assumptions outlined in the Hyland Global Services proposal (Schedule A) will apply to all parties involved with this change.

3. Acceptance Criteria:

The customer will be able to view the reporting dashboards in the OnBase system and interact with the data to view more detailed information. 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, the 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:		
NUMBER	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete

1	Execution of the Statement of Work Appendix	ASAP
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
2	Project Kickoff and approved project plan/requirements	10 business days from Milestone#1
3	Project Resources assigned by LLUSS and the customer	10 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 6 weeks)		
Description – This project phase consists of building, testing, and validating this change in the customer service area and is achieved when reaching the milestones listed below:		
4	The customer and LLUSS have reached an agreed Dashboard and Package design	15 business days from Milestone#3
5	LLUSS and Hyland (vendor) completes the build in the OnBase and Customer Service Area test environments	15 business days from Milestone#4
6	Test data validated by the customer and LLUSS	15 business days from Milestone#5
7	LLUSS completes the build in the customer Service Area production environment.	10 business days from Milestone#6
8	The 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 the customer Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of delivering training material 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	The customer delivers end user training communication and publish training materials	10 business days after Milestone #9
11	Customer accepts or rejects the LLUSS deliverables.	10 business days after Milestone #9
Phase 4 – Project Closure and Ongoing Support (Estimated at 2 weeks)		

Description – This project phase consists of project closure and transition to ongoing support		
#	DESCRIPTION OF MILESTONE	DATE
12	The customer and LLUSS agree to transition to ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days after Milestone #11

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the customer for 33% of the time and materials charges from Hyland Software that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the 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 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:

Hyland Software will provide the development for the OnBase application and installation of the reporting dashboards at a cost outlined in their Hyland Global Services proposal (Schedule A). It is an implementation cost only that is estimated but will be billed for as time and materials. The customer will be responsible for 33% of the time and materials charges from Hyland Software. Hyland Software licensing fees are lists in (Schedule B) and the customer will pay for 33% of both the one-time and recurring maintenance costs.

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

This will result in an increase to the existing yearly Service Level Agreement for 33% of the recurring licensing fees of \$2,000.00 per year, as listed in Schedule B.

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

Resource costs are provided in the Hyland Statement of Work (Scheduled A) and the customer will pay 33% of these charges and LLUSS will pay the remaining amount. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource	Hours	Rate	Total
Hyland Technical Consultant and Project Manager	59	\$215.00	\$12,685.00
Hyland Software Licensing Fees			\$10,000.00
Subtotal			\$22,685.00
Customer Portion of Costs		33%	\$7,486.05
Contingency		10%	\$748.61
Total Customer Estimated Costs			\$8,234.66



PROFESSIONAL
SERVICES
PROPOSAL

Loma Linda
University Medical
Center

Reporting Dashboards

Document Version: 3

Document Date: 11-Oct-2018

THIS PROPOSAL IS VALID FOR A
PERIOD OF **90** DAYS FROM THE
ABOVE DATE.

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Information in this document is subject to change and does not represent a commitment on the part of Hyland Software, Inc. until attached to a services contract.

The information contained in this document is confidential and proprietary to Hyland Software, Inc. It is provided solely for the use of Loma Linda University Medical Center to describe the approach and work being proposed. This information may not be used for any other purpose and may not be further distributed. Any recipient of this document who is unwilling to agree to these conditions should return the document to Hyland Software, Inc. without reviewing the contents or making further distribution. Review of this document shall constitute agreement to the restrictions stated above.

RFS# 25768595 (a Hyland Software internal request tracking number)

TABLE OF CONTENTS

INTRODUCTION	22
PROPOSAL TERMS & USAGE.....	22
PROJECT AREAS.....	23
Project 1 – Dashboard Reporting Packages	23
DESCRIPTION OF SERVICES.....	24
DESCRIPTION OF DELIVERABLES.....	25
CUSTOMER RESPONSIBILITIES/OBLIGATIONS.....	25
PROJECT CHANGE CONTROL PROCESS	27
PRICING ESTIMATE	27

9. INTRODUCTION

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

10. PROPOSAL TERMS & USAGE

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

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

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

After execution, all changes to this Services Proposal will follow the Project Change Control Process. All changes must be made to this Services Proposal through an authorized change order unless otherwise agreed to in writing by both Hyland and Customer.

11. PROJECT AREAS

(a) Project 1 – Dashboard Reporting Packages

Scope

Hyland will install the Dashboard Reporting Package – Pre-configured Reporting Dashboards to allow users to monitor performance and analyze trends in real-time. Dashboards by User Group allow for drilling down into specific user activity who are members of the User Group. These reports include:

HIM Operations I Package

- a. Scanning Productivity by User Group;
- b. Indexing Productivity by User Group;
- c. QA Productivity by User Group;
- d. Document Counts by Document Type;
- e. Scanning Productivity by User;
- f. Indexing Productivity by User;
- g. QA Productivity by User;
- h. Awaiting Index Snapshot;
- i. Awaiting QA Snapshot; and
- j. Overall Processing Time.

HIM Operations II Package

- a. Barcode Processing Configuration;
- b. Chart Analysis Report - Native or Workflow;
- c. Coding Report - Native or Workflow;
- d. Deletions During Batch Processing;
- e. Document Corrections - Current Correction Requests;
- f. Document Corrections - Filed In Error Report;
- g. Document Corrections - Productivity;
- h. Document Corrections - Requested Corrections;
- i. Document History Log;
- j. Document History Log by User;
- k. Document History Log for MRN;
- l. Document Type Views;
- m. EMR Integrated Scans;
- n. OPW Confidentiality Information Access;
- o. OPW Record/Patient Access;
- p. OPW Usage;
- q. Outstanding Deficiency Reporting; and
- r. Scan Queue Document Types.

Assumptions

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

- a. Hyland will configure Dashboard Reporting Packages using standard document and workflow data providers;
- b. Any Reporting Dashboards requested outside of the requested Dashboard Reporting Package will be handled as a Change Order;
- c. Hyland will provide training on how to copy the standard dashboards for other user groups;
- d. The solution will be implemented in one (1) non-production and one (1) production environment;
- e. Reporting Dashboard Software license is required and Customer is using Unity Batch Scanning;
- f. Customer is responsible for testing configuration completed by Hyland Services;
- g. Training on creating/modifying Reporting Dashboards is not included; and
- h. All services will be performed remotely.

Project Exclusions

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

- a. Data providers return data from a data source to be displayed in a dashboard. New dashboards cannot be used unless at least one data provider is added to it. Custom data providers are not included in the scope of this project.

12. DESCRIPTION OF SERVICES

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

1. Implementation

- a. **Solution Implementation:** Hyland configuration of Reporting Dashboard in one (1) non-production and one (1) production environment;
- b. **Solution Unit Testing:** Hyland will validate that the solution is working as designed. Upon completion of unit testing and incorporation of any changes to the solution, Hyland will inform the Customer unit testing is complete;
- c. **Training Material:** Hyland will provide the package training materials. Customer trainers may modify the document to meet Customer personnel needs;
- d. **Training:** The Hyland team trains the customer's designated system administrators, testers, and trainers responsible for educating their user-community. This training is oriented towards the packaged dashboard solution. Foundational Dashboard training is available online via the Premium Subscription and Module Reference Guide;
- e. **Customer Testing Support:** Hyland will support the Customer's testing of the configured solution; and
- f. **Solution Migration:** Hyland will migrate the solution from the environment used for testing to the production environment.

2. Project Management

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

- a. Create and maintain project documentation, including objectives and timelines, project issue list, and change requests;
- b. Coordinate and facilitate project meetings;
- c. Coordinate activities with Customer's designated project manager to facilitate successful management of the project within the defined scope; and
- d. Provide supporting activities as appropriate/requested.

13. DESCRIPTION OF DELIVERABLES

The types of deliverables outlined below are included in the project area covered in this services proposal, and are encompassed in Hyland's standard engagement methodology.

1. Software Solution

- a. The implementation of the Reporting Dashboard Configuration Suite and the Pre-configured Dashboard Reporting Package.

2. Solution Training Guide

- a. An end user training reference containing descriptions of the user interface ("UI") components configured for a specific solution;
- b. Intended to be republished by the Customer's internal software training/education staff to comply with internal training delivery requirements; and
- c. Guide is provided as a Microsoft Word document to allow Customer trainers to extract, modify or reformat the content as needed.

14. CUSTOMER RESPONSIBILITIES/OBLIGATIONS

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

1. Project Management

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

- a. Collaboration with Hyland resources on the project schedule;

- b. Coordination of key departmental decision maker(s), subject matter expert(s), end-user representative(s), third party software application resources, project team representative(s) related to the project area, steering committee, project sponsorship;
- c. Facilitate timely decision making and resolution of issues;
- d. Coordination of Customer resources for the testing of the configured Software solution; and
- e. Tracking and reporting test results.

2. Installation and Deployment

- a. Properly setup environment in accordance with Hyland's prerequisites. Setup will consist of the installation, configuration, and administration of, but not limited to, all hardware and operating systems, database instance(s), networking, and required third-party software;
- b. Local and remote access through the use of dedicated user account(s) with appropriate privileges to the Software and relevant third party systems for the engaged Hyland project team;
- c. Setup, execution, and validation of the database maintenance plan for each Software instance;
- d. **Perform routine scheduled backups and maintain disaster recovery and contingency plans;**
- e. Packaging and deployment of the client Software. Deployment of supporting client hardware (e.g. scanner, signature device) and related third party software (e.g. drivers, licenses) for the Software solution;
- f. All necessary components including, but not limited to, power, lighting, network connections and environment controls deemed necessary for the proper functioning of the system;
- g. Installation and support of all hardware and operating, database, and application software; and
- h. Customer will provide systems access and include third-party vendors or subject /technical matter experts as required.

3. Software Integrations

- a. Local and remote access (VPN) through the use of dedicated user account(s) with appropriate privileges to the Software and third party systems;
- b. Remote access must be provided to Hyland for commencement of solution installation and configuration; and
- c. Third party application setup (i.e. install, configuration), testing, training, and go-live support related to the integration with the Software.

4. Testing/Training

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

5. Project Personnel

- a. Customer will assign a project sponsor, who will be actively involved in the project and is the final escalation point for all issues and decisions;

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

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

15. PROJECT CHANGE CONTROL PROCESS

Requested changes to this Services Proposal will be managed using the Project Change Control Process outlined below.

If any party believes that a change to this Services Proposal is warranted, the party shall issue a change request ("Change Request") in writing. The Customer's project team and Hyland project team will review the request, determine the impact on the Services Proposal, and agree to the requested changes. Once the requested change(s) is accepted, Hyland will provide a formal change order ("Change Order") to Customer outlining the change in service, the impact on hours, and the related impact on cost and/or timeline.

Customer and Hyland will fully execute the Change Order prior to the requested changes taking effect. Customer and Hyland acknowledge that this may affect services, timelines, and deliverables, and therefore will make commercially reasonable efforts to execute any changes to this Services Proposal with enough lead-time to minimize the influence on the project.

16. PRICING ESTIMATE

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

Project Name	Estimate Type	Estimated Project Hours	Amount
Project 1 – Dashboard Reporting HIM Operations I and II Packages	Time and Materials	59	\$12,685.00 USD
Total			\$12,685.00 USD

Resource	Hourly Rate
Technical Consultant	\$215.00
Project Manager	\$215.00

Pricing Assumptions

The cost estimates were created using the following assumptions:

- a. Project start date(s) are subject to a mutually agreed upon schedule after execution of contract;
- b. The above pricing estimate includes estimated services fees only;
- c. Where applicable, travel time for services personnel is charged at one half (½) applicable services rates and will not exceed eight (8) hours per one-way trip;
- d. Where applicable, travel expenses are not included in this estimate and will be charged separately;
- e. Each deliverable created during this project will use Hyland's standard deliverable templates. Customer requested changes to the deliverable template may increase project costs or introduce timeline delays;
- f. The above cost represents an estimate of the work effort required to complete the project. All services hours and expenses will be billed on a time and materials basis for the actual amounts incurred;
- g. The solution is intended to be implemented in a timeframe of contiguous weeks. Scheduling delays that impact the project timeline will result in changes to project cost;
- h. It is the Customer's responsibility to ensure that Hyland Consultants will be able to remotely and independently access their environment; and

Changes to the scope of the project will be documented in a Project Change Order which will be executed by the Customer.

Schedule B

Hyland®

Loma Linda Univ Medical Center
Published: 10/9/2018
Q-43310

Maria Mikus
Account Manager, Existing Accounts
maria.mikus@hyland.com

HSI: 13801 | Quote: Q-43310
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Page 1 of 5

Pricing Summary

One-time

Category	Total
Software	\$10,000.00
One-time TOTAL:	\$10,000.00

Annual

Category	Total	Total - 1/1/2019 to 1/31/2020
Maintenance	\$2,000.00	\$2,166.67
	\$2,000.00	\$2,166.67

Pricing is valid until 10/19/2018. Pricing is based on information and assumptions provided by you; should such information or assumptions change, this pricing quote may also change.

Pricing Details

Software

Product Name	Module Code	Unit Price	Quantity	Total Price
Reporting Dashboards	RHIP11	\$10,000.0000	1	\$10,000.00
				\$10,000.00

Maintenance

Maintenance Period	Full Year Maintenance	Prorated Maintenance
1/1/2019 to 1/31/2020	\$2,000.00	\$2,166.67

Product Details

Product Name	Description
Reporting Dashboards	Graphically displays data returned from a configured data provider, allowing users to quickly identify relevant information and trends surrounding the data managed by the data provider. Available dashboard items include basic pie, chart and bar graphs, or more advanced displays such as gauges, pivot tables and maps.

Terms

- 1 Pricing is valid until 10/19/2018. Pricing is based on information and assumptions provided by you; should such information or assumptions change, this pricing quote may also change.
- 2 The maintenance fees actually invoiced will be a prorated amount based on the number of months remaining in your current maintenance period at the time of the order.

Make Purchase order out to:
Hyland Software, Inc.
28500 Clemens Rd
Westlake, Ohio 44145
United States

Notice

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Prices are exclusive of all taxes and governmental charges (such as duties). All invoices issued by Hyland and any affiliates will include all applicable taxes based on the jurisdiction in which the customer is located. Customer agrees to provide Hyland with valid tax exemption certificates in advance of the issuance of any invoice.

EXHIBIT D

STATEMENT OF WORK APPENDIX B-6

CATH LAB 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 the Heart, Neuro and Vascular (Cath Lab) procedures being performed at the RUHS Medical Center. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

RUHS has requested the implementation of Epic OpTime and Radiant workflows for Cardiovascular, Surgical Vascular, Neurosurgery, and Interventional Radiology procedures being performed at the Medical Center. In order to utilize these new Epic workflows, new department records in Epic will need to be created along with schedulable Epic resources (SER records) for each of the imaging machines being used by this new location. The list of devices in scope for this effort is provided in Appendix A. These devices will require integration with the Customer Service Area as outlined in section 6 of this Statement of Work.

These new departments and Epic workflows will be defined in the Customer Service Area to perform the list of procedures and associated CPT codes as defined by the customer in Phase 2 of the Milestone Schedule listed in section 4 of this Statement of Work. Schedules for the devices to perform these orders will be created in the shared EHR so RUHS Radiology staff will be able to assign a patient order to a unique device managing the performing and billing of that order as it is carried out. The resulting of these orders will be done using existing workflows and technology. Access to these departments, the SER schedules, and visits will need to be defined and applied for both the department staff and supporting services as part of this level of effort. LLUSS will provide training curriculum and materials and RUHS will the conduct the actual training of staff to support this change.

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

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to the list of devices (Appendix A) and procedures define by the customer in Phase 2 of the Milestone Schedule listed in section 4 of this Statement of Work. Resources from RUHS that serve as their subject matter experts for these procedures and supporting clinical and business processes are required participants for the success of this project. The milestone

schedule in this SOW outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

RUHS Physicians will place orders in the Shared Epic EHR platform for the procedures to be performed in the Cath Lab, as defined by the customer in Phase 2 of the Milestone Schedule listed in section 4 of this Statement of Work. These procedures will be scheduled and performed in the Customer Service Area, resulted using the devices defined in Appendix A, and these results will be available in the Customer Service Area through the integration outlined in Section 6 of this Statement of Work. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the shared EHR platform. Upon the completion of this project, RUHS will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval (Estimated at 2 months)		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix and Amendment	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	20 business days from Milestone#1
3	Project Resources assigned by LLUSS and RUHS	20 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 15 weeks)		
Description – This project phase consists of building, testing, and validating this change into the Shared EHR platform for the RUHS service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE

4	RUHS and LLUSS have reached an agreed workflow design	10 business days from Milestone#3
5	LLUSS completes the build in the Shared Epic EHR test environment.	30 business days from Milestone#3
6	Test data validated by RUHS and LLUSS	15 business days from Milestone#5
7	LLUSS completes the build in the Shared Epic EHR production environment.	10 business days from Milestone#6
8	RUHS, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to RUHS Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the RUHS end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	RUHS delivers end user change communication and training	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

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

6. Integration and Installation:

The Customer Service Area will integrate with the devices defined in Appendix A through the existing configuration of the customer's PACS system for interfacing the DICOM imaging generated with the Shared EHR platform. 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 shared EHR platform.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this change to the shared EHR platform.

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

The new radiology services at the Cath Lab 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 10 additional EHR application analyst hours a month, which equates to \$13,500.00 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. These costs are an estimated level of effort and could change due to delays or changes in project scope.

LLUSS:

Project Manager	200	\$19,700.00
ADT Application Analyst (@ Cost)	10	\$1,300.00
Radiant Application Analyst (@ Cost)	600	\$78,000.00
Resolute HB Application Analyst (@ Cost)	30	\$3,900.00
Resolute PB Application Analyst (@ Cost)	30	\$3,900.00
OpTime/Anesthesia Application Analyst (@ Cost)	800	\$104,000.00
Willow Analyst (@ Cost)	60	\$7,800.00
Technical Project Lead	25	\$1,500.00
Citrix/Server Analyst	25	\$1,500.00
Security Application Analyst (Access)	15	\$1,687.50
Integration Analyst	25	\$2,812.50
Principle Trainer	120	\$7,200.00
Total	1940	\$233,300.00

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

RUHS:

Physician Super User (Testing and Validation)	80 hours
Cath Lab Department Super User (Testing and Validation)	200 hours
Hospital Billing Super User	40 hours
Scheduling Super User	40 hours
Integration Analyst	400 hours
Epic Radiant Certified Trainer	120 hours
Epic HB Certified Trainer	20 hours
Epic OpTime Certified Trainer	120 hours

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

Customer:

LLUSS:

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

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

(Printed Name)

Mark Zirkelbach
(Printed name)

By: _____

By:  _____


Title: _____

Title: CIO

Date: _____

Date: 11/13/2019 _____

FORM APPROVED COUNTY COUNSEL

BY  12/2/19
SUSANNA N. OH DATE