



**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH SYSTEM MEDICAL CENTER GOVERNING BOARD
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 15.1
(ID # 25722)

MEETING DATE:
Tuesday, August 27, 2024

FROM : RUHS-MEDICAL CENTER

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM- MEDICAL CENTER: Approval of the Amendment No. 10 to the Master Service Agreement with Loma Linda University Shared Services for the HER Platform as a service increasing the total contract amount by \$10,090,221, effective August 27, 2024 through September 30, 2026, All Districts. [Total Amendment Cost \$10,909,221, up to \$1,090,922 in Additional Compensation - 100% Hospital Enterprise Fund]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve Amendment No. 10 to the Master Service Agreement with Loma Linda University Shared Services to implement additional functionality into the Epic system increasing the total contract amount by \$10,090,221 for a new aggregate total of \$100,150,158 effective August 27, 2024 through September 30, 2026, and authorize the Chair of the Board to sign the Amendment on behalf of the County;
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459 and based on the availability of fiscal funding and as approved as to form by County Counsel, to sign amendments including modifications of the statement of work that stay within the intent of the Agreement and to sign amendments to the compensation provisions that do not exceed the total sum of ten percent (10%) of the total cost of the Amendment; and
3. Authorize the Purchasing Agent, or designee, to issue Purchase Orders for goods and/or services that do not exceed the total contract amount.

ACTION:Policy

Jennifer Crutcher
Jennifer Crutcher, Chief Executive Officer - Health System 8/9/2024

MINUTES OF THE GOVERNING BOARD

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

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: August 27, 2024
xc: RUHS-Medical Center

Kimberly A. Rector
Clerk of the Board
By: *Kimberly A. Rector*
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$8,043,930	\$6,953,709	\$10,090,221	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: 100% Hospital Enterprise Fund - 40050			Budget Adjustment: No	
			For Fiscal Year: 24/25-5/26	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The requested Board action is requesting to approve Amendment No. 10 to the Master Services Agreement (MSA) to implement additional functionality into the EPIC Electronic Health Records System through September 30, 2026. With the approval of this Amendment No. 10, the total contract amount is \$100,150,158.

The Amendment includes 23 Statements of Work (SOW's) for implementation, installation, licensure, and project management services for the EPIC Electronic Health Records (EHR) system.

As the Riverside University Health System has expanded scope of services and access to care for the population they serve, especially in underserved areas of the County, it has been essential to invest in the ongoing expansion and development of the EPIC platform to accommodate the growth in size and complexity of the system.

The SOW's incorporated into Amendment No. 10 are reflective of strategic goals, specialized projects, and continuity of the EPIC platform to address changes in healthcare delivery and performance outcomes.

These additional Statements of Work as presented, represents the hospital response to patient care as follows:

1. 2023/2024 Epic Upgrades and Technology
2. Rapid Response Support
3. Pharmacy Optimization
4. Public Health Optimization
5. Quality & Population Health Optimization Discovery
6. Specialty Documentation Tools Implementation (BH, HEDIS, Financial Assistance)
7. Proactive Values Project

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8. EPIC Expansion for Office on Aging Documentation and Referrals
9. Bamboo Health Prescription and Drug Monitoring Program
10. Revenue Cycle Optimization
11. Image Trend Direct
12. Incident Reporting Technical Discovery
13. Krames on FHIT Upgrade
14. New Departments and Locations
15. Patient Flow Refuel
16. Cardiac Catherization Laboratory (Cath Lab) Department
17. Pyxis Enterprise Server (ES) Upgrade
18. ServiceNow Request Items EBonding
19. Whole Person Health Score (WPHS) Expansion and Integration Discovery
20. Welcome Kiosks and Electronic Questionnaires
21. Duplicate Analyst (Cal-Aim)
22. Program Coordinator (Cal-Aim)
23. EPIC Licensing Increases

Impact on Residents and Businesses

These services are a component of RUHS's systems of care aimed at improving the health and safety of its patients and the community.

Contract History and Price Reasonableness

On September 22, 2015, Agenda Item #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 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.

During the initial six (6) year term of the Agreement, seven amendments were executed to add new statements of work and functionalities totaling \$19,381,839 as follows:

On May 3, 2016, Agenda Item #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, Agenda Item #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.

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On July 31, 2018, Agenda Item #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, Agenda Item #3.12, the Board of Supervisors approved the fourth amendment to the MSA to add functionalities, increasing the total contract to \$50,585,789.

On December 10, 2019, Agenda Item #15.3, the Board of Supervisors approved the fifth amendment to the MSA to add additional functionalities, increasing the total contract to \$51,806,252.

On April 7, 2020, Agenda Item #15.1, the Board of Supervisors approved the sixth amendment to ratify and approve additional functionality into EPIC system at a cost of \$7,785,469.07 over the remaining two years of the contract.

On February 9, 2021, Agenda Item #15.2, the Board of Supervisors approved the seventh amendment to ratify and approve additional functionalities into the EPIC system in response to Covid-19 at a cost of \$3,026,182 through September 21, 2021, increasing the total contract to \$62,617,903.

On June 2021, as part of an internal reconciliation effort, RUHS Purchasing restated the total contract value to \$66,173,588 to reflect the corrected annual Service Level Agreement (SLA) totals and revise overstated contract amounts.

On December 14, 2021, the Board of Supervisors approved the eighth amendment to exercise a 5-year renewal option for the EPIC Electronic Health Records System through September 30, 2026, increasing the total contract to \$135,312,138.

On December 6, 2022, Agenda Item #15.1 the Board of Supervisors approved the ninth amendment to add additional functionality into the Epic system at a cost of \$20,921,386.83, increasing the total contract of \$90,059,936.83.

Board approval and ratification of this Amendment is required as it exceeds both the \$750,000 threshold authorized under the Patient Care Resolution No. 2024-127, Agenda Item #3.32 dated June 11, 2024, and exceeds the authority delegated to the purchasing agent to sign amendments to the compensation provisions.

ATTACHMENT:

SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH
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ATTACHMENT A. AMENDMENT NO. 10 TO THE MASTER SERVICES AGREEMENT
FOR EPIC IMPLEMENTATION SERVICES BETWEEN LOMA LINDA UNIVERSITY
SHARED SERVICES AND RIVERSIDE UNIVERSITY HEALTH SYSTEM

Melissa Curtis
Melissa Curtis, Deputy Director of Purchasing and Fleet 8/12/2024

Jacqueline Ruiz
Jacqueline Ruiz, Principal Analyst 8/16/2024

Gregg Gu
Gregg Gu, Chief of Deputy County Counsel 8/12/2024

Amendment No. 10 to Master Services Agreement

This Amendment No. 10 (“**Amendment No. 10**”) is dated as of August 27th, 2024 (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 June 28, 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 and by that certain Amendment No. 5 dated as of December 10, 2019 (“**Amendment No. 5**”), Agenda Item 15.5 and by that certain Amendment No. 6 dated as of April 7, 2020 (“**Amendment No. 6**”), Agenda Item 15.5, and by that certain Amendment No. 7 dated as of February 9, 2021 (“**Amendment No. 7**”), Agenda Item 15.2, and by that certain Amendment No. 8 dated as of December 14, 2021 (“**Amendment No. 8**”), and by that certain Amendment No. 9 dated as of December 6, 2022 (“**Amendment No. 9**”), Agenda Item 15.1, 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 formerly 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. Amendment to Exhibit A, Implementation Statement of Work.

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

- Bamboo Health – Allows prescription drug monitoring (PDMP) review.
- Dr. First – Allows additional medication history and reconciliation for ordering Providers.
- Jorie Healthcare Partners – Allows Real Time Eligibility (RTE) for insurance coverage verification and other revenue cycle operational functions.
- Voyce – Allows for language services integration and translation services.

2. Additional Statements of Work.

(a) Attached to this Amendment No. 10 as Exhibit A is Statement of Work Appendix I-1 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution

of this Amendment No. 10, Statement of Work Appendix I-11 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(l) Attached to this Amendment No. 10 as Exhibit A is Statement of Work Appendix I-12 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 10, Statement of Work Appendix I-12 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(m) Attached to this Amendment No. 10 as Exhibit A is Statement of Work Appendix I-13 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 10, Statement of Work Appendix I-13 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(n) Attached to this Amendment No. 10 as Exhibit A is Statement of Work Appendix I-14 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 10, Statement of Work Appendix I-14 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(o) Attached to this Amendment No. 10 as Exhibit A is Statement of Work Appendix I-15 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 10, Statement of Work Appendix I-15 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(p) Attached to this Amendment No. 10 as Exhibit A is Statement of Work Appendix I-16 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 10, Statement of Work Appendix I-16 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(q) Attached to this Amendment No. 10 as Exhibit A is Statement of Work Appendix I-17 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 10, Statement of Work Appendix I-17 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(r) Attached to this Amendment No. 10 as Exhibit A is Statement of Work Appendix I-18 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 10, Statement of Work Appendix I-18 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(s) Attached to this Amendment No. 10 as Exhibit A is Statement of Work Appendix I-19 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 10, Statement of Work Appendix I-19 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(t) Attached to this Amendment No. 10 as Exhibit A is Statement of Work Appendix I-20 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 10, Statement of Work Appendix I-20 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

3. Amendment to Exhibit C, Service Level Agreement. The Changes requested by Customer and reflected in third party licensing as listed in paragraph 6.2 of the Service Level Agreement, impacts Support Services and requires an amendment to the Service Level Agreement.

(a) The chart in Paragraph 6.1(a) of the Service Level Agreement, attached as Exhibit C to the Agreement, represents the EHR Recurring Costs prior to the implementation of the Appendices referenced in this Amendment No. 10. Upon the effective date referenced in the footnotes below, the chart in Paragraph 6.1(a) of the Service Level Agreement is hereby amended to reflect the change to the EHR Recurring Costs referenced in the applicable Appendix. Upon implementation of all such Appendices, the chart in Paragraph 6.1(a) of the Service Level Agreement is deleted in its entirety and replaced with the following chart:

Customer EHR Recurring Costs	
EHR Recurring Costs	
Maintenance Costs	
Ambulatory, Inpatient and API ¹	\$ 2,275,349.00
Interface/Analytics	\$ 108,964.00
Subtotal Maintenance Costs	\$ 2,384,313.00
Other License Costs	
Third Party Software ²	\$ 1,177,060.82
Hosting and Cache Costs ³	\$ 1,687,299.07
Subtotal EHR Costs	\$ 5,248,672.89
LLUSS Resources	
Application Analysts ^{4 5 6 7 8}	\$ 9,266,079.83
Service Desk	\$ 426,400.00
Project Leadership ⁹	\$ 407,212.00
Technical Resources	\$ 647,687.92
Training Resources	\$ 865,020.00
GIS Support Resources	\$ 23,400.00
Subtotal LLUSS Resource Costs	\$11,635,799.75
Total Recurring Annual Costs	\$16,884,472.64

(b) The chart in Paragraph 6.2 of the Service Level Agreement represents the third-party vendors prior to the implementation of the Appendices referenced in this Amendment No. 10. As each Appendix is implemented, the chart in Paragraph 6.2 of the Service Level Agreement is hereby amended to reflect the change to the third-party vendors (existing and new) referenced in such Appendix. Upon

¹ \$218,332 added for Epic licensing increases; effective immediately upon execution of the Agreement

² \$92,600 removed for Vidyio and Krames annual costs; effective immediately upon execution of the Agreement

³ \$160,666.63 added for hosting and cache increases, effective upon acceptance of Exhibit A Statement of Work Appendix I-8

⁴ \$317,327 added for Willow and Data Integrity; effective immediately upon execution of the Agreement

⁵ \$320,000 added for rapid response support; effective immediately upon execution of the Agreement

⁶ \$150,000 added for proactive value-based optimization support; effective immediately upon execution of the Agreement

⁷ \$226,000 added for new department and location expansion support; effective immediately upon execution of the Agreement

⁸ \$29,640 added for Integration support; effective upon acceptance of Exhibit A Statement of Work Appendix I-11

⁹ \$204,880 added for special program support; effective immediately upon execution of the Agreement

implementation of all such Appendices, the chart in Paragraph 6.2 of the Service Level Agreement is amended to add the following third-party vendors under the heading "New Vendors" to the end of the chart and to modify the entries with respect to the existing vendors under the heading "Modifications" below:

Third party vendor	License Cost	Annual Maintenance	Transaction Cost basis	Transactional Cost	Effective Date
<i>New Vendors:</i>					
Bamboo Health	23,670.00	Pass-thru	N/A	Pass-thru	On Acceptance
Dr. First	Pass-thru	Pass-thru	N/A	Pass-thru	On Acceptance
Jorie Healthcare	Pass-thru	Pass-thru	Yes	\$.09 per RTE transaction	On Acceptance
Voyce	Pass-thru	Pass-thru	Yes	\$0.65/minute - On Demand Audio \$0.75/minute - On Demand Video \$0.99/minute - On Demand Video (ASL)	On Acceptance
<i>Modifications:</i>					
Experian	\$39,113	\$3,744	Yes	<p>Hospital Billing:</p> <ul style="list-style-type: none"> • Claims Print Fulfillment \$0.47 per initial page • Paper Claims - Explanation of Benefits/Attachments \$0.052 per additional page • Patient Statements/Letters \$0.156 per transaction • ClaimsSource \$0.09 transaction in excess of 415,000 transactions per month • Claim Status Transaction Fee \$0.10 per transaction in excess of 70,000 transactions per month • Electronic Attachments Transaction Fee \$0.16 per transaction in excess of 1,500 transactions per month • Paper EOB to 835 Transaction Fee \$0.40 per transaction in excess of 1,500 transactions per month <p>Professional Billing</p> <ul style="list-style-type: none"> • Claims Print Fulfillment \$0.47 per initial page • Paper Claims - Explanation of Benefits/Attachments \$0.07 per additional page 	Immediate

				<ul style="list-style-type: none"> • Patient Statements/Letters \$0.156 per transaction • ClaimsSource <ul style="list-style-type: none"> • Tier 1 - \$8,750 per month, 70,000 transactions per month, \$0.125 per transaction in excess of 70,000 transactions per month • Tier 2 - \$20,000 per month, 200,000 transactions per month, \$0.10 per transaction in excess of 200,000 transactions per month • Tier 3 - \$33,250 per month, 350,000 transactions per month, \$0.095 per transaction in excess of 350,000 transactions per month • Tier 4 - \$40,000 per month, 500,000 transactions per month, \$0.08 per transaction in excess of 500,000 transactions per month, \$0.09 transaction in excess of 415,000 transactions per month • Paper EOB to 835 Transaction Fee \$0.416 per transaction 	
Krames	N/A	(\$850.00)	N/A	N/A	Immediate
Vidyo	N/A	(\$93,750)	N/A	N/A	Immediate

4. Acceptance Criteria and Testing. Paragraph 3 of each Addendum attached hereto describes the acceptance criteria and testing that will be used to confirm that the deliverable described in such Addendum meets the applicable acceptance criteria therefor. The parties desire to describe the manner in which they are to develop acceptance criteria and test against the acceptance criteria, as is more particularly set forth in this Section 4 of Addendum No. 10.

(a) Implementation Plan:

(i) For each Appendix that describes “Agreed upon implementation plan” as phase 3 of the milestone schedule, LLUSS will deliver to Client an Implementation Schedule that outlines the expected schedule for the implementation of the work described in such Appendix, including the initially proposed implementation sequence, schedule, high-level list of deliverables and high-level description of the data types for conversion from certain legacy systems, if any. LLUSS will update such Implementation Schedule as appropriate, to list with reasonable specificity the activities, tasks, responsibilities, Deliverables, milestones, deadlines, and resource assignments for the implementation of the work described in such Appendix. The parties’ project teams will review and approve the detailed Implementation

Schedule, and upon an agreement, will constitute the "Implementation Schedule" hereunder, subject to the change control process set forth in the Agreement.

(ii) If the parties are unable to agree in writing to the detailed Implementation Schedule, then Client may, upon written notice to LLUSS not more than ten (10) days from the date identified by LLUSS, terminate the implementation of the work described in such Appendix.

(b) Acceptance Criteria:

(i) For each Appendix that describes "Test data validated by Customer and LLUSS" as phase 9 of the milestone schedule, LLUSS will develop test data that tests whether the deliverable substantially meets the business and technical requirements (Phase 5), agreed upon future state workflows (Phase 6) and agreed upon a build design (Phase 7) described in such milestone schedule. The acceptance criteria will be met if the deliverable performs without reproducible error or defect that results in the failure of the deliverable to operate or to produce output in substantial conformity to descriptions of such operation or output in the agreed upon business and technical requirements (Phase 5).


5. No Other Amendment or Modification. All other terms and conditions of the Agreement not specifically amended or modified by this Amendment No. 10 shall remain in full force and effect.

6. Electronic (Digital) Signatures. This Amendment No. 10 may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party of this Amendment No. 10 agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Amendment No. 10. The parties further agree that the electronic signatures of the parties included in this Amendment No. 10 are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

IN WITNESS WHEREOF, the parties hereby have caused this Amendment No. 10 to be duly executed and delivered as of the Amendment Effective Date.


LLUSS:

Loma Linda University Shared Services, a California nonprofit religious corporation, on behalf of itself and its affiliates

By: 
Mark Zirkelbach (Aug 6, 2024 10:09 PDT)
Name: Mark Zirkelbach
Its: Chief Information Officer

CUSTOMER:

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

By: 
Name: Chuck Washington, Chairperson
Its: Board of Supervisors

ATTEST: Kimberly Rector
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:

Minh C. Tran
County Counsel

By: Esen Sainz

EXHIBIT A

STATEMENT OF WORK APPENDIX I-1

EPIC 2023 & 2024 UPGRADES 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 Spring 2023, Fall 2023, and Spring 2024 upgrades (Epic versions 2022, 2023 and Hyperdrive) and other upgrade or 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement Epic Spring 2023, Fall 2023, Spring 2024, and system upgrades and other necessary system upgrades, updates, or technology refreshes in the Customer Service Area, as more particularly described in this Appendix I-1. Any 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.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-1.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-1. 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, as more particularly described in the Resources section of this Appendix I-1. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 in the Resources section of this document. These resources will be engaged as outlined in the timelines of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to only the build and implementation of Epic system upgrades, updates, and technology refreshes in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the upgrades, updates, or technology refreshes described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the upgrades, updates, or technology refreshes described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to each of the upgrades, updates or technology refreshes described in this Appendix I-1.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-1
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment

9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of this Appendix I-1 and billed monthly as incurred. The project costs provided in this Appendix I-1 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of this Appendix I-1 will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

The Customer Service Area will include upgrades, special updates, and technology refreshes. Upon a successful implementation as more particularly described in Section 3 of this Appendix I-1 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

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; Support Services (type and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing Service Level Agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Costs
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	\$ 1,132,363.64
Hardware, Software & Epic Licensing	\$ 75,500.00
Subtotal	\$ 1,207,863.64
Project Contingency @ 10%	\$ 120,786.36
Total Estimated Cost	\$ 1,328,650.00

EXHIBIT A

STATEMENT OF WORK APPENDIX I-2

RAPID RESPONSE SUPPORT PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of changes requested in the Customer Service Area to support emergent response efforts by the Customer. 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement changes in the Customer Service Area to support emergent efforts, as more particularly described in this Appendix I-2.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-2.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-2. 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, as more particularly described in the Resources section of this Appendix I-2. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable only to the implementation of changes requested to support emergent response efforts within the Customer Service Area. 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 outlined in the Milestone Schedule section of this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the build and implementation of changes described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the build and implementation of changes described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No.10, the following list of milestones will be iteratively and uniquely applied in this Appendix I-2.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-2
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS

10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of this Appendix I-2 and billed monthly as incurred. The project costs provided in this Appendix I-2 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in Section 3 of this Appendix I-2 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$320,000, as reflected in amended Section 3A. The additional ongoing costs are outlined in the table below.

Resource/Cost Item	Estimated Costs
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	\$ 320,000.00

10. Resources; Statement of Work (type and estimated costs):

No additional resources costs are estimated in this Statement of Work.

EXHIBIT A

STATEMENT OF WORK APPENDIX I-3

PHARMACY OPTIMIZATION PROJECT

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 the RUHS Pharmacy optimization project and additional EHR analyst support. 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to respond to requests for changes to the Customer Service Area that have been deemed pharmacy optimization efforts by the Customer as well as provide additional EHR analyst support, as more particularly described in this Appendix I-3. The following objectives are considered in scope in the Customer Service Area:

- Discovery efforts and implementation of third-party patient notification medication history system
- Discovery efforts and implementation of EHR integration of medication history
- Additional Pharmacy analyst support for EHR maintenance, optimization, and other coordinated efforts prioritized by the Customer

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-3.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-3. 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, as more particularly described in the Resources section of this Appendix I-3. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to the changes to the Customer Service Area that have been selected for pharmacy optimization funding by the Customer and meets the requirements set forth in this Statement of Work, as well as additional EHR analyst support.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the pharmacy optimization efforts described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event the Customer is able to utilize the optimization build described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to each effort described in this Appendix I-3.

	DESCRIPTION OF MILESTONE
1	Customer completed project intake and change request forms to request the Work – see paragraph 1 of this Appendix I-3
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design

8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of this Appendix I-3 and billed monthly as incurred. The project costs provided in this Appendix I-3 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$260,000.00, as reflected in amended Section 3A. The additional ongoing costs are outlined in the table below:

Resource/Cost Item	Estimated Cost
EHR Analyst	\$ 260,000.00

Should a change to the existing Service Level Agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources, Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Costs
I Analysts, Technical Resources, Principal Trainers, Project Leadership	\$ 185,000.00
Project Contingency @ 10%	\$ 18,500.00
Total Estimated Cost	\$ 203,500.00

EXHIBIT A

STATEMENT OF WORK APPENDIX I-4

PUBLIC HEALTH OPTIMIZATION PROJECT

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 the RUHS Public Health optimization 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to respond to requests for changes to the Customer Service Area that have been deemed public health optimization efforts by the Customer, as more particularly described in this Appendix I-4. This Statement of Work is for the 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.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-4.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-4. 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, as more particularly described in the Resources section of this Appendix I-4. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to the changes to the Customer Service Area that have been selected for public health optimization funding by the Customer and meets the requirements set forth in this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the public health optimization efforts described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event the Customer is able to utilize the optimization build described herein in the Customer Service Area of the LLUIEHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to each public health optimization effort described in this Appendix I-4.

	DESCRIPTION OF MILESTONE
1	Customer completed project intake and change request forms to request the Work – see paragraph 1 of this Appendix I-4
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment

9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-4 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

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

9. Continuing Support; Support Services (type and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$102,440.00, as reflected in amended Section 3B. The additional ongoing costs are outlined in the table below.

Resource/Cost Item	Estimated Cost
Project Leadership	\$ 102,440.00

Should a change to the existing Service Level Agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

Costs for each public health optimization effort as described in this Appendix I-4, shall be estimated based on the terms of the Master Service Agreement and Service Level Agreement and will be provided to the Customer for approval for each project. All costs are an estimated level of effort and could change due to delays or changes in project scope.

The total estimated cost of public health optimization projects is \$850,000.00.

EXHIBIT A

STATEMENT OF WORK APPENDIX I-5

QUALITY AND POPULATION HEALTH OPTIMIZATION DISCOVERY PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the review of current build and recommendation of optimization efforts to support quality and incentive programs in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to review current build and recommend optimization efforts to support quality and incentive programs, as more particularly described in this Appendix I-5.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to the review of current build and recommendation of optimization efforts to support quality and incentive programs in the Customer Service Area. 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 for each of the changes found to be in scope for this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the review of current quality and incentive program build described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is provided recommendations of optimization efforts to support quality and incentive program efforts described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the milestone schedule will signify that these criteria have been met by all involved parties.

4. Milestone Schedule:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied in this Appendix I-5.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-5
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-5 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful project completion as more particularly described in section 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing Service Level Agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/ Cost Item	Estimated Costs
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	\$ 225,000.00
Third Party Costs	\$ 550,000.00
Subtotal	\$ 775,000.00
Total Estimated Cost	\$ 775,000.00

EXHIBIT A

STATEMENT OF WORK APPENDIX I-6

SPECIALTY DOCUMENTATION TOOLS IMPLEMENTATION 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 and workflows to support the specialty documentation tools in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to perform discovery, build, and implement specialty documentation tools in the Customer Service Area, as more particularly described in this Appendix I-6. The following objectives are considered in scope for discovery and implementation in the Customer Service Area:

Implementation of optimized behavioral health tools for existing workflows within the Customer's behavioral health integration and inpatient behavioral health departments, the Behavioral Health module

Remaining funds will be utilized for discovery and implementation efforts for:

Financial assistance tools for existing workflows within the Customer's revenue cycle, the Financial Assistance module

Healthcare Effectiveness Data and Information Set (HEDIS) measure tools for existing users within the Customer's quality and incentive supporting workflows, the HEDIS module

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-6.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-6. 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, as more particularly described in the Resources section of this Appendix I-6. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to the build and implementation of Epic functionality and workflows in the Customer Service Area to support new specialty documentation tools. Customer resources that serve as Subject Matter Experts for supporting clinical and business processes are required participants for the success of these projects. The milestone schedule in this Statement of Work outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the additional specialty documentation tools described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the additional specialty documentation tools described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to each new ancillary application implementation described in this Appendix I-6.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-6
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements

6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-6 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$79,650.00, as reflected in amended Section 3B. The ongoing costs are outlined in the table below.

Resource/Cost Item	Estimated Costs
EHR Analysts	\$ 79,650.00

Should a change to the existing Service Level Agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Costs
EHR Analysts & Project Management	\$ 184,318
Contingency 10%	\$ 18,431.80
Total Estimated Costs	\$ 202,749.80

EXHIBIT A

STATEMENT OF WORK APPENDIX I-7

PROACTIVE VALUE-BASED PROJECTS

This Statement of Work sets forth the selection criteria, scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of proactive value-based optimizations in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to propose, build and implement value-based optimizations for the Customer Service Area, as more particularly described in this Appendix I-7.

Value-based projects include optimizations or build that demonstrates a return on investment or measurable improvement in the Customer Service Area or EHR Platform overall. Value-based projects may include EHR platform coordinated efforts in the following areas:

- Provider efficiency
- Patient access
- Patient movement
- Revenue cycle
- Patient safety
- Automation efforts

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-7.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-7. 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, as more particularly described in the Resources section of this Appendix I-7. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to the build and implementation of value-based projects for the Customer. Customer resources that serve as Subject Matter Experts for supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this Statement of Work outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the proactive value-based optimizations described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the proactive value-based optimizations described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied in this Appendix I-7.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-7
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements

6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-7 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

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:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$150,000, as reflected in the amended Section 3A. The additional ongoing costs are outlined in the table below:

Resource/Cost Item	Estimated Cost
EHR Analysts, Integration Analysts, Technical Resources, Principal Trainers, Project Leadership	\$ 150,000.00

10. Resources; Statement of Work (type and estimated costs):

No additional resources costs are estimated in this Statement of Work.

EXHIBIT A

STATEMENT OF WORK APPENDIX I-8

EPIC EXPANSION FOR OFFICE ON AGING DOCUMENTATION AND REFERRALS PROJECT STATEMENT OF WORK

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the discovery and implementation of Epic Electronic Health Record (EHR) functionality to support the Customer's partnership with Riverside County Office on Aging. 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 (the "Work"):

The Customer has requested discovery efforts and implementation of Epic EHR functionality to support Riverside County Office on Aging. This will require the design, development, and testing of Epic EHR functionality and workflows to support resource-based care coordination for the aging and disabled population within the Customer Service Area, as more particularly described in this Appendix I-8.

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

- Phase 1 Go-Live:

Discovery sessions, which will be used to design, build, and test EHR functionality and workflows to support resource-based care coordination initiatives and billing requirements as defined by the parameters of the grant received by the Customer.

- Phase 2 Go-Live:

Continued discovery efforts to support a historical patient data conversion of Office on Aging's legacy documentation system.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-8.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-8. 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, as more particularly

described in the Resources section of this Appendix I-8. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to only the build and implementation of Epic EHR functionality to support Riverside County Office on Aging workflows in the Customer Service Area. 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 outlined in the Milestone Schedule section of this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the Riverside County Office on Aging EHR functionality described herein is deemed accepted when the deliverables meet the acceptance criteria, and in any event if the Customer is able to utilize functionality to support the Customer's partnership with Riverside County Office on Aging described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to the Epic EHR functionality to support Riverside County Office on Aging implementation described in this Appendix I-8.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-8
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer

5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-8 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$69,335.40, as reflected in the amended Section 3A. The additional ongoing costs are outlined in the table below.

Resource/Cost Item	Estimated Cost
Hosting and Cache	\$ 69,335.40

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Costs
EHR Analyst, Training and Project Management Resources	\$ 180,192.50
EHR Analyst (@ cost + \$12.50)	\$ 14,250.00
Intersystem IRIS License Fee	\$ 39,882.00
Subtotal	\$ 194,442.50
Project Contingency 10%	\$ 19,444.25
Total Estimated Hours/Costs	\$ 253,768.75

EXHIBIT A

STATEMENT OF WORK APPENDIX I-9

BAMBOO HEALTH PRESCRIPTION DRUG MONITORING PROGRAM (PDMP) INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the integration with Bamboo Health's PDMP Gateway for improved utilization of PDMP information within electronic health record (EHR) workflows within the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to integrate Bamboo Health's PDMP Gateway for improved utilization of PDMP information within the Customer Service Area, as more particularly described in this Appendix I-9. This integration will improve Controlled Substance Utilization Review and Evaluation System (CURES) patient matching within EHR workflows, reducing the need for manual queries of the CURES database.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-9.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-9. 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, as more particularly described in the Resources section of this Appendix I-9. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable only to the integration of Bamboo Health’s PDMP Gateway within the Customer Service Area. 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 outlined in the Milestone Schedule section of this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the integration with Bamboo Health’s PMP Gateway described herein is deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize Bamboo Health’s PDMP Gateway described herein in the Customer Service Area of the LLUSS I platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to the Bamboo Health PDMP Gateway integration project described in this Appendix I-9.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-9
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design

8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-9 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

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 implementation costs are listed below in the Resources section.

LLUSS will pass through to the Customer the following fees for Bamboo Health's Gateway License, as defined by the vendor in the license agreement. These pass-through costs will be added to the current Service Level Agreement.

The annual licensing costs are increased 4% annually by the vendor. The following table provides an estimate of the Customer's shared portion of these costs:

	Y1	Y2	Y3
Bamboo Health Gateway License	\$23,670.00	\$24,616.80	\$25,601.47

9. Continuing Support; Support Services (type and estimated costs):

Upon the completion of this project, the Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement. The existing Service Level Agreement will be modified to include the annual cost for Bamboo Health's Gateway License, as reflected in amended Section 3B.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Costs
EHR Analysts, Integration Analysts, Technical Resources, Administrative Support/Project Leadership	\$6,641.00
Bamboo Health Gateway License	\$23,670.00
Bamboo Health Gateway Implementation Fee	\$2,250.00
Subtotal	\$32,561.00
Project Contingency	\$3,256.10
Total Estimated Hours & Cost	\$35,817.10

EXHIBIT A

STATEMENT OF WORK APPENDIX I-10

REVENUE CYCLE OPTIMIZATON PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the request submitted to provide specialized resources to identify and implement Revenue Cycle optimizations in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to provide specialized resources to identify and implement Revenue Cycle optimizations in the Customer Service Area. These specialized resources will complete Revenue Cycle project work for the Customer with the schedule being agreed upon and approved by Epic, LLUSS, the Customer's Chief Information Officer (CIO) and Chief Medical Information Officer (CMIO). These specialized resources will also work with the Customer's CIO and CMIO to prioritize projects, facilitate governance approvals, and establish a communication strategy to necessary stakeholders. LLUSS will manage the oversight and implementation of these changes upon receiving the necessary approvals and funding as defined in the MSA and SLA.

As requested by the Customer, Revenue Cycle categories to be addressed within this effort include:

- Denials
- Missing Charges
- Unbilled Charges

All other areas of support are considered out of scope unless agreed upon by the Customer's CIO, CMIO, Epic and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-10.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-10. 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, as more particularly described in the Resources section of this Appendix I-10. This standard 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 Principal Trainers during the term of this

statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to providing specialized resources to identify and implement Revenue Cycle optimizations. The Customer will provide resources and subject matter experts to engage with LLUSS and Epic resources during the term of this Statement of Work as necessary or appropriate.

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 outlined in the Milestone Schedule section of this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the build and implementation of changes described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the build and implementation of changes described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No.10, the following list of milestones will be iteratively and uniquely applied in this Appendix I-10.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-10
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer

5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-10 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing Service Level Agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Cost
EHR Analysts, Integration Analysts, Technical Resources, Principal Trainers, Project Leadership	\$ 148,200.00
Epic Resolute Professional/Hospital Billing Services	\$ 96,600.00
Epic Travel Expenses	\$ 6,200.00
Subtotal	\$ 251,000.00
Project Contingency 10%	\$ 25,100.00
Total Estimated Cost	\$ 276,100.00

EXHIBIT A

STATEMENT OF WORK APPENDIX I-11

IMAGETREND DIRECT INTEGRATION PROJECT

This Statement of Work sets forth the selection criteria, scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of an HL7 interface with ImageTrend for Emergency Medical Services (EMS) data in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement an HL7 interface with ImageTrend for EMS data to meet the requirements and future state workflows for the Customer Service Area, as more particularly described in this Appendix I-11.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-11.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-11. 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, as more particularly described in the Resources section of this Appendix I-11. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to the build and implementation of an HL7 interface with ImageTrend for EMS data to meet the requirements and future state workflows for the Customer. Customer resources that serve as Subject Matter Experts for supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this Statement of Work outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the ImageTrend direct integration project described herein is deemed accepted when the deliverables meet the acceptance criteria, and in any event the Customer is able to utilize the ImageTrend HL7 integration described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to the ImageTrend integration project described in this Appendix I-11.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-11
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment

11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-11 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

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:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$29,640.00, as reflected in amended Section 3A. The additional ongoing costs are outlined in the table below.

Resource/Cost Item	Estimated Cost
Integration Analyst	\$ 29,640.00

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Cost
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	\$ 39,105.00
Integration Analysts @ cost	\$ 45,000.00
Subtotal	\$ 84,105.00
Project Contingency 10%	\$ 8,410.50
Total Estimated Cost	\$ 92,515.50

EXHIBIT A

STATEMENT OF WORK APPENDIX I-12

INCIDENT REPORTING TECHNICAL DISCOVERY PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the facilitation of technical discovery for the integration an incident reporting system with the LLUSS EHR platform in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to facilitate technical discovery with LLUSS and Customer technical resources for the integration an incident reporting system with the LLUSS EHR platform, as more particularly described in this Appendix I-12. This technical discovery will outline the integration design and resource requirements necessary to meet the requirements and future state workflows for the Customer. A subsequent Statement of Work would be required for the build and implementation of the integration of an incident reporting system.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to the technical discovery for the integration an incident reporting system with the LLUSS EHR platform in the Customer Service Area. Customer resources that serve as their Subject Matter Experts for supporting clinical and business processes are required participants for the success of these projects. The milestone schedule in this Statement of Work outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the technical discovery described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the technical discovery and integration design described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties.

4. Milestone Schedule:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to the Incident Reporting Discovery Project described in this Appendix I-10.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-12
2	Project Resources assigned by LLUSS and Customer
3	Project discovery and initial scoping
4	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
5	Customer and LLUSS have reached and agreed upon future state workflows
6	Customer and LLUSS have reached and agreed upon a build design

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-12 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon completion of discovery as more particularly described in paragraph 3 above, LLUSS will present the build design to Customer Leadership. A subsequent Statement of Work would be required for the build and implementation of the integration of an incident reporting system.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Costs
EHR Analysts, Integration Resources, Administrative Support	\$ 50,000.00
Project Contingency	\$ 5,000.00
Total Estimated Costs	\$ 55,000.00

EXHIBIT A

STATEMENT OF WORK APPENDIX I-13

KRAMES ON FHIR UPGRADE AND INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the upgrade to the Krames on FHIR platform, which will integrate with Epic's MyChart application, within the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to upgrade to the Krames on FHIR platform of which will be integrated with Epic's MyChart application within the Customer Service Area, as more particularly described in this Appendix I-13. This upgrade to Krames on FHIR will allow for integration of patient education materials, including educational videos, into Epic's MyChart application.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-13.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-13. 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, as more particularly described in the Resources section of this Appendix I-13. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable only to the upgrade to the Krames on FHIR platform with integration to Epic’s MyChart application within the Customer Service Area. 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 outlined in the Milestone Schedule section of this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the Krames on FHIR platform described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the Krames on FHIR platform described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to the Krames on FHIR implementation described in this Appendix I-13.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-13
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS

10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-13 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

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; Support Services (type and estimated costs):

Annual maintenance support fees will result in a decrease to the existing SLA of \$850.00, as reflected in amended Section 3B.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Costs
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	\$ 15,000.00
Krames on Demand Content License Fee	\$ 18,205.95
Krames on FHIR Distribution Fee	\$ 38,590.16
Subtotal	\$ 71,796.11
Project Contingency @ 10%	\$ 7,179.61
Total Estimated Cost	\$ 78,975.72

EXHIBIT A

STATEMENT OF WORK APPENDIX I-14

NEW DEPARTMENTS & LOCATIONS 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 expansion of services, including new department and location records in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement Epic Hospital Outpatient Departments (HODs) and Community Health Centers (CHCs) departments and locations in the Customer Service Area, as more particularly described in this Appendix I-14.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-14.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-14. 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 as more particularly described in the Resources section of this Appendix I-14. This standard 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 Principal 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to the creation of Epic department records and locations in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the additional new department and location records described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the new department and/or location build described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to the project(s) described in this Appendix I-14.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-14
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment

11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-14 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this agreement.

Any additional 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; Support Services (type and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$226,000, as reflected in amended Section 3A. The additional ongoing costs are outlined in the table below.

Resource/Cost Item	Estimated Costs
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	\$ 226,000.00

10. Resources; Statement of Work (type and estimated costs):

No additional resources costs are estimated in this Statement of Work.

EXHIBIT A

STATEMENT OF WORK APPENDIX I-15

PATIENT FLOW REFUEL PROJECT

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

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to review current patient flow metrics and recommend and implement optimization efforts to improve patient throughput, as more particularly described in this Appendix I-15. The following patient flow areas of focus are considered in scope for discovery and optimization in the Customer Service Area:

- Data visibility
- Discharge efficiency
- Emergency Department (ED) and Operating Room (OR) wait times
- Transfer Center workflows, both internal and external
- Environmental Services efficiency

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to patient flow optimization efforts to improve patient throughput in the Customer Service Area. 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 for each of the changes found to be in scope for this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the review of patient flow metrics and implementation of patient throughput optimization efforts described herein are deemed accepted when

the deliverables meet the acceptance criteria, and in any event if Customer is provided recommendations of optimization efforts to support patient flow optimization efforts described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the milestone schedule will signify that these criteria have been met by all involved parties.

4. Milestone Schedule:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied in each phase of this Appendix I-15.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-15
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-15 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful project completion as more particularly described in section 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing Service Level Agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/ Cost Item	Estimated Costs
EHR Analysts, Principal Trainers, Project Leadership	\$ 235,354.00
EPIC Analyst Resources, Travel Expenses	\$ 57,500.00
Subtotal	\$ 292,854.00
Total Estimated Cost	\$ 292,854.00

EXHIBIT A

STATEMENT OF WORK APPENDIX I-16

CARDIAC CATHETERIZATION LABORATORY (CATH LAB) NEW DEPARTMENT AND INTEGRATION PROJECT

This Statement of Work sets forth the selection criteria, scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of Cath Lab department build and HL7 device integration for this new location in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implementation of a Cath Lab department and HL7 device integration for this new location to meet the requirements and future state workflows for the Customer Service Area, as more particularly described in this Appendix I-16.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-16.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-16. 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, as more particularly described in the Resources section of this Appendix I-16. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to a Cath Lab department and HL7 device integration for this new location to meet the requirements and future state workflows for the Customer. Customer resources that serve as Subject Matter Experts for supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this Statement of Work outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the Cath Lab Department project described herein is deemed accepted when the deliverables meet the acceptance criteria, and in any event the Customer is able to utilize the Cath Lab department build and HL7 device integration described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No.10, the following list of milestones will be iteratively and uniquely applied to the Cardiac Catheterization Laboratory (Cath Lab) New Department and Integration Project in this Appendix I-16.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-16
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment

9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-16 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

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:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this agreement.

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

9. Continuing Support; Support Services (type and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Cost
EHR Analysts, Technical Resources, Principal Trainers	\$ 100,000.00
EHR Analyst, Integration Analysts, Project Manager @ cost	\$ 330,000.00
Subtotal	\$ 430,000.00
Project Contingency 10%	\$ 43,000.00
Total Estimated Cost	\$ 473,000.00

EXHIBIT A

STATEMENT OF WORK APPENDIX I-17

PYXIS ENTERPRISE SERVER (ES) UPGRADE INTEGRATION PROJECT

This Statement of Work sets forth the selection criteria, scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of an HL7 automated dispense system (ADS) interface with the Pyxis ES system in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement an HL7 ADS interface with the Pyxis ES system to meet the requirements and future state workflows for the Customer Service Area, as more particularly described in this Appendix I-17.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-17.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-17. 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, as more particularly described in the Resources section of this Appendix I-17. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to the build and implementation of an HL7 ADS interface with the Pyxis ES system to meet the requirements and future state workflows for the Customer. Customer resources that serve as Subject Matter Experts for supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this Statement of Work outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the HL7 ADS interface with the Pyxis ES system project described herein is deemed accepted when the deliverables meet the acceptance criteria, and in any event the Customer is able to utilize the system integration described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No.10, the following list of milestones will be iteratively and uniquely applied to the Pyxis Enterprise Server (Es) Upgrade Integration Project in this Appendix I-17.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-17
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS

10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-17 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

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:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Cost
I Analysts, Integration Analysts, Technical Resources, Principal Trainers, Project Leadership	\$50,000.00
EHR and Integration Analysts @ cost	\$75,000.00
Subtotal	\$125,000.00
Project Contingency 10%	\$12,500.00
Total Estimated Cost	\$137,500.00

EXHIBIT A

STATEMENT OF WORK APPENDIX I-18

SERVICENOW REQUEST ITEMS EBONDING INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of bi-directional (eBonding) integration for Request Items (RITMs) with the Customer's instance of ServiceNow. 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement an eBonding interface for RITMs with the Customer's instance of ServiceNow to meet the requirements and future state workflows, as more particularly described in this Appendix I-18. This effort is intended to improve visibility on RITM notes and statuses through automation of synchronized data between LLUSS and the Customer's ServiceNow platforms.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-18.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-18. 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, as more particularly described in the Resources section of this Appendix I-18. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable only to the build and implementation of an eBonding interface for RITMs with the Customer’s instance of ServiceNow. 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 outlined in the Milestone Schedule section of this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the implementation of an eBonding interface for RITMs described herein is deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the eBonding RITM interface described herein in the Customer Service Area of the LLUIEHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to the ServiceNow eBonding integration project described in this Appendix I-18.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-18
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment

9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-18 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing Service Level Agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Costs
ServiceNow System Architect, Project Management, Administrative Support	\$ 95,000.00
ServiceNow System Analyst @ cost	\$ 25,000.00
Subtotal	\$ 120,000.00
Project Contingency @ 10%	\$ 12,000.00
Total Estimated Cost	\$ 132,000.00

EXHIBIT A

STATEMENT OF WORK APPENDIX I-19

WHOLE PERSON HEALTH SCORE (WPHS) EXPANSION AND INTEGRATION DISCOVERY

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

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to expand WPHS workflows, as more particularly described in this Appendix I-19. Included in this scope of work are discovery efforts for the integration of WPHS with Customer's third-party outreach application.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-19.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-19. 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, as more particularly described in the Resources section of this Appendix I-19. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to the expansion of WPHS workflows in the Customer Service area and discovery efforts for the integration of WPHS with Customer's third-party outreach application. 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 for each of the changes found to be in scope for this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the WPHS Expansion and Integration Discovery project described herein is deemed accepted when the deliverables meet the acceptance criteria, and in any event the Customer is able to utilize expanded WPHS workflows described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied in this Appendix I-19.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-19
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS

10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-19 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

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:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing Service Level Agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/ Cost Item	Estimated Costs
EHR Analysts, Technical Resources, Principal Trainers, Project/Administrative Leadership	\$75,000.00
Project Contingency @ 10%	\$7,500.00
Total Estimated Cost	\$82,500.00

EXHIBIT A

STATEMENT OF WORK APPENDIX I-20

WELCOME APPLICATION AND ELECTRONIC QUESTIONNAIRES PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the expansion of the Epic Patient Check-In Module (Welcome) in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to expand Welcome functionality and workflows in the Customer Service Area, as more particularly described in this Appendix I-20. The following objectives are considered in scope in the Customer Service Area:

Implementation of additional electronic questionnaires
Configuration of Customer-procured tablets and tablet-dependent peripherals

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix I-20.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix I-20. 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, as more particularly described in the Resources section of this Appendix I-20. This standard 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 Principal Trainers during the term of this statement of work as LLUSS deems 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's 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 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 both parties in the Resources section of this document. These resources will remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to the expansion of Welcome functionality and workflows in the Customer Service Area. Customer resources that serve as Subject Matter Experts for supporting clinical and business processes are required participants for the success of these expansion projects. The milestone schedule in this Statement of Work outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

Using the process described in Section 4 of Amendment No. 10, the Welcome Application and Electronic Questionnaires project described herein is deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the additional Welcome functionality or electronic questionnaires described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

The milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 4 of Amendment No. 10, the following list of milestones will be iteratively and uniquely applied to the Welcome Application and Electronic Questionnaires project described in this Appendix I-20.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix I-20
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design

8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix I-20 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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's Executive Leadership for approval. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this agreement.

Any additional hardware needs will be the responsibility of the Customer only and will not impose any requirements on LLUSS.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this agreement.

Any additional software licensing with other parties will be the responsibility of the 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; Support Services (type and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing Service Level Agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer Leadership and a change request amended to this Statement of Work.

10. Resources; Statement of Work (type and estimated costs):

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

Resource/Cost Item	Estimated Costs
EHR Analysts & Project Management	\$ 75,000.00
EHR Analysts @ cost	\$ 19,500.00
Subtotal	\$ 94,500.00
Contingency 10%	\$ 9,450.00
Total Estimated Costs	\$ 103,950.00