



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Public Health
Department No.: 041
For Agenda Of: August 22, 2023
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: Department Mouhanad Hammami, Director
Director(s) Public Health Department
Contact Info: Dana Gamble, Deputy Director (805) 681-5171
Primary Care & Family Health Division
SUBJECT: OCHIN Willow Pharmacy Software Statement of Work

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

That the Board of Supervisors consider the following recommendations:

- a) Approve and authorize the Director of Public Health, or designee, to execute the Willow Statement of Work governed by the Master Agreement with Public Health's Electronic Health Record vendor, OCHIN, to develop and implement the Willow Pharmacy system. Development costs are \$240,677.50 and estimated annual maintenance costs are \$90,917.26 plus per claim costs; and
- b) Determine that the above action is not a "Project" within the meaning of the California Environmental Quality Act (CEQA), pursuant to Section 15378(b)(5) of the CEQA Guidelines, because the action is an organizational or administrative activity of the government that will not result in direct or indirect physical changes in the environment.

Summary:

This item is on the agenda to delegate authority to the Public Health Department Director to execute a Statement of Work (SOW) that requires an increase in funding for the implementation and ongoing maintenance of the OCHIN EPIC pharmacy system, Willow.

Background:

The Public Health Department Pharmacies are crucial physician and provider community partners in providing quality health care. The Pharmacy Program processes approximately 115,000 prescriptions at 3 locations for patients annually. Our pharmacists provide counseling on the importance of medication

compliance, Medication Therapy Management (MTM), durable medical equipment (DME), and Medicare Part B services.

The Pharmacy Program utilizes state-of-the-art robotics and workflow techniques to increase safety and decrease wait times. The accuracy rates of the pharmacy programs have been documented to be greater than 99%.

The current outpatient pharmacy system will be sun setting in late 2024. Thus, we are seeking a new software system that will allow us to provide the same great service and care our patients receive today.

Performance Measure:

Santa Barbara County Public Health Department (SBCPHD) completed an RFP seeking vendors with experience implementing and maintaining an outpatient pharmacy software system in healthcare settings. OCHIN Willow was the selected vendor voted unanimously by the 10-person RFP team.

The following requirements directly correlate to performance measures and expectation within the system. OCHIN Willow has attested and will be contractually obligated to meet these performance measures.

1. OCHIN Willow must be compliant with all California State Board of Pharmacy laws.
2. OCHIN Willow must be HIPAA compliant.
3. OCHIN Willow must generate or provide SBCPHD with report-writing access for all California state and 3rd party payer requirements.
4. OCHIN Willow must comply with all California State Board of Pharmacy and federal laws and regulations.
5. OCHIN Willow must have legally required security functionality that can be monitored via regular reporting and alert mechanisms.
6. This outpatient Pharmacy software must be a proven, integrated system that meets the technical, support, service, and business requirements for the SBCPHD pharmacies.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Executing this OCHIN Willow Statement of Work for the implementation of the Willow Pharmacy system will incur one-time development costs and annual maintenance costs. The total development cost of \$240,677.50 is spread across two fiscal years with FY 2023-2024 incurring implementation cost of \$180,508.13 and FY 2024-2025 of \$60,169.38. This development cost is funded by the pharmaceutical manufacturer reimbursements revenue to the 340B Pharmacy program. Budgeted in the Public Health Department's Health Care Fund in FY 2023-2024 is \$180,508.13 with \$60,169.38 to be budgeted in FY 2024-2025. The estimated annual maintenance cost of \$90,917.26 plus per claim costs will be budgeted in each fiscal year beginning FY 2024-2025.

Key Contract Risks:

At this juncture, the PHD Health Care Centers have been using OCHIN EPIC for approximately 6 years. There are no newly identified risks with continuing this contract in its current state with this vendor.

As with any large system and especially a system that contains protected health information, there are inherent security risks that are associated with cyber security threats. There is also an unavoidable risk associated with staff accessing protecting health information.

The cybersecurity risks are mitigated by having a Business Associate Agreement (BAA) in place as well as annual required cybersecurity awareness training for all staff. This helps protect us and arm the staff with education to help defend against cybersecurity threats.

The PHD compliance team helps mitigate and avoid issues related to Health Insurance Portability and Accountability Act (HIPAA) and the accessing of protected health information, by requiring an annual HIPAA training for all staff, and through audit policies.

Staffing Impacts:

There are no staffing impacts associated with this action.

Legal Positions:

0

FTEs:

0

Special Instructions:

Please execute (2) original Agreements and retain (2) executed originals, and one Minute Order for pick up by the department. Please email the PHD Contracts Unit at PHDGROUPContractsUnit@sbcpd.org when items are available for pick-up.

Attachments:

- A. OCHIN Willow Statement of Work

Authored by:

Laura Lui, Electronic Health Record Manager