



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:** January 23, 2018  
**Placement:** Administrative  
**Estimated Time:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** 4/5

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**TO:** Board of Supervisors  
**FROM:** Department Van Do-Reynoso, MPH, PhD, Director  
Director(s) Public Health Department  
Contact Info: Dana Gamble 681-5171  
Assistant Deputy Director, Primary Care & Family Health Division  
**SUBJECT:** **First Amendment to Agreement with OCHIN to Provide a Combined Practice Management System and Electronic Medical Record System, and Professional Services**

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**County Counsel Concurrence**

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors consider the following recommendations:

- a) Approve and authorize the Chair to execute the First Amendment to the Agreement with Oregon Community Health Information Network (OCHIN) for a combined Practice Management System and Electronic Medical Record System, and Professional Services with a term of March 21, 2017 through March 31, 2020 for a total amount not to exceed \$3,595,000 (including contingency) for the initial three year period (Attachment A).
- b) Approve budget revision request BJE 0005497 (Attachment C) in the amount of \$115,000 to move funds between object levels within the Public Health Department's Special Revenue Fund that have been budgeted for implementation of the new Practice Management System and Electronic Health Record System.
- c) Determine that the proposed actions do not constitute a "Project" within the meaning of the California Environmental Quality Act (CEQA), pursuant to Section 15378(b)(4) of the CEQA Guidelines, because the actions consist of the creation of government funding mechanisms or other government fiscal activities, which do not involved any commitment to any specific project which may result in a potentially significant impact on the environment.

**Summary Text:**

This item is on the Agenda for approval to execute the first Amendment to replace Exhibit P (Pricing List), and add Exhibit J (TeleVox ASP Service Amendment – TeleVox is an automated service to remind patients of, confirm, and reschedule appointments) and Exhibit AA (Details business continuity access requirements).

**Background:**

The Agreement with OCHIN was approved by the Board of Supervisors on March 21, 2017. Through the agreement OCHIN will provide a combined practice management system and electronic medical record system, and professional services. This first Amendment adds the TeleVox Service which is an automated patient reminder system. TeleVox ensures that patients are reminded in the way that works best for them; either by phone, text or email. Appointment reminders significantly reduce patient no-shows and the lost revenue associated. Also included in this Amendment is Exhibit AA which details the PHD’s response procedure in the event of a large scale EHR outage.

OCHIN is a 501(c)(3) nonprofit health center controlled network with 87 current member organizations. OCHIN members are community health centers including Federally Qualified Health Centers (FQHCs), FQHC look-alikes, rural, and school-based health centers. The advantages of being an OCHIN member include OCHIN’s services of a full complement of the assessment, training, implementation, support, clinical oversight, quality improvement, and meaningful use efforts that PHD requires to improve productivity and performance issues. OCHIN optimizes Epic’s EHR modules for its members. OCHIN also supports PHD efforts in population health management and patient centered medical homes whereby OCHIN enhances the PHD’s secure health information exchange capabilities and web-based patient portals that let patients and doctors communicate easily, safely, and securely over the Internet.

**Performance Measure:**

OCHIN and the PHD will adhere to the implementation plan for a successful rollout of the system. A detailed project charter has been developed with team assignments and project leads defined for each portion of the system. The PHD has 40 different teams that will be involved in the implementation. The key performance measure is the successful implementation of OCHIN and it is expected that the PHD will successfully Go-Live with OCHIN on February 26, 2018.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

<b><u>Funding Sources</u></b>	<b><u>Current FY Cost:</u></b>	<b><u>Annualized On-going Cost:</u></b>	<b><u>Total One-Time Project Cost</u></b>
General Fund			
State			
Federal			
Patient Service Fees		\$ 606,000.00	
CenCal ACE Dollars	\$ 411,772.00		\$ 1,817,500.00
<b>Total</b>	<b>\$ 411,772.00</b>	<b>\$ 606,000.00</b>	<b>\$ 1,817,500.00</b>

Approval of this action and the related Budget Revision Request (Attachment C) to move budgeted funds in the amount of \$115,000 will allow for the final payment of the Implementation fee for the licensing of the OCHIN Epic EHR. Due to the timing in the OCHIN Professional Services agreement, approximately 70% of the Implementation Fee of \$1,339,670 (\$927,898) was paid during FY 2016-17.

The remaining 30% (\$411,772) is due at the “go-live”, scheduled for February 26, 2018. The ongoing maintenance costs are approximately equal to the amounts already budgeted for the existing systems that will be replaced. All payments have been included in the department’s Adopted FY 2017-18 Budget, but require movement between object levels to account for the full OCHIN implementation fee payment.

The OCHIN EHR is projected to have ongoing costs of approximately \$602,000 on average over the initial three year term of the agreement. These ongoing maintenance costs are commensurate with the current ongoing maintenance costs of the existing GE Centricity Electronic Health Record and McKesson Horizon Practice Plus Practice Management system. The ongoing maintenance costs are covered by program revenues generated from Medi-Cal, Medicare, and other patient services.

**Key Contract Risks:**

OCHIN is a large and successful health information network, serving more than 4,500 physicians operating in 14 states. The OCHIN agreement includes a one-time implementation fee to install and optimize a centrally hosted instance of Epic EHR, and would provide comprehensive training for clinicians and staff to utilize these tools effectively. The potential agreement would also include 3 years of maintenance. More than 50% of the funding to support this Agreement originates from healthcare reimbursements from Medicare and Medi-Cal which have been stable funding sources.

While a project of this scope does present the potential for risk, our yearlong plan towards implementation was designed with the expectation that risks would be mitigated through OCHIN’s experience, our significant testing of the system and efficient project management.

**Staffing Impacts:**

**Legal Positions:**

0

**FTEs:**

0

**Special Instructions:**

Please execute two (2) original First Amendments to the Agreement with OCHIN and retain one (1) original Agreement and one (1) Minute Order for pick-up by the department. Please email [phdcu@sbcpd.org](mailto:phdcu@sbcpd.org) when available for pickup.

**Attachments:**

- A. First Amendment to the OCHIN Professional Services Agreement
- B. OCHIN Professional Services Agreement
- C. Budget Revision Request BJE 0005497

**Authored by:**

Dana Gamble, LCSW, Assistant Deputy Director