



**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: November 29, 2022
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: Department Daniel L. B. Nielson MPA, Interim Director
Director(s) Public Health Department
Contact Info: Dana Gamble (805) 681-5171
Deputy Director, Primary Care & Family Health Division
SUBJECT: Seventh Amendment to OCHIN Master System Agreement; Imprivata Single Sign-On and FindHelp Interface

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: N/A

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

That the Board of Supervisors consider the following recommendations:

- a) Approve, ratify, and authorize the Chair to execute a Seventh Amendment to the Master System Agreement with Oregon Community Health Information Network (OCHIN) to add federal funding requirements without a change to the period of performance ending March 31, 2024 and without a change in the total amount not to exceed \$7,142,000; and
- b) Approve and authorize the Public Health Department Director, or designee, to approve and execute additional Statements of Work to the OCHIN Agreement that do not require additional funding for the duration of the Agreement upon review and approval by Risk Management and County Counsel’s Office.
- c) Approve, ratify, and authorize the Director of Public Health, or designee, to execute the Imprivata Statement of work to move forward with the implementation of Imprivata single sign-on technology through our current EHR vendor OCHIN EPIC; and
- d) Approve, ratify, and authorize the Director of Public Health, or designee, to execute the FindHelp Statement of Work to implement FindHelp through the current Electronic Health Record vendor OCHIN EPIC; and

- e) Determine that the above actions are 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 actions are organizational or administrative activities of the government that will not result in direct or indirect physical changes in the environment.

Summary Text:

This item is on the agenda to add federal clauses to the OCHIN Master System Agreement and to delegate authority to the Public Health Department Director, or designee, to execute Statements of Work (SOW) that do not require an increase in funding. Additionally, this item allows PHD to execute two current SOWs with our Electronic Health Record (EHR) vendor, OCHIN. Both items have been appropriated within the approved Fiscal Year 2022-23 PHD operating budget, so no budget revisions requests are required.

The first SOW will allow us to implement a single sign-on technology called Imprivata. Single sign-on will allow for better security in accessing our EHR and deliver the providers increased job satisfaction in reducing login time.

The second statement of work will allow for a new Interface through our EHR. The FindHelp Interface is a closed-loop referral system that will help us efficiently connect, communicate, and process referrals with Cottage Health Systems and other community partners. FindHelp was selected by multiple organizations within our community to improve care and provide resources to children and their families with high Adverse Childhood Screenings (ACES) scores living in Santa Barbara County.

Background:

Imprivata is the leading healthcare enterprise single sign-on and virtual desktop access platform that enables fast, secure, no click access to patient data. This technology would allow our clinical teams to use their county issued ID badges to access exam room and private office workstations without typing complex passwords multiple times a day. This increases security, strengthens HIPAA protections, and reduces potential e-protected health information (PHI) exposure by increasing efficiency if logging out and into the system with a simple badge tap. The anticipated benefits for Imprivata include:

- Save each clinician up to 45 minutes per shift per day;
- Reduce security risks (e.g. HIPAA, PHI exposure, ransomware, etc.);
- Increases clinician adoption of other technology investments;
- Improves the patient experience and quality of care delivered; and
- Reduces clinician burnout by improving satisfaction with technology.

FindHelp is a closed-loop referral system that the Cottage Pediatric Resiliency Collaborative (PERC) team selected to improve care and provide resources to children and their families with high ACES scores living in Santa Barbara County. The goal is for the entire PHD provider community to use the same system in order for our patients – adult and children - to easily access needed resources by engaging community- based social service organizations. The outside care coordinators will receive and complete the referral and return the necessary care information to PHD providers on the care administered to help County patients.

Performance Measure:

No performance measures are present for PHD’s use of Imprivata. Compliant use of the application and adherence to the department’s policy for badge us for single sign-on will be required.

No performance measures are present for PHD’s implementation of FindHelp. Compliant use of the interface and adherence to the department’s policy for use of FindHelp will be required.

Fiscal and Facilities Impacts:

Fiscal Analysis:

Funding Sources	<u>Current and Projected</u> FY 2022-23 Cost:	<u>Ongoing</u> Annual Cost:	<u>Total Agreement</u> Cost
General Fund			
State	\$ 17,500.00	\$ 6,000.00	
Federal	\$ 60,000.00	\$ 20,000.00	\$ 80,000.00
Patient Service Fees			
Total	\$ 77,500.00	\$ 26,000.00	\$ 80,000.00

The implementation of Imprivata is anticipated to have an initial cost of \$60,000 and an ongoing annual cost post implementation of \$20,000. This cost will be covered by the department’s federal Health Care for the Homeless funding made available by the Health Resources and Services Administration and was included in the department’s adopted FY 2022-23 Primary Care and Family Health budget.

The implementation of FindHelp is anticipated to have a cost of \$17,500 and an ongoing annual cost post implementation of \$6,000. This cost will be covered by an allocation of the department’s Whole Person Care State dollars and was included in the department’s adopted FY 2022-23 Primary Care and Family Health budget.

There are no facilities impacts as a result of this action.

This project is supported by the Health Resources and Services Administration (HRSA) agency of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$59,334,578 with \$1,613,792 (3.7%) funded by HRSA/HHS and \$57,182,855 (96.3%) funded by non-government source(s). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.

Key Contract Risks:

Imprivata has no key contract risks. It is needed to improve and reduce HIPAA and E-PHI exposure risks. Our security team has reviewed Imprivata and signed off on usage without issues or changes. Imprivata is the industry standard for single sign-on risk reduction.

FindHelp has no contract risks but it does have a security risk consideration. The patients screened for ACES are inherently a highly sensitive population being pediatric patients. In order to assure this risk is reduced, included in OCHIN’s FindHelp SOW is a custom build for a private interface to assure access is secure and shared only within our instance of EPIC and the community partners participating with PERC’s BAA.

Staffing Impacts:

There are no staffing impacts associated with this action.

Legal Positions:

0

FTEs:

0

Special Instructions:

Please execute (3) original Agreements and retain (2) executed originals, and one Minute Order for pick up by the department. Please email the PHD Contracts Unit at MFitzwilliamFigueroa@sbcphd.org when items are available for pick-up.

Attachments:

- A. Seventh Amendment to OCHIN, Inc Agreement
- B. Imprivata Statement of Work
- C. FindHelp Statement of Work

Authored by:

Laura Lui, Electronic Health Record Manager