



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: February 18, 2014
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: 4/5

TO: Board of Supervisors
FROM: Department Takashi Wada, MD, MPH, Director and Health Officer
Director Public Health Department
Michael W. Dyer, Chief, County Fire Department
Contact Info: Nancy Lapolla, MPH, EMS Agency Director (681-5264)
Chris Hahn, Deputy Chief, County Fire Department (681-5500)

SUBJECT: Professional Services Agreement with ImageTrend, Inc. for an Electronic Patient Record System

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:

- a) Approve and authorize the Chair to execute a five (5) year Agreement with ImageTrend, Inc. to provide an electronic patient care reporting system for Emergency Medical Services for the period of February 18, 2014 through February 17, 2019 in an amount not to exceed \$581,023.
- b) Approve a Budget Revision Request #0003230.
- c) Determine that these activities are exempt from California Environmental Quality Act review per CEQA Guideline Section 15061(b)(4), since the recommended actions are government fiscal activities which do not involve commitment to any specific project which may result in a potentially significant physical impact on the environment.

Summary Text:

This item is on the Agenda to execute a Professional Services Agreement with ImageTrend, Inc. for an electronic Patient Records (ePCR) System. California Health and Safety Code, Division 2.5 requires each county to designate a local Emergency Medical Services (EMS) Agency to ensure a quality emergency medical services system. The EMS Agency has policies and procedures requiring all EMS providers to complete a patient record for 9-1-1 medical calls involving patient contact or assessment.

Currently, county EMS providers (ambulance and fire) are using multiple systems for reporting patient care and fire related information. These systems are outdated and not integrated which requires duplicate entry among other problems. In order to improve the process and encourage timely and accurate reporting by county EMS providers, the Santa Barbara County EMS Agency and Santa Barbara County Fire Department need to replace the existing system. ImageTrend, Inc. has been selected to provide EMS and fire records management for our ambulance and fire providers based on a thorough and competitive bid process conducted by the County of Ventura. This process of “piggybacking” onto Ventura County’s bid was accomplished through the cooperative nature of county governments to allow for cost savings and remove duplication of effort.

Background:

All EMS providers are required to complete a patient care report for every patient contact. Santa Barbara County Fire is required to complete a patient care report for all patient contacts and complete reports for all fire responses, permits and inspections. American Medical Response (AMR), as part of their advanced life support agreement with the County, is required to provide a system for electronic patient care reporting for all county EMS providers; and as part of their contract extension, approved by your Board on August 20, 2013, AMR agreed to provide the funding for a new ePCR system. The EMS Agency and County Fire Department have concluded that the vendor best equipped to meet the County’s needs is ImageTrend, Inc., a Minneapolis, Minnesota based company.

ImageTrend, Inc. provides a product that is able to accommodate all fire and ambulance responders in Santa Barbara County while maintaining security and allowing flexibility for individual agency needs. The counties of Santa Clara, Santa Cruz, Orange, Ventura, Inyo, Mono, and San Bernardino are all using the ImageTrend software system. In addition, the State of California has selected ImageTrend to aggregate all EMS data pursuant to their regulatory requirements. Participating in a state-wide EMS data system will allow Santa Barbara County EMS providers to compare data against other EMS providers in California which will assist in establishing system-wide measures for coordinated quality improvement both locally and throughout the state.

The ePCR system also includes components for National Fire Information System (NFIRS) reporting, which will enable all fire departments to reduce duplication of data entry on medical calls. In addition to the ambulance providers’ (AMR and County Fire) use of the system, the ePCR system will be also be utilized by fire first-responders (Santa Maria City Fire, Lompoc City Fire, Guadalupe City Fire, Santa Barbara City Fire, Santa Barbara County Fire, Montecito Fire Protection District, and Carpinteria-Summerland Fire Protection District).

Fire Department Records Management

In addition to the components described above, ImageTrend also offers a fire-department *records management system* (FRMS) which operates on the same platform and in concert with the ePCR system. Santa Barbara County Fire Department has elected to purchase modules for fire permits and mobile fire inspection from the ImageTrend FRMS platform. Whereas, the initial costs for the annual hosting and maintenance for the ePCR system will be borne by AMR, the initial costs and annual hosting and maintenance for the additional fire modules will be borne by County Fire as part of this Agreement.

Cost Overview

Year 1 costs, paid by AMR, will be \$273,435. Year 1 costs, paid by County Fire, will be \$69,968. Ongoing annual support and hosting (for years 2-5) will be \$48,185 (paid annually by AMR), and \$11,220 (paid annually by County Fire). The Agreement includes options for two, 3-year extensions. The chart below demonstrates the fee schedule for AMR and County Fire for the first 5 years.

ImageTrend ePCR & FRMS	AMR	Fire	
First Year Products & Services	\$ 236,241	\$ 58,662	\$ 294,903
Training	\$ 11,000	\$ 4,500	\$ 15,500
Contingency	\$ 26,194	\$ 6,806	\$ 33,000
Grand Total First Year	\$ 273,435	\$ 69,968	\$ 343,403
Year Two Through Five			
Support and Hosting Year Two	\$ 48,185	\$ 11,220	
Support and Hosting Year Three	\$ 48,185	\$ 11,220	
Support and Hosting Year Four	\$ 48,185	\$ 11,220	
Support and Hosting Year Five	\$ 48,185	\$ 11,220	
Annual cost			\$ 59,405
4 year cost			\$ 237,620
Total 5-year cost			\$ 581,023

In the event of a change in ambulance contractors when the AMR contract expires on December 31, 2017, any subsequent ambulance contractor will be required to continue to support this or subsequent ePCR system.

Performance Measure:

EMS Agency policies and procedures require all EMS providers to document care and treatment provided for each patient contact and assessment. All hospitals receive ePCRs and incorporate the pre-hospital patient documentation as part of the permanent patient's medical record.

AMR, as part of their advanced life support agreement with the County is required to provide an electronic patient care ePCR report system to all county EMS providers.

Fiscal and Facilities Impacts:

Budgeted: No

Fiscal Analysis:

The Image Trend software, hosting and licensing for the EMS modules will be fully funded by AMR as part of the agreement for county ambulance service approved by your Board on 8/20/2013. Thus the agreement with AMR will cover the ePCR system cost for a FY 2013-14 year one amount of \$273,435. The Fire Department fire record module will be purchased for a FY 2013-14 year one cost of \$69,968. These purchases will be made through the PHD for a total purchase FY 2013-14 year one cost of \$343,403. The attached budget revision will amend the budget to allow for the purchase by the PHD through the receipt of funds from AMR and the County Fire Department.

The annual cost for years two through five will be \$59,405 (\$48,185 PHD and \$11,220 Fire Department). These amounts as appropriation and the associated revenues receivable from AMR and the County Fire Department will be included in subsequent recommended budget submittals.

Key Contract Risks:

Santa Barbara County has utilized a piggyback process to the Ventura County's agreement with ImageTrend, Inc. Contract terms are an initial five (5) year agreement with two 3-year extensions. The system is vender hosted and will contain protected health information (PHI). ImageTrend, Inc. will host the entire application and provide controlled, secure access via the Internet.

Staffing Impacts:

There are no staffing impacts associated with the approval of this ImageTrend Agreement.

Special Instructions:

Please retain one fully executed original agreement and a copy of the minute order for pick-up by PHD. Please email phdcu@sbcphd.org when documents are ready.

Attachments: Professional Services Agreement with ImageTrend, Inc.

Attachment A Project Schedule

Authored by:

John Eaglesham, Deputy Director, EMS Agency