

AMENDMENT NO. 3 TO PROFESSIONAL SERVICES CONTRACT

THIS AMENDMENT is made and entered into effective as of the ____ day of _____, 2017 ("Effective Date"), by and between the **CITY OF TACOMA**, (hereinafter called the "CITY") and **HealthConnect Consulting** (hereinafter called the "CONTRACTOR").

WHEREAS, the CITY and CONTRACTOR entered into a Professional Services Contract (the "Contract") for assistance identifying the needs of high utilizers of Fire Department emergency services and directing those patients to agencies and programs that may potentially better meet the needs of those patients, in the initial amount of \$50,000 in August 30, 2012; and

WHEREAS, due to the initial success of the TFD CARES program the CITY subsequently amended the agreement twice with the CONTRACTOR to the cumulative amount of \$1,371,970 plus tax and extended the agreement through December 31, 2016; and

WHEREAS, the parties wish to further amend the Contract to extend the duration of time for Contractor's performance thereunder.

NOW, THEREFORE, the parties hereby agree as follows:

- 1. Section 2. A. of the Contract is amended and replaced as follows:
 - A. The term of this agreement shall be from August 30, 2012, and continue through December 31, 2018.
- 2. This Amendment No. 3, extending the time for Contractor's performance, shall not entitle Contractor to any additional compensation under the Contract.

EXCEPT AS EXPRESSLY MODIFIED BY THIS AMENDMENT, ALL OTHER TERMS AND CONDITIONS OF THE CONTRACT SHALL REMAIN THE SAME AND IN FULL FORCE AND EFFECT.

IN WITNESS WHEREOF, the Parties hereto have executed this Amendment effective as of the Effective Date first written above.

City of Tacoma

HealthConnect Consulting, LLC

T.C. Broadnax, City Manager

Authorized Representative of Contractor

James P. Duggan, Fire Chief

Print Name: _____

Andrew Cherullo, Finance Director

Title: _____

Address: _____

Approved as to form:

Tax ID: 41-1941088

Debra Casparian, Deputy City Attorney

Attest:

Doris Sorum, City Clerk

Date

EXHIBIT "A"
SCOPE OF WORK
Tacoma Fire Department FD C.A.R.E.S. Program

I. PROBLEM STATEMENT

The department is invested in safely, efficiently, and effectively addressing and resolving the rising demand for non-emergent medical and behavioral health related incidents. Previously the department utilized 911 emergency response resources to meet this demand. This contract is established to develop and implement long-term solutions that appropriately address citizen medical needs in the community and continue to serve citizens in the most responsive and economical medical capacity.

II. GOAL OF THE AGREEMENT

As an investment to address the community's increasing demand for non-emergent medical assistance, this agreement will address citizen and community needs for integrated care. The program will utilize best-practices to support operations that identify, evaluate, and treat the non-emergent needs within the response area of the department as well as provide prevention care centered on the reduction of avoidable exacerbated illnesses and behavioral health episodes.

III. OBJECTIVES OF THE AGREEMENT

- a. Create, implement, and support program initiatives that meet the fire department's aim of a safe and healthy community.
- b. Deliver prevention focused interventions, and coordinate/exchange information to help citizens obtain community and health system care and resources in the most individualized, effective manner.
- c. Identify individual clients and/or multi-resident addresses utilizing EMS resources for non-emergent care or who utilize services for preventable illness and/or behavioral episodic reasons.
- d. Develop assessment, planning, facilitation, care coordination, evaluation and advocacy services that meet citizen and family health needs through communication and coordinating available resources to promote patient safety, quality of care, and cost effective outcomes.
- e. Identify clients and multi-resident addresses that would benefit from population health, wellness and prevention; and chronic care management education and establish operations to meet those needs.
- f. Expand and maximize the contribution of the inter-professional health care team in care planning and medical, behavioral or social service obtainment for citizens.
 1. Establish collaborative relationships with local area police, hospitals and other healthcare, mental health, and social service resources for patient referral and management.
 2. Establish collaborative relationships with local institutes of higher education to potentially utilize student resources in healthcare, mental health, and social work programs.

EXHIBIT "A"
SCOPE OF WORK (CONT.)

- g. Develop and support specialized skills, knowledge, and competencies of program staff including, motivational interviewing and positive relationship building, effective written and verbal communication; negotiation and brokerage of services; cost-conscious allocation of resources; client activation, empowerment, and engagement; the ability to change, perform ongoing evaluation and critical analysis, and the skill to plan, organize, and manage competing priorities effectively.
- h. Define key performance measurements for program progress and effectiveness.
- i. Recommend funding sources for program sustainability and expansion.
- j. Assist in establishing protocols, procedures and managing work flow processes for the program, including:
 - 1. Post incident follow up to citizens who access emergency medical services utilizing the 911 system for non-emergent or recurring issues.
 - 2. Referrals from EMS field responders regarding citizens in need of program services, and provide responders with follow up.
 - 3. Case management of citizens referred for assistance.
 - 4. Fall prevention program for the department, to include conducting home safety assessments and safety equipment installation.
 - 5. Maintenance of program documentation and correspondence adhering to HIPAA guidelines.

EXHIBIT "B"
2017–2018 STATEMENT OF WORK (SOW)
HealthConnect Consulting, LLC

I. TERM AND TERMINATION OF THIS SOW

This SOW shall start on January 1, 2017 and continue through December 31, 2018.

II. DESCRIPTION OF SERVICES

Background: Tacoma Fire Department is invested in safely, efficiently, and effectively addressing and resolving the rising demand for non-emergent medical and behavioral health related incidents. This Scope of Work is established to develop and implement long-term solutions that appropriately address citizen medical needs in the community, continue to serve citizens in the most responsive, and economical medical capacity, and reduce non-emergent emergency response resources.

Goal of the Agreement: HealthConnect Consulting will optimize (per the objectives of this SOW) the health of populations within TFD response area:

- a. Improved health outcomes;
- b. Promote economies of scale; and
- c. Reduce variation across the continuum

III. OBJECTIVES OF AGREEMENT

This Statement of Work (SOW) outlines the tasks and deliverables currently anticipated by the parties during the SOW term. At the direction of TFD Deputy Chief of Administration Bureau, or designee, HealthConnect Consulting, LLC (HCC) shall provide services to assist TFD FD CARES program. Because of the changing nature of the FD CARES program, the parties understand the tasks assigned, the priorities of the team, and deliverables may change as directed by the Deputy Chief of TFD. For each new assignment provided by the Deputy Chief or designee beyond this SOW, HCC shall provide a good faith estimate of the time and schedule to complete the assignment, the inputs and assistance required from TFD and third parties, any additional or different personnel required, and any other dependencies.

a. Services to be Provided:

1. Create Case Management structure for TFD CARES, including a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individuals and family's comprehensive health needs through communication and available resources to promote quality, cost-effective outcomes
 - i. Deliver telephonic Case Management Services per Personnel outlined in Section b.
 - ii. Support maximum caseload of 25 mid- to high- intensive clients per FTE outlined in Section b.
2. Assist with plan(s) to expand and maximize the contribution of TFD inter-professional health care team in care planning and medical, behavioral or social service obtainment for citizen

EXHIBIT "B"
2017-2018 STATEMENT OF WORK (SOW)

3. Establish collaborative partnerships with local institutes of higher education to promote mutual benefits and added value of experiential, integrated Population Health Management learning opportunities for students; and utilization of nursing student clinical hours/resources to help support goals of TFD CARES program:
 - i. Facilitate fieldwork for a maximum of 2 students per academic quarter or semester (class term) in accordance with university Facilitator Agreement. (Note: Experienced masters prepared registered nurse is required per university to facilitate nursing student projects).
 - ii. Ensure students projects support Goal of Agreement and support overall program initiatives
 4. Support the development of specialized skills, knowledge, and competencies of program staff including, but not limited to, motivational interviewing and positive relationship building, effective written and verbal communication; negotiation and brokerage of services; cost-conscious allocation of resources; client activation, empowerment, and engagement; the ability to change, perform ongoing evaluation and critical analysis, and the skill to plan, organize, and manage competing priorities effectively.
 5. Define key performance measurements for program progress and effectiveness.
 - i. Note: This SOW excludes data collection, analytics, and reporting. These activities will be performed by City of Tacoma, TFD Personnel
- b. **Personnel**
1. HCC shall provide the following personnel dedicated to perform Services under this SOW, included FTE:
 - i. Principal Consultant,Carolynn Morris, MN RN, shall be engaged 0.2 FTE during the SOW Term, beginning on the SOW Effective Date.
 - ii. RN Case Manager shall be engaged 0.4 FTE during the SOW Term, beginning on the SOW Effective Date.
 2. Addition HCC Personnel shall be provided at the written request or agreement of TFD (and HCC shall recommend additional Personnel as appropriate).

IV. HCC RESPONSIBILITIES

Qualifications: HCC shall ensure that its personnel any approved contractors assigned to perform Services under this SOW have the necessary qualifications, competence, and experience required to fulfill their respective responsibilities in providing the Services and deliverables detailed in this SOW.

- a. **Materials:** N/A
- b. **Methods:** HCC shall provide all tools and methods to complete the Services provided under this SOW.

V. TFD RESPONSIBILITIES

Deliverables:

- a. TFD shall provide physical workspace including ergonomic furniture, computer, printer/fax/scanner, internet connectivity and phone as well as access to required systems
- b. TFD Deputy Chief or designee shall be responsible for reviewing and approving invoices, which shall be provided in accordance with this SOW.

EXHIBIT "B"
2017-2018 STATEMENT OF WORK (SOW)

VI. PRICING AND PAYMENT

Professional Fees and Expenses: Payment shall be based on time and materials per below:

Position/Category	No. of Months	Total Estimated SOW Hours
Principal (0.2 FTE)	24	832
RN Case Manager (0.4 FTE)	24	1664

VII. TOTAL SOW AMOUNT

The total amount of the SOW shall not exceed \$94,000 per calendar year (January-December) or \$ 188,000 for the term of this SOW (January 1, 2017, through December 31, 2018).

VIII. INVOICE SCHEDULE

Services for HCC will be billed on a monthly basis based on charges above for proportionate services during a month.