


**SUMMARY OF DEPARTMENT OPERATIONAL SUPPORT CONTRACT
REQUEST TO THE HEALTH COMMISSION**

A DOS Contract is a Contract for the provision of goods or services that directly supports DPH's operations.

Contractor:	<u>Health Services Advisory Group, Inc</u> <u>3133 E. Camelback Rd., Suite 140</u>	Division/Section:	<u>DPH/SFHN – Laguna Honda Hospital</u>
Address:	<u>Phoenix, Arizona 85016</u>	Deputy Director:	<u>Roland Pickens</u> 
Contact:	<u>Mary Ellen Dalton</u> <u>Chief Executive Officer Phone: 602-801-6600</u>	DPH Administrator:	<u>Baljeet Sangha</u> 08/28/2023
		Program Administrator:	<u>Baljeet Sangha</u> Phone: 628-206-3821
		Contract Analyst:	<u>Lilly Nguyen</u> Phone: 628-271-6155

Request for approval of a new contract with Health Services Advisory Group, Inc. to perform Performance Improvement consulting services in support of the Laguna Honda Recertification project. The total proposed contract amount is \$9,922,137 which includes a 10% contingency for the term of September 1, 2023 through August 31, 2024 (12 months).

Mark only one for each question below:

- Vendor Type** For Profit Non-Profit Government
- Is the Vendor a CMD Certified LBE?** Yes No
- Purchasing Authority:** RFP Sole Source GPO
- Does DPH have other existing contracts with this vendor?** Yes No

If yes, approximately how many years has DPH been doing business with this vendor? Provide explanation, as needed.

Health Services Advisory Group, Inc. has been engaged to provide other consulting services in support of the recertification effort since 05/9/2022.

CONTRACT INFORMATION

Proposed Transaction

9/1/2023 – 8/31/2024

FUNDING SOURCES:

General Fund (LHH Operating Fund)	\$8,859,051
<u>TOTAL DPH REVENUES:</u>	\$8,859,051

12% Contingency Amount	\$1,063,086
<u>TOTAL CONTRACT AMOUNT WITH CONTINGENCY:</u>	\$9,922,137

<u>ONE-TIME UPFRONT COSTS:</u>	
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<u>ANNUAL AMOUNT OF CONTRACT*:</u>	\$8,859,051
<i>*Excludes one-time upfront/implementation costs.</i>	

[FOR PROGRAM ADMINISTRATION CONTRACTS ONLY]

Program Administrator Indirect Percent	
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**SUMMARY OF DEPARTMENT OPERATIONAL SUPPORT CONTRACT
REQUEST TO THE HEALTH COMMISSION**

A DOS Contract is a Contract for the provision of goods or services that directly supports DPH's operations.

<u>TOTAL INDIRECT EXPENSES:</u>	
<u>TOTAL DIRECT EXPENSES:</u>	

PROPOSED BREAKDOWN OF ITEMS/SERVICES

PROPOSED UNITS OF SERVICES

Unit of Service	Estimated Hours	Per hour
Quality Improvement Expert Consultant	1,500	\$420.00
Nursing Home Administrator Consultant	400	\$420.00
Director Of Nursing Consultant	1,200	\$400.00
MDS Consultant	700	\$400.00
Director of Nursing and Care Plan Consultant	800	\$400.00
Director of Nursing and QAPPI Consultant	800	\$400.00
Behavioral Health Consultant	800	\$341.00
Infection Control and Prevention Consultant	500	\$341.00
Quality Improvement Consultant	2,200	\$341.00
Quality Improvement and Education/Training Consultant	400	\$341.00
Regulatory and Closure/Transfer Plan Consultant	400	\$341.00
Quality Improvement/Dietary Consultant	900	\$341.00
Consistent Care Bedside Monitor RN	13,000	\$325.00
Senior Data Scientist	150	\$275.00
Project Coordinator	900	\$159.00

Purpose of Contract:

Health Services Advisory Group (HSAG) will provide a dedicated performance improvement team to provide the following activities: technical assistance (TA) and targeted support to LHH in order to obtain, and sustain, recertification in both the Medicare and Medicaid Provider Participation Program; Participate as a subject matter specialist in pertinent committees including but not limited to Infection Control and Prevention Committee, Environment of Care Committee, Resident Council, QAPI, and Performance Improvement Projects (PIPs) Committee; Provide consulting services for the Nursing Home Administrator, Director of Nursing, Closure Plan, Infection Prevention, QAPI, and Behavioral Health; develop curriculum and conduct instructional sessions for as needed topics as identified by LHH leadership; Provide clinical as-needed consultants for each of the 13 nursing units to assess current day-to-day staff activities and identify areas of improvement by reviewing reports, providing group training, meet with residents weekly to learn about concerns and evaluate care plans, and provide input to LHH leadership about any issue;; Develop a transition and sustainability plan with LHH leadership and staff that describes the hand-off tasks from HSAG to LHH staff and assures sustainability post re-certification for any, and all, State and Federal licensing surveys.

This list can be updated by mutual agreement between both parties.

SUMMARY OF DEPARTMENT OPERATIONAL SUPPORT CONTRACT REQUEST TO THE HEALTH COMMISSION

A DOS Contract is a Contract for the provision of goods or services that directly supports DPH's operations.

Health Services Advisory Group, Inc. (HSAG) is a privately-owned, for-profit healthcare organization, established 43 years ago in 1979. HSAG was incorporated under the laws of the State of Arizona. HSAG collaborates with clients across the country to deliver healthcare quality improvement support and services, positively impacting the healthcare of Medicare, Medicaid, and commercial populations. Areas of focus include providing technical assistance to healthcare providers to improve their services; designing and conducting scientifically sound quality of care and outcome studies; collecting, analyzing, and reporting data for quality improvement and research projects; conducting program evaluations and medical reviews; and developing and testing healthcare quality measures. Over the last four decades, HSAG has been awarded numerous contracts to provide services on state and national levels. of note, HSAG:

- Is a multi-state Quality Innovation Network-Quality Improvement Organization (QIN-QIO), serving approximately 12 percent of the nation's Medicare population by working with nursing homes, physician offices, and community coalitions to improve healthcare.
- Provides External Quality Review (EQR) services in 18 states, serving 42 percent of the nation's Medicaid population by evaluating Medicaid healthcare quality, timeliness, and accessibility of services.
- Serves as a Hospital Quality Improvement Contractor (HQIC), supporting 298 hospitals in 29 states and Washington, D.C. to reduce patient harm, improve care transitions, implement opioid stewardship, address disparities in care, and manage public health emergencies.

Performance Monitoring:

The contract will be monitored by in accordance with Hospital and network monitoring procedures by the Laguna Honda Hospital Program Manager assigned to these services.

Health Equity and Inclusion Compliance:

The Contractor will provide necessary information to comply with the Department's Office of Health Equity (OHE) requirements and will align with the citywide efforts on contract equity as overseen by the Office of Racial Equity (ORE) in the Human Rights Commission.

Listing of CEO, Board of Directors, and Owners of 10% or More of the Firm:

CEO:	Mary Ellen Dalton, President and Chief Executive Officer
Board of Directors:	Mary Ellen Dalton, President and Chair of the Board P. Craig Cornett, MPA Leonard Kirschner, MD, MPH Steven T. Kmucha, MD, JD, FACS Walter J. Nieri, MD, AGSF, FACP, CMD Jacquelyn Paige, MA Otis Wolkins
Owners of 10% or more of the Firm:	Mary Ellen Dalton, President and Chair of the Board Joellen Tenison, Executive Vice President and Chief Financial Officer