

**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: Health Services Advisory Group, Inc	Division/Section: DPH/SFHN – Laguna Honda Hospital
3133 E. Camelback Rd., Suite 140	Deputy Director: Roland Pickens ^{DS} 12/22/2022
Address: Phoenix, Arizona 85016	DPH Administrator: Baljeet Sangha ^{DS} 12/23/2022
Contact: Joellen Tenison, CPA, MBA	Program Administrator: Baljeet Sangha Phone: 628-206-3821
Chief Financial Officer Phone: 602-801-6600	Contract Analyst: Robert Longhitano Phone: 628-271-6160

Request for approval of a new contract with Health Services Advisory Group, Inc. to perform services as the Quality Improvement Experts (QIE) in support of the Laguna Honda Recertification project. The total proposed contract amount is \$2,685,107 which includes a 10% contingency for the term of November 8, 2022 through December 31, 2023 (14 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 Ordinance No. 224-22 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

11/8/2022 – 12/31/2023

FUNDING SOURCES:

General Fund	\$2,441,007
<u>TOTAL DPH REVENUES:</u>	\$2,441,007

10% Contingency Amount <i>*The standard 12% contingency amount has been adjusted to 10% to reflect Departmental budget projections.</i>	\$244,100
<u>TOTAL CONTRACT AMOUNT WITH CONTINGENCY:</u>	\$2,685,107

<u>ONE-TIME UPFRONT COSTS:</u>	
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<u>ANNUAL AMOUNT OF CONTRACT*:</u> <i>*Excludes one-time upfront/implementation costs.</i>	\$1,743,576
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[FOR PROGRAM ADMINISTRATION CONTRACTS ONLY]

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Program Administrator Indirect Percent	
<u>TOTAL INDIRECT EXPENSES:</u>	
<u>TOTAL DIRECT EXPENSES:</u>	

PROPOSED BREAKDOWN OF ITEMS/SERVICES

PROPOSED UNITS OF SERVICES

Item or Service	Estimated Hours	Rate (Hourly)
Root Cause Analysis & Action Plan Development	1,560	\$420.00 / hour
QIE Subject Matter Experts	3,120	\$420.00 / hour
Infection Preventionist		\$341.00 / hour
Quality Improvement Specialist		\$341.00 / hour
Senior Data Scientist		\$289.00 / hour
Data Coordinator	520	\$167.00 / hour
Project Coordinator	520	\$167.00 / hour
Travel (Hotel, Airfare, transportation, and Per Diem)	Actual	\$233,625
General Administrative Overhead (29.15% of Travel)	Actual	\$68,102

Purpose of Contract:

Acting as the Quality Improvement Expert, Health Services Advisory Group, Inc. (HSAG) will perform a Root Cause Analysis (RCA) which will have as its goal to determine the factors that have precluded LHH from achieving and maintaining substantial compliance with federal participation requirements at 42 C.F.R. Part 483, Subpart B and to ensure long-term substantial compliance in the future. As part of the Root Cause Analysis, identifying and defining problems; investigate and collect supporting information; and analyze and identify the root causes of each identified problem, including the findings from the multiple surveys/revisits since October 14, 2021.

In addition to the RCA, the Contractor will also assist in the development of the Action Plan; Respond to additional deficiencies with further RCA services, updating the RCA, and updating the Action Plan as required; Provide ongoing reporting services; Assist in the deliverable to present to Centers for Medicare & Medicaid Services (CMS) the progress on the action plan and applying for recertification.

The Agreement is made in accordance with the Settlement and Systems Improvement Agreement between the City and County of San Francisco, the California Department of Public Health, and the United States Department of Health and Human Services, effective November 10, 2022 as approved by the San Francisco Board of Supervisors by Ordinance No. 224-22, passed on November 8, 2022.

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;

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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.

Is an End Stage Renal Disease (ESRD) Network Organization, serving 29 percent of the nation's dialysis population to improve the quality of dialysis-related care and quality of life.

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