

Setting the Standard in Health Care Excellence

July 25, 2023

Board of Supervisors
County of Ventura
800 South Victoria Avenue
Ventura, CA 93009

Subject:

Approval of, and Authorization for the Purchasing Agent or Designee to Execute, Sales Orders OPT-0251884 and OPT-0475375, Pursuant to the Business Agreement with Cerner Corporation, to Provide the Ventura County Health Care Agency with Implementation and Integration of Amwell On Demand and Amwell Smart App. and Sublicensed Software Installation and Maintenance Services of Goliath Technologies Application Availability Monitor. Effective August 1, 2023, at a Total Cost of \$1,640,795.

Recommendations:

1. Approval of, and authorization for the Purchasing Agent or designee to sign, Sales Order OPT-0251884 (Exhibit 1) with Cerner Corporation (Cerner) to provide implementation and integration of Amwell on Demand and Amwell Smart App. effective August 1, 2023, for 60-months, with a total cost of \$1,484,127.
2. Approval of, and authorization for the Purchasing Agent or designee to sign, Sales Order OPT-0475375 (Exhibit 2) with Cerner Corporation (Cerner) to provide sublicensed installation and maintenance of Goliath Technologies software, effective August 1, 2023, for 36-months, with a total cost of \$156,668.

Fiscal Impact:

Mandatory:	No
Source of Funding:	VCMC Operating Revenues
Funding Match Required:	No
Impact on Other Departments	N/A

Summary of Annual Revenues and Costs Under these Agreements:

	<u>FY 2023-24</u>	<u>FY 2024-25</u>
Revenue:	\$524,309	\$277,093
Direct Cost:	\$524,309	\$277,093
Indirect Cost:	\$0	\$0
Net County Cost	\$0	\$0

Current Fiscal Year Budget Projections:

Current FY 2023-24 Budget Projections for Ventura County Medical Center #3300				
	Adopted Budget	Adjusted Budget	Projected Actual	Estimated (Savings/Deficit)
Expenditures	\$673,790,899	\$673,790,899	\$673,790,899	\$0
Revenue	\$665,452,626	\$665,452,626	\$665,452,626	\$0
Operational Income/(Loss)	(\$8,338,273)	(\$8,338,273)	(\$8,338,273)	\$0

Adopted Budget includes sufficient Revenues and Expenditures.
 The operational income includes "Operating Transfers In" that is primarily attributed to County contributions.

Discussion:

Sales order OPT-0251884:

Amwell provides a virtual health platform that enables integrated out of hospital & in hospital virtual health capabilities that include specific workflows and content to support provider and consumer needs. Since 2016, Cerner has embedded these capabilities into Cerner electronic health record (EHR) and patient facing products to optimize the experience for Cerner users while also extending the Amwell workflow to non-Cerner-users both inside and outside the enterprise. This enables Cerner to provide a broad set of workflows beyond the base EHR capabilities through video technology. Using telehealth, doctors and healthcare professionals can provide support for most non-life-threatening health concerns. This allows patients to take control of how and when they receive care.

This sales order is for the implementation and integration of Amwell on Demand and Amwell Smart App. Amwell is effective August 1, 2023 for 60-months, for a total cost of \$1,484,127.

Sales order OPT-0475375:

The Goliath Technology Application Availability Monitor (GAAM) performs ongoing testing of business and clinical applications that are delivered through Citrix or VMware Horizon

from remote locations. It provides proactive alerts if an application (Cerner) is down or slow so that the issue can be resolved before end-users are impacted.

Integrating GAAM into the Cerner EHR system allows the Health Care Agency Information Technology (HCA IT) professionals to troubleshoot and resolve issues, ensuring effective uninterrupted access to patient records. GAAM will enhance technical capabilities, resulting in improved end user experiences. Additionally, GAAM will assist staff in identifying the root causes of connection problems, enabling HCA IT to provide comprehensive support.

This sales order is for the sublicensed installation and maintenance of Goliath Technologies application availability monitor software. It is effective August 1, 2023, for 36-months, with a total cost of \$156,668.

This letter has been reviewed by the County Executive Office, County Counsel, Auditor-Controller's Office, IT Services and General Services Agency Procurement Services. If you have any questions regarding these recommendations, please contact Bach Nguyen, HCA Chief Information Officer, at 805-652-5762.



Barry L. Zimmerman
Health Care Agency Director

Exhibit 1 - Cerner Corporation Sales Order No. OPT-0251884

Exhibit 2 - Cerner Corporation Sales Order No. OPT-0475375