

**AMENDMENT #1 TO VENTURA COUNTY**  
**CONTRACT # HCA-ECG-AC2023**

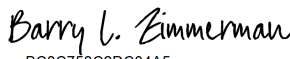
The County of Ventura (County) and Executive Consulting Group, LLC dba ECG Management Consultants ("Contractor" or "ECG") hereby agree that the agreement identified as Ventura County Contract No. HCA-ECG-AC2023 previously entered into by the parties is amended, effective January 1, 2024 as follows:

- 1. The term of this contract is extended through December 31, 2024.
- 2. Attachment A – Compensation Schedule is replaced in its entirety with the attached Attachment A – January 1, 2024 - Compensation Schedule.

All other terms and conditions remain the same.

**COUNTY OF VENTURA**

DocuSigned by:



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Signature

Barry L. Zimmerman

Printed Name

Director

Title

12/21/2023

Date

**CONTRACTOR**

DocuSigned by:



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Authorized Signature

John N. Fink

Printed Name

Partner

Title

12/20/2023

Date

## Attachment A – January 1, 2024

**Understanding the Situation/Overview**

ECG appreciates the opportunity to continue to partner with and support Ventura County Health Care Agency (VCHCA) to enhance Ambulatory Care performance, patient experience, and provider satisfaction. ECG looks forward to continuing to support VCHCA with the new Cerner Practice Management (CPM) and Experian product go-live date. ECG is prepared to present subject matter advisory expertise to support VCHCA's Information Technology Services, Project Management, and Ambulatory Care teams with Oracle Health–related initiatives. In order to drive VCHCA's success, ECG will continue to:

- Provide comprehensive operational knowledge and technical expertise on Oracle Health patient access and Experian infrastructure.
- Support a cross-functional team collaboration with stakeholders to execute on the vision, objectives, and strategy driven by executive leadership.
- Advise on and translate Ambulatory Care operational processes from design workshops to address key workflows and technology implications and ensure best practices for education, training, and adoption.

**Project Approach**

The ECG team of subject matter experts with specific experience working with and optimizing Oracle Health configuration and workflows will partner with the VCHCA Project Management Office, Information Technology Services, Ambulatory Care, and Oracle Health teams to evaluate workflows, endorse suggested changes, and plan the implementation solutions. ECG will continue to ensure technical alignment with operational needs from the future-state workflow validation, maintenance training, integration testing phases, superuser training, end-user training, cutover, and go-live.

**Component A: CPM Implementation**

Time Frame	ECG Key Deliverables
January–April	<ul style="list-style-type: none"> <li>• SME/advisory on best practices for training and conversion stages, including Oracle Health Millennium code upgrade and Common Financial Clearance (CFC) enablement</li> <li>• Confirmation of Oracle Health and Experian configuration, design, timeline, and deployment plan</li> <li>• Oversight of CPM and Experian workflow alignment strategy, change management, and integration</li> <li>• Development of training plan and key training materials</li> <li>• Oversight of training delivery for operational readiness and successful post-go-live adoption</li> <li>• Transition to ongoing internal support</li> </ul>

Component B: Reporting and Data Analytics

Time Frame	ECG Key Deliverables
January–April	<ul style="list-style-type: none"><li>SME/advisory on best practice Oracle Health KPI reporting outcomes for scheduling, registration, referral management, and revenue cycle applications</li><li>Confirmation of Oracle Health reporting system configuration and potential customization needed</li><li>Development of standard dashboard to monitor metrics on an ongoing basis</li><li>Oversight of education and training delivery</li></ul>

Over the course of the engagement, coordinating these activities will be paramount to success. To facilitate timely communication and track results, ECG will formally report progress weekly to Theresa Cho, MD. In addition, ECG anticipates frequent communication with providers, practice managers, and operational leaders through weekly and ad hoc meetings to ensure that any operational challenges are addressed in a timely fashion.

Support Roles and Assumptions

The roles and assumptions outlined below will help clearly define roles and responsibilities throughout the engagement. Revisions will be discussed and agreed upon by VCHCA leaders as appropriate.

- Jen Wing will be responsible for overseeing all project activities related to work supported by ECG resources. Jen will participate in Executive Steering Committee meetings to provide progress updates or discuss and address barriers.
- Andrew Vu will provide subject matter expertise and advisory services to assist Information Technology Services, Project Management, and Ambulatory Care in making education, training, and adoption decisions related to CPM and reporting and data analytics in a timely manner.
- Jacob Eisler will provide subject matter expertise to support the Experian and CFC enablement integration work with Oracle Health and provide updates, risks, or issues to Information Technology Services and Project Management.
- Additional ECG team members may be assigned to support the work as appropriate.
- Changes to roles and responsibilities within the scope of the engagement will be reviewed and discussed with VCHCA leadership.
- Support of the system or reporting tool configuration may be outsourced to independent contractors or similar resources as needed and not considered a part of this budget. ECG will support VCHCA in identifying these support resources.

Schedule and Budget

Jen Wing, Andrew Vu, Ben Kelsh, and Jacob Eisler will be assigned to this initiative in 2024. ECG expects the time and specific resources needed to change on a month-to-month basis and we will align our project team’s support with the needs of the project and expectations of VCHCA leadership. While we

anticipate most work to be conducted remotely, we will be available for in-person/on-site meetings as needed. Additional ECG team members may be assigned to support the work under Jen’s direction.

	Average Hours per Month	Average Monthly Budget
Average Monthly Budget (2024–2025)	150–200	\$75,000–\$85,000

**Compensation Schedule**

The professional fees charged will be determined by the actual hours worked on the engagement at the hourly rates listed in Table 1.

TABLE 1: ECG Rate Schedule Effective through September 30, 2024

Title	Hourly Rate
Partner	\$680 - \$800
Principal	\$600
Associate Principal	\$580
Senior Manager	\$560
Manager	\$450
Senior Consultant	\$370
Consultant	\$325
Senior Analyst	\$240
Analyst	\$160

ECG’s hourly rates are subject to adjustment annually on October 1 and upon a particular consultant’s promotion in rank.

ECG charges for our services based on the professional fees and project-related expenses incurred. ECG professional fees will be determined by the actual hours worked on the engagement at our standard hourly rates. We will require 30 days’ notice from VCHCA to terminate this engagement and will bill a minimum of \$32,500 per month to VCHCA to retain the time of our project team and ECG resources. Project-related expenses will include travel, phone, document production, administrative expenses, and other out-of-pocket expenses and are estimated to be between 10% and 12% of professional fees. All travel will adhere to the County expense reimbursement policy. Based on our understanding of your needs and experience with similar engagements, the professional fees and expenses will not exceed \$500,000 for calendar year 2024.

**Certificate Of Completion**

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Therese Garman

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Ventura, CA 93009

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John N. Fink

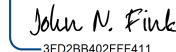
JFink@ecgmc.com

Partner

ECG Management Consultants

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Barry L. Zimmerman

Barry.Zimmerman@ventura.org

Director

Security Level: Email, Account Authentication  
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Carbon Copy Events	Status	Timestamp
Theresa Cho, MD Theresa.Cho@ventura.org CEO Ambulatory Care County of Ventura Health Care Agency Security Level: Email, Account Authentication (None) <b>Electronic Record and Signature Disclosure:</b> Accepted: 12/19/2023 9:01:45 AM ID: 91b3a1bc-2fd3-423e-92ad-d73582bb7c86	COPIED	Sent: 12/21/2023 6:29:09 AM
John Polich John.Polich@ventura.org Deputy Director Security Level: Email, Account Authentication (None) <b>Electronic Record and Signature Disclosure:</b> Not Offered via DocuSign	COPIED	Sent: 12/21/2023 6:29:09 AM
Candace McDonald candace.mcdonald@ventura.org Security Level: Email, Account Authentication (None) <b>Electronic Record and Signature Disclosure:</b> Not Offered via DocuSign	COPIED	Sent: 12/21/2023 6:29:10 AM
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Notary Events	Signature	Timestamp
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Signing Complete	Security Checked	12/21/2023 6:29:08 AM
Completed	Security Checked	12/21/2023 6:29:11 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

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At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

### **Withdrawing your consent**

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

### **All notices and disclosures will be sent to you electronically**

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

#### **How to contact Carahsoft OBO County of Ventura:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: Catherine.Bek@ventura.org

#### **To advise Carahsoft OBO County of Ventura of your new email address**

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at Catherine.Bek@ventura.org and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

#### **To request paper copies from Carahsoft OBO County of Ventura**

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to Catherine.Bek@ventura.org and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

#### **To withdraw your consent with Carahsoft OBO County of Ventura**

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to Catherine.Bek@ventura.org and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

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To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify Carahsoft OBO County of Ventura as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by Carahsoft OBO County of Ventura during the course of your relationship with Carahsoft OBO County of Ventura.