

**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**

**CONTRACTOR**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

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### **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.