

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

September 26, 2023

FROM

WILLIAM L. GILBERT, Director, Arrowhead Regional Medical Center

SUBJECT

Amendment to Contract with Huron Consulting Services, LLC for Access and Support Services of Huron Rounding Software

RECOMMENDATION(S)

Approve **Amendment No. 1 to Contract No. 18-711** for assignment of the Contract and related Business Associate Agreement from the Studer Group, LLC to Huron Consulting Services, LLC, for software access and support services for Rounding Software, increasing the contract amount by \$30,900, from \$789,197 to a total contract amount not-to-exceed \$820,097, and extending the term for six months, for a total contract period of October 1, 2018 through March 31, 2024.

(Presenter: William L. Gilbert, Director, 580-6150)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Provide for the Safety, Health and Social Service Needs of County Residents.

FINANCIAL IMPACT

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). The increased cost of \$30,900 is funded by State Medi-Cal, Federal Medicare, private insurances, and other departmental revenue. Funding sources may change in the future pending any legislative activity related to the repeal and/or replacement of the Affordable Care Act. Adequate appropriation and revenue have been included in the Arrowhead Regional Medical Center (ARMC) 2023-24 budget.

BACKGROUND INFORMATION

The Amendment with Huron Consulting Services, LLC (Huron) will allow assignment of Contract No. 18-711 (Contract), and the related Business Associate Agreement (BAA), from the Studer Group, LLC (Studer) to Huron. The Amendment will also allow ARMC to continue the use of the Rounding Software and obtain support services for the software under the Contract. The Rounding Software is a cloud-based application used by multiple hospital departments to perform audits. The purpose of the application is to ensure policies are being followed and that transparency, compliance, and safety, are being met in all areas. There are 59 available audits for use.

The Rounding Software is used to collect information such as quality of patient care, patient safety, and satisfaction, improve relationships between patient and medical care staff and validate key behaviors that achieve ARMC's goals of transparency, compliance, and safety. The software ensures consistency of questions asked by staff members to patients and collects data

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that will assist in improving the patient experience and hospital operations. The frequency of use of the Rounding Software depends on the purpose of the audit. Many audits are performed to regularly monitor staff processes. Some audits are mandated because of external audit (survey) results.

Over the past three months, an average of 12,310 audits were performed each month. Internal auditors, nurses, doctors, and other staff can access the Rounding Software tool to verify medical care is properly given. Through the use of the software, ARMC will have real-time access to trends and issues identified by employees, providers and patients.

On September 25, 2018 (Item No. 8), as the result of a competitive procurement, the Board of Supervisors approved the Contract with the Studer for software access and system support services in the amount of \$789,197 for the period of October 1, 2018 through September 30, 2023.

On September 1, 2023, Huron notified ARMC that it has acquired Studer as of December 31, 2020. Amendment No. 1 to the Contract assigns the Contract and related BAA from Studer to Huron, to transfer all duties and obligations of Studer under the Contract and BAA to, and assumed by Huron.

ARMC recommends approval of the Amendment with Huron to provide for the safety and health of county residents through the collection of data that will assist in improving the patient experience at ARMC.

PROCUREMENT

This is a continuation of a competitive procurement based on Request for Proposal 10/5/2023(RFP) No. ARMC118-ARMC-2877. The Purchasing Department continues to support the competitive nature of this procurement.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on September 6, 2023; Purchasing (Ariel Gill, Buyer III, 777-0722) on August 25, 2023; ARMC Finance (Chen Wu, Finance Budget Officer, 580-3165) on September 6, 2023; Finance (Jenny Yang, Administrative Analyst, 387-4884) on September 8, 2023; and County Finance and Administration (Valerie Clay, Deputy Executive Officer, 387-5423) on September 11, 2023.

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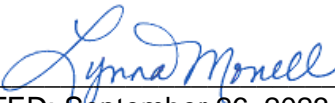
Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Jesse Armendarez

Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: September 26, 2023



cc: ARMC - Gilbert w/agree
Contractor - c/o ARMC w/agree
File - w/agree

CCM 10/5/2023