

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: Health Services Agency max

BOARD AGENDA # *B-15

Urgent

Routine

AGENDA DATE June 28, 2011

CEO Concurs with Recommendation YES NO

4/5 Vote Required YES NO

(Information Attached)

SUBJECT:

Approval for the Health Services Agency to Purchase Network and Voice-Over Internet Protocol (VoIP) Telephone Equipment, Software and Services, and Approval to Use Public Facility Fees (PFF) of \$318,103 as Partial Funding for the Project

STAFF RECOMMENDATIONS:

1. Approve the purchase of Network and Voice-over Internet Protocol (VoIP) telephone equipment, software and services by the Health Services Agency (HSA).
2. Approve the use of \$318,103 of Public Facility Fees (PFF) for partial funding of the Voice-Over Internet Protocol project.
3. Authorize the \$155,000 sole source purchase of Startel's Call Management Center.

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FISCAL IMPACT:

The total project cost for the VoIP installation for the Health Services Agency is estimated to be \$963,948 with a projected return on investment within four years. As proposed, the project would be funded with \$318,103 of Public Facilities Fees funding, \$43,500 in Public Health Emergency Preparedness funds, and the balance of \$602,345 would be absorbed in the Clinic and Ancillary division budget. Of the \$602,345 estimated balance, \$98,466 is existing internal labor costs and are not considered hard costs of the

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BOARD ACTION AS FOLLOWS:

No. 2011-395

On motion of Supervisor O'Brien, Seconded by Supervisor Chiesa

and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Withrow, DeMartini, and Chairman Monteith

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) Approved as recommended

2) Denied

3) Approved as amended

4) Other:

MOTION:



ATTEST:

CHRISTINE FERRARO TALLMAN, Clerk

File No.

STAFF RECOMMENDATIONS (Continued):

4. Authorize the Managing Director of the Health Services Agency to finalize and enter into vendor agreements associated with this project and within the project budget.
5. Direct the Auditor-Controller to increase estimated revenue as detailed in the budget journal.
6. Direct the Auditor-Controller to transfer appropriations into fixed assets in the amount as detailed in the budget journal.

FISCAL IMPACT (Continued):

project. With the migration onto VoIP, as well as the discontinuation of existing ATT Centrex services and the disconnection of unneeded PBX telephone lines, the Department is anticipating a savings of approximately \$220,000 per year, which would result in a return on investment within approximately 4 years.

DISCUSSION:

The Health Services Agency (HSA) has been maintaining its current telecommunications infrastructure at a high maintenance cost, with decreased functionality, and continued concerns of stability. Numerous calls are received daily by the HSA general operator number and direct staff lines; however, the Central Scheduling Unit, which handles patient scheduling for the Clinic and Ancillary division of HSA, answered an average of 496,664 calls per year during the period of 2006-2010. If the Central Scheduling Unit is unavailable to make appointments for clinic patients due to a telecommunications infrastructure failure, patient visit volume suffers, revenue is negatively impacted and the Agency is unable to provide prompt and responsible service to its customers. The call logging feature of the existing system is presently unreliable. The introduction and evolution of the Voice-over Internet Protocol (VoIP) technology during the last 10 years has resulted in a reliable, cost-effective solution to replace obsolete, problem-prone telecommunications infrastructure.

The Department explored several VoIP and Contact Center alternatives with varying features, levels of independence and cost, and has determined that the most advantageous alternative is one that leverages existing infrastructure. The County's Strategic Business Technology (SBT) Department has made significant investments in a highly-available VoIP infrastructure, involving multiple connections to the Public Switched Telephone Network (PSTN), redundant voice gateways, with Cisco Call Managers at multiple sites inter-connected by a high-speed data network. HSA has

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been subscribing to ATT's Centrex dial tone telephone service since its introduction into the County several decades ago. The Agency anticipates a decrease in operational expenses by moving off the ATT Centrex service and leveraging SBT's VoIP environment. Additionally, HSA has been using a Startel digital switch to provide its Central Scheduling Unit with call center capabilities and all HSA staff with voice mail services for over 14 years. Startel has an upgrade path to VoIP enabled hardware, which will leverage the County's voice platform, decrease annual maintenance costs, is scalable for spikes in call volume, and can provide integrated features as well as increased availability. Since Startel is the sole distributor of the Startel Call Management Center Healthcare Software as well as the Startel Soft Switch and is also the current provider for the Agency's call center capabilities, it has been determined (while following the County's purchasing sole source procedures) that Startel meets the requirements of a sole source provider for this project. Hence, the Agency is requesting approval to contract with Startel on a sole source basis for the following reasons:

- Embedded Health Level 7 (HL7) interface to securely exchange patient information with HSA's Electronic Medical Record system.
- Health Insurance Portability and Accountability Act (HIPAA) compliant when communicating with patients via Short Message Service (SMS) or email.
- Risk Management concerns mitigated with native recording of all calls received and not rely on a 3rd party solution to log all incoming calls.
- Migration of existing Startel configuration onto new system curtails installation cost, as well as decreases training expense for end-users and back-office staff.

In addition to the organizational telecommunications needs, there is an immediate need to replace the failing 60+ year old paging system on HSA's Scenic Drive campus. HSA's paging system was installed in the 1950's and has required repair many times in the last ten years. The main amplifier is now non-serviceable as replacement parts are no longer available. The paging system is part of HSA's safety infrastructure as it can provide an efficient and immediate notification to employees and patients in the case of an emergency. Integrating the analog speakers into the proposed VoIP system would be the most cost-effective approach. An additional benefit of this system is that the infrastructure and technology could be relocated to another physical location if that need arose in the future.

The VoIP solution would provide for the following:

- Reduced support costs by carrying internal voice traffic on the County data network, reducing service provider costs for purely internal voice traffic;
- Reduced support costs for moves, adds and changes, since phone sets are managed programmatically and can be relocated by end-users;

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- Advanced system features such as organizational phone directories on the phone set, on-device call history and logs, speakerphone, standards-compliant headset support; and
- Response, advanced call forwarding including the ability to “log into” a phone anywhere and have all calls automatically forwarded to that phone with all customizations maintained.

Use of Public Facility Fees (PFF) as a Partial Funding Source:

On April 21, 2011, HSA presented a proposal to the PFF Committee and received approval for use of \$318,103 of existing health related PFF funds for this VoIP project. In recognition that PFF funds are to be used to support growth related needs, HSA presented growth data in terms of population growth and health care access needs, some of which is included below.

During the 10 year period of 2000 to 2009, the County's birth rate was more than double its death rate having experienced on average of 7,883 births and 3,563 deaths per year. For 2010, there were 9,955 births and 3,999 deaths for Stanislaus County. According to the 2005 California Health Interview Survey as part of the County's Community Health Assessment published in 2008, over 36.3% of the respondents noted being without health insurance coverage and 33.1% reported being in need of healthcare during the previous twelve months and not being able to receive it. The results underscore the significant community need for safety net services, which have likely only deepened given the further economic downturn since the 2008 report.

For Fiscal Year 2009-2010, the Stanislaus County Community Services Agency (CSA) has reported 127,805 Medi-Cal recipients (about 25% of the County's population) an increase of over 13% since Fiscal Year 2006-2007 when approximately 22% or 110,000 of the residents of the County qualified for Medi-Cal (California's Medicaid Program) and approximately 10% or 49,000 residents qualified for Medicare.

While the HSA clinic system has a higher ratio of Medi-Cal patients to any other coverage category, the Department also serves members of the broader community for purposes related to communicable disease control through services of the Travel, Immunization, Health Screening, Tuberculosis Control and the Sexually Transmitted Disease clinics, as well as services related to community emergency preparedness. The community is also provided with health promotion and health education activities targeted to improve population health trends. Directly or indirectly, HSA services impact the entire community.

Given the aggregate population growth of approximately 151,165 in 21 years, and the significant increase in needed safety net healthcare services discussed earlier, the

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population for which the Health Services Agency is responsible for has grown dramatically.

Information technology demands directly correlate to the steadily growing County population and resulting need for increased access to public health based services. Significant information technology resource needs will continue to increase for underserved and overall County populations.

POLICY ISSUES:

Approval of this request supports the Board's priorities of A Healthy Community and Efficient Delivery of Public Services by providing an effective method of telecommunications, for day to day operations as well as in emergency situations, with a solution that provides a return on investment

STAFFING IMPACT:

Existing staff at SBT and the Health Services Agency will work together with the vendor to implement the VoIP system.

CONTACT INFORMATION:

Mary Ann Lee, Managing Director, 209-558-7163.

