



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: April 28, 2020
Subject: Purchase Order with Well Health, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the Health Services Department, an Order Form and Master Services Agreement with Well Health Inc., in an amount not to exceed \$198,400, for the license and use of Well Health's patient engagement application, for the period from May 1, 2020 through April 30, 2021.

FISCAL IMPACT:

100% Hospital Enterprise Fund I.

BACKGROUND:

The Contra Costa Health Services (CCHS) current patient engagement system utilizes a daily batching process. CCHS is thus only able to outreach to patients daily. WellApp has built in real-time integration within Epic. Case managers, providers and others will be able to directly engage a single patient, a patient cohort or our entire patient population. The current tool is causing delays in patient outreach during the COVID-19 pandemic. With just a few-week implementation timeline, CCHS will be able to use WellApp to better communicate and improve patient outcomes. The Master Services Agreement obligates the

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **04/28/2020** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: April 28, 2020

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Patrick Wilson,
925-335-8777

County to indemnify and defend Well Health Inc., against third party losses and liabilities arising out of County data in the Well Health system, and County's breach of the agreement.

CONSEQUENCE OF NEGATIVE ACTION:

Not purchasing this application will delay patient outreach. Delays are not optimal given that our health system is under extreme stress. Real-time outreach will not be possible for case managers and providers. Delays in repurposing patient canceled appoints will have a negative impact on revenue.