



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: January 18, 2022

Subject: Novation Contract Renewal #23-681-1 with Well Health, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County novation Contract Agreement #23-681-1 with Well Health, Inc., a corporation, in an amount not to exceed \$578,094 for the continued use of Well Health's patient engagement application for the period from May 1, 2021 through May 19, 2022.

FISCAL IMPACT:

Approval will result in annual expenditures of up to \$578,094 and will be funded as budgeted by the department in FY 2021-22, by Hospital Enterprise Fund I. (No rate increase).

BACKGROUND:

Before contracting with Well Health, Inc. in May 2020, the patient engagement system utilized by Contra Costa Health Services (CCHS) processed batches daily. As such, CCHS was only able to outreach to patients daily. WellApp, a patient engagement application, solves this by providing built-in real-time integration within Epic. WellApp is a HIPAA-compliant messaging and patient engagement platform that connects healthcare

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **01/18/2022** ☒ 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: January 18, 2022

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Antonia Welty, Deputy

Contact: Patrick Wilson,
925-335-8777

patient staff and patients on their existing text and messaging applications. Thus, allowing case managers, providers, and others the ability to directly engage a single patient, a patient cohort, or our entire patient population. The past tool caused delays in patient outreach during the COVID-19 pandemic. Since using WellApp, CCHS has strived for better communication which helps to improve patient outcomes.

BACKGROUND: (CONT'D)

On April 28, 2020, the Board of Supervisors approved Contract #23-681 with Well Health, Inc. for the provision of their WellApp, patient engagement application including, software licensing and support, for the period from May 1, 2020 through April 30, 2021.

Approval of novation Contract Agreement #23-681-1 will allow the contractor to continue providing services through May 19, 2022 and is retroactive due to administrative delays caused by the pandemic during the public health emergency.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, the contractor's patient engagement services will be discontinued and past invoices will not be paid, affecting CCHS patient services.