

COUNTY OF MILWAUKEE
Behavioral Health Division Administration
INTER-OFFICE COMMUNICATION

DATE: November 26, 2012

TO: Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors

FROM: Héctor Colón, Director, Department of Health and Human Services
Prepared by Paula Lucey, Administrator, Behavioral Health Division

SUBJECT: **Report from the Director, Department of Health and Human Services, Requesting Authorization to Enter into 2013 Professional Service Contracts for the Behavioral Health Division**

Issue

Section 56.30 of the Milwaukee County Code of General Ordinances requires County Board approval for professional service contracts of \$50,000 or greater. Per Section 56.30, the Director, Department of Health and Human Services (DHHS) and the Administrator, Behavioral Health Division (BHD), are requesting authorization for BHD to enter into a variety of professional service contracts for 2013.

Background

BHD uses several professional service contracts to support various essential staff activities, including dietary services, IT support, pharmacy services and medical program planning. Each of these contracts support functions that are critical to patient care and are necessary to maintain hospital, Center for Independence and Development, nursing home and crisis services licensure and paramedic services monitoring and training. A discussion of all new or renewed 2013 professional service contract recommendations follows.

Aviands, LLC

BHD issued an RFP for Dietary Services in January 2009. After the review process was concluded and the scores tallied, A'viands, LLC was the selected vendor. A'viands, LLC is a Midwest based company with headquarters in Roseville, Minnesota. They are part of the TrustHouse Services Group headquartered in Charlotte, NC. A'viands has over 2,200 employees and operates in approximately 250 facilities. They have been in business since 2003 and have a staff with extensive food service experience. A'viands has been serving in this capacity at BHD since June 2009.

In 2010, BHD received approval for a three-year contract with an option for two additional one-year renewals. BHD has worked in partnership with the vendor to improve food service delivery and work through any issues that have arisen. BHD regularly reports to the Board on this contract and the vendor has been compliant and met all expectations. Therefore, BHD is recommending an extension of this contract in the amount of \$5,416,186 annually, including labor, food and other commodities for the time frame of January 1, 2013 through December 31, 2014. This is the same contract amount as 2012 and will be adjusted based on future unit closures at BHD. A'viands, LLC has met the DBE goal of 17% and has committed to doing so in the future.

Critical Management Solutions (CMS)

In order to continue with the Joint Commission accreditation process, DHHS recommends a renewal of the contract with Critical Management Solutions to provide consultation assistance to BHD. To date, CMS has conducted various assessments and developed a comprehensive Regulatory Compliance Action Plan that outlines the policies, procedures and practices that must be revised to be fully compliant with Joint Commission and the Centers for Medicare and Medicaid requirements, along with an individualized strategy to do so. CMS has assisted with implementing the Action Plan through developing and revising policies and procedures, developing staff educational material to support the execution of these policies and procedures, assisting BHD staff with the redesign or refinement of processes as expected by policy and procedure, coaching staff in their performance and documentation of clinical activities to improve compliance with Joint Commission requirements. In addition, CMS has been providing specialized technical assistance related to pharmacy and emergency response.

BHD is recommending a one-year contract for Joint Commission and pharmacy consulting services from Critical Management Solutions, from January 1, 2013 through December 31, 2013 in a not-to-exceed amount of \$100,000.

Hochstatter, McCarthy, Rivas and Runde

In 2010, Corporation Counsel began contracting with Hochstatter, McCarthy, Rivas and Runde on behalf of the Behavioral Health Division for submission of immigration paperwork related to psychiatrists that are interested in working for BHD. BHD is currently under contract with four psychiatry physicians and is hoping to enter into an agreement with a fifth by year end. BHD's ability to offer this service has been an essential tool for recruitment of much needed psychiatrists at BHD. The initial contract was less than \$50,000 so it did not require County Board approval. BHD anticipates continuing psychiatry needs due to retirements, vacancies and a national shortage therefore BHD is recommending a two year contract with Hochstatter, McCarthy, Rivas and Runde from January 1, 2013 through December 31, 2014 in a not-to-exceed amount of \$50,000 annually.

iVisions Solutions, Inc.

iVisions Solutions, Inc, is a DBE certified, female-owned, minority business that specializes in system improvements, analyzing and managing data, and recommending solutions to effectively eliminate or rectify problem areas within information systems. Currently, iVisions Solutions, Inc. supports the Emergency Medical services (EMS) systems that scan, capture and store par-

amedic run data, maintain patient records, monitor and record paramedic dispatches and pages county-wide, and administer and manage paramedic training course enrollment, renewals and certifications.

BHD is recommending a three-year contract for IT consulting and programming services from iVisions Solutions, Inc. related to the EMS system from January 1, 2013 through December 31, 2015 in a not-to-exceed amount of \$240,142 annually.

Medical College of Wisconsin – Affiliated Hospitals

BHD contracts with the Medical College of Wisconsin – Affiliated Hospitals (MCWAH) for residency and fellowship stipends. The residents and fellows provide medical care in the hospital at BHD, with oversight and direction from BHD psychiatry staff.

BHD is recommending a two-year contract for the term from January 1, 2013 through December 31, 2014 in the amount of \$598,000. This is the same amount as in 2012. MCWAH has identified its certified DBE subcontractors and expects to exceed the 17% DBE participation commitment for the contract period.

Medical College of Wisconsin

In the 2013 Budget BHD realigned house physician staffing from being provided through the Medical College of Wisconsin (MCW) to being BHD employees. This change was a mutual agreement and will better serve BHD in terms of ability to bill for services. Therefore, this service, that was previously included in the MCW contract, is discontinued.

BHD is recommending that a total contract of \$71,294 for MCW for a Residency Director (\$59,794), bioethics consultation (\$10,000) and for Hilltop utilization review (\$1,500) be extended for the time period from January 1, 2013 through December 31, 2014. MCW has established relationships with several DBE vendors during the prior contract period. Through these continued relationships, MCW has identified sufficient qualified DBE vendors to comfortably meet or exceed the 17% commitment goal in 2013.

MobileX USA

MobileX USA provides radiology services, including x-ray, holter monitoring, EKG and ultrasound services. MobileX USA has been the on-site provider of radiology services for BHD since 1999. A two-year extension of the existing contract, in the amount of \$60,000 annually, is recommended for the period January 1, 2013 through December 31, 2014. The contract amount is unchanged from the past several years. The firm has declared its intent to meet the 17% DBE goal and has been in contact with CDBP for assistance.

Mobile Medical Specialists – Dental Services

BHD is recommending a two-year contract with Mobile Medical Specialists for dental services at BHD. In prior RFPs, Mobile Medical Specialists has been the sole respondent. Mobile Medical Specialists will provide basic dental services to BHD clients on-site. A two-year extension of

the existing contract, in the amount of \$70,200 annually, is recommended for the period January 1, 2013 through December 31, 2014.

Roeschen's Omnicare Pharmacy

Currently, Roeschen's Omnicare provides all pharmacy services to the Behavioral Health Division, including outpatient clients. In October 2012, an RFP for pharmacy services was let and BHD will be reviewing proposals in December 2012. Due to the nature of the services and their impact on direct client services, BHD is recommending an extension to the current contract with Roeschen's Omnicare Pharmacy. It is anticipated that a successful vendor will not be selected and brought to the Board for approval until early in 2013. BHD needs sufficient time to transition, if necessary, to the selected vendor. Therefore, BHD is recommending a one year contract (including a 90 day termination clause) for the term from January 1, 2013 through December 31, 2013 in the amount of \$5,090,120. This is the same amount as in 2012. Roeschen's has identified its certified DBE subcontractors and expects to exceed the 17% DBE participation commitment for the contract in 2013.

University of Wisconsin Population Health Institute – Grant Evaluation Services

University of Wisconsin Population Health Institute (UW-PHI) is an established evaluation provider known to the BHD Community Services Branch that has earned a reputation for delivery of specialized evaluation services. BHD is in need of grant evaluation services for two federal discretionary grants from SAMHSA for the final year of the grants. The evaluation component required in these grants is focused on process improvement and outcome evaluation so that the program can move toward sustainability for the future. UW-PHI will perform evaluation functions for two grants: the Milwaukee Welcomes you to Income, Sobriety, and Housing (MI-WISH), related to treatment for homeless clients and Milwaukee Linking Individuals to New Chances (MI-LINC), related to offender reentry services. BHD recommends a total grant amount of \$91,703 for the time frame for January 1, 2013 to December 31, 2013.

Dr. Laurens Young

BHD is looking to temporarily fill staff psychiatry vacancies with contract staff while recruitment efforts are ongoing. The average time to recruit a full-time psychiatrist in the current market is six to eight months, and BHD is not able to re-assign staff to cover all hours needed to sufficiently and safely fulfill all inpatient psychiatric patient care needs. Dr. Young, a fully trained senior psychiatrist, has agreed to continue to provide services on a contract basis for the Rehabilitation Center Central. This includes evaluation, diagnosis, treatment and other consultation services.

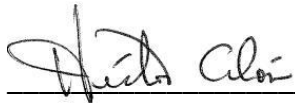
BHD is recommending a one-year contract for psychiatry services from Dr. Young, from January 1, 2013 through December 31, 2013 in a not-to-exceed amount of \$140,400. As BHD is able to fill sufficient psychiatry positions, the use of this contract will be decreased or discontinued.

Recommendation

It is recommended that the Milwaukee County Board of Supervisors authorize the Director, DHHS, or his designee, to execute the professional service agreements for 2013 identified in this report and for the amounts enumerated in the attached resolution.

Fiscal Effect

The total amount of \$11,928,045 recommended in these contracts has been budgeted in BHD's 2013 Adopted Budget. A fiscal note form is attached.



Héctor Colón, Director
Department of Health and Human Services

cc: County Executive Chris Abele
Raisa Koltun, County Executive's Office
Kelly Bablich, County Board
Patrick Farley, Director, DAS
Craig Kammholz, Fiscal & Budget Administrator, DAS
CJ Pahl, Assistant Fiscal & Budget Administrator, DAS
Antionette Thomas-Bailey, Fiscal & Management Analyst, DAS
Jennifer Collins, Analyst, County Board Staff
Jodi Mapp, Committee Clerk, County Board Staff