

**COUNTY OF MILWAUKEE  
Behavioral Health Division Administration  
INTER-OFFICE COMMUNICATION**

**DATE:** November 23, 2010

**TO:** Supervisor Lee Holloway, Chairman – Milwaukee County Board

**FROM:** Geri Lyday, Interim Director, Department of Health and Human Services

**SUBJECT: REPORT FROM THE INTERIM DIRECTOR, DEPARTMENT OF HEALTH AND HUMAN SERVICES, REQUESTING AUTHORIZATION TO ENTER INTO 2011 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 Interim Director, Department of Health and Human Services (DHHS), is requesting authorization for the Behavioral Health Division (BHD) to enter into a variety of professional service contracts for 2011.

**Background**

BHD uses several professional service contracts to support various essential staff activities, including specialized 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, Facility for Persons with Developmental Disabilities (FDD), nursing home, crisis services licensure and paramedic services monitoring and training. A discussion of all new or renewed 2011 contract recommendations follows.

*Accenture, LLP*

BHD contracts with Accenture, LLP for a variety of management information systems applications and technical assistance that, because of their specialized health care nature, have not been maintained, provided or supported by IMSD. The County Board approved this sole-source contract with Accenture, LLP in 1996, following the closure of Doyne Hospital and IMSD's decision to divest itself of health care systems support. Among other services, Accenture, LLP provides IT systems and support for patient registration, billing and hospital accounts receivables, HIPAA compliance and records management, clinical support systems, and developing new applications and reports as needed.

BHD is currently working on an Electronic Medical Record (EMR) project with the Department of Administrative Services, IMSD and the Office of the Sheriff. It is anticipated that the EMR initiative will include the majority of the functions currently performed by Accenture at BHD. That project will not be fully implemented in 2011, therefore, BHD is requesting a one-year extension to the current contract with Accenture. The contract recommendation for 2011 is \$2,139,500. Accenture has always met or exceeded the DBE subcontracting commitments required by county ordinance.

#### *Bozora Fischer Consulting Services*

Due to on-going staff psychiatry vacancies, BHD has been working with Bozora Fischer Consulting Services. Bozora Fischer Consulting Services provides fully trained consulting psychiatrist services on an as-needed basis. BHD is recommending a contract with them to provide psychiatry services for the 140-bed Rehabilitation Center Central and Hilltop units. This includes evaluation, diagnosis, treatment and other consultation services. This critical and immediate patient care need is the result of the high number of psychiatrist vacancies at BHD. The average time to recruit a full-time psychiatrist in the current market is six to eight months.

BHD is recommending a one-year contract for psychiatry services from Bozora Fischer Consulting Services, from January 1, 2011 through December 31, 2011 in a not-to-exceed amount of \$85,000. As soon as BHD is able to fill sufficient psychiatry position, the use of this contract will be discontinued.

#### *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 EMS systems that scan, capture and store paramedic run data, maintain county-wide patient records, monitor and record paramedic dispatches and pages, and administer and manage paramedic training course enrollment, renewals and certifications.

The 2011 BHD Budget included a new initiative for Education Services and Quality Assurance. This is part of BHD's on-going effort to apply for Joint Commission Certification by 2012. iVisions will be assisting in implementation of the on-line training tool.

BHD is recommending a two-year contract addition for IT consulting and programming services from iVisions Solutions, Inc. related to Joint Commission Certification from January 1, 2011 through December 31, 2012 in a not-to-exceed amount of \$20,000 annually for Joint Certification. (The total iVisions contract is \$260,142 annually).

#### *Medical College of Wisconsin*

In the 2010 Budget, BHD realigned the house physician staffing, unfunding three positions in BHD and contracting for an additional 2.95 FTE positions through the residency program. Since residents have always filled these positions, moving the funding to MCW provides a more structured and streamlined approach to help maintain flexible and consistent staffing. This initiative continues in 2011 for a total cost of \$551,500.

The Medical Resident Psychiatry Service supports the efforts of both the MCW and the BHD clinical staff working in the Psychiatric Crisis Services area. In addition, BHD contracts with MCW for \$39,500 for required medical record discharge dictations and utilization review by a psychiatrist as required by the Federal Government for Medicare regulations, \$59,794 for a Residency Director and \$10,000 for bioethics consultation.

BHD recommends a two-year contract with MCW for \$660,794 for the time period from January 1, 2011 through December 31, 2012. 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 2011.

#### *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 and long-term care areas of BHD, with oversight and direction from BHD psychiatry staff.

BHD is recommending a contract for the term from January 1, 2011 through December 31, 2012 in the amount of \$550,000 annually, which is the same as the 2010 amount. MCWAH has identified its certified DBE subcontractors and expects to exceed the 17% DBE participation commitment for the contract in 2011.

#### *Roeschen's Omnicare Pharmacy*

The pharmaceutical services contract was competitively bid in 2004, 2005, and 2008. Roeschen's Omnicare Pharmacy was the only company responding to BHD's Request for Proposal (RFP) on all three occasions.

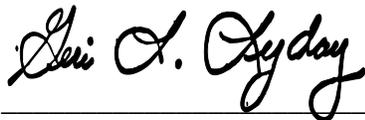
In 2009, a two-year contract with an option for two additional one-year terms was recommended. BHD is returning to extend the contract for two additional years, from January 1, 2011 to December 31, 2012. The contract amount for 2011 is recommended to be \$5,090,120, which is the same as the 2010 contract including the additional pharmaceutical costs for clients previously paid out of the Medical College outpatient purchase of service contract. Roeschen's has identified its certified DBE subcontractors and expects to exceed the 17% DBE participation commitment for the contract in 2011.

#### **Recommendation**

It is recommended that the Milwaukee County Board of Supervisors authorize the Interim Director, DHHS, or her designee, to execute the professional service agreements for 2011 identified in this report and for the amounts enumerated in the attached resolution.

**Fiscal Effect**

The total amount of \$8,785,556 recommended in these contracts has been budgeted in BHD's 2011 Adopted Budget. A fiscal note form is attached.



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Gerri Lyday, Interim Director  
Department of Health and Human Services

cc: Scott Walker, County Executive  
Cynthia Archer, Director, DAS  
Allison Rozek, Fiscal Management Analyst  
Jennifer Collins, County Board Staff  
Jodi Mapp, County Board Staff