

COUNTY OF MILWAUKEE
Behavioral Health Division Administration
INTER-OFFICE COMMUNICATION

DATE: November 7, 2011

TO: Supervisor Lee Holloway, Chairman – Milwaukee County Board

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

SUBJECT: REPORT FROM THE ACTING DIRECTOR, DEPARTMENT OF HEALTH AND HUMAN SERVICES, REQUESTING AUTHORIZATION TO ENTER INTO 2012 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 Acting Director, Department of Health and Human Services (DHHS) and the Administrator, Behavioral Health Division (BHD), are requesting authorization for the 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 2012 professional service 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 and IMSD. 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 until 2013; therefore, BHD is requesting a one-year extension to the current contract with Accenture. The contract recommendation for 2012 is \$700,000, which is a decrease of over \$1.4 million from 2011 due to the implementation of the EMR. Accenture has always met or exceeded the DBE subcontracting commitments required by County ordinance.

Critical Management Solutions (CMS)

In order to achieve the goal of being Joint Commission accredited by 2012, DHHS contracted with Critical Management Solutions to provide consultation assistance to BHD, beginning in 2011. To date, CMS has conducted an initial assessment 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. In 2012, CMS will assume the leadership role in implementing the Action Plan by 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; and coaching staff in their performance and documentation of clinical activities to improve compliance with Joint Commission requirements.

BHD is recommending a one-year contract for Joint Commission consulting services from Critical Management Solutions, from January 1, 2012 through December 31, 2012 in a not-to-exceed amount of \$80,000.

MobileX USA

MobileX USA provides radiology services, to include x-ray, holter monitoring, EKG and ultrasound services. MobileX USA had been the on-site provider of radiology services for BHD since 1999. A one-year extension of the existing contract, in the amount of \$60,000, is recommended for the period January 1, 2012 through December 31, 2012. The 2012 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.

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, 2012 through December 31, 2012 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. A fund transfer may occur later in the year to cover the costs of this contract.

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, 2012 through December 31, 2012 in the amount of \$598,000. This is an increase of \$48,000 over the 2011 amount, but is offset by a decrease in the contract amount for the Medical College of Wisconsin (Residency/Fellowship Program). MCWAH has identified its certified DBE subcontractors and expects to exceed the 17% DBE participation commitment for the contract in 2012.

Medical College of Wisconsin

Milwaukee County has been the coordinator and provider of Emergency Medical Services (EMS) for over 33 years. Since 1998, EMS has used the services of a Medical Director for medical management, coordination and direction for the entire 911 emergency response system for the county; development of formal patient care protocols, standards and policies for care and training; and supervision and direction for entities such as municipalities and private EMS service providers operating under the County's EMS Plan.

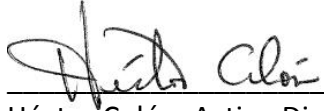
BHD is recommending an increase to the existing five-year contract for medical direction services from the Medical College of Wisconsin of \$5,000, from \$280,000 to \$285,000, to cover the additional costs of providing this service, for the period January 1, 2012 through December 31, 2013.

Recommendation

It is recommended that the Milwaukee County Board of Supervisors authorize the Acting Director, DHHS, or his designee, to execute the professional service agreements for 2012 identified in this report and for the amounts enumerated in the attached resolution.

Fiscal Effect

The total amount of \$1,863,400 recommended in these contracts has been budgeted in BHD's 2012 Adopted Budget. A fiscal note form is attached.



Héctor Colón, Acting Director
Department of Health and Human Services

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