

**RESOLUTION
ROCK COUNTY BOARD OF SUPERVISORS**

Human Services Board
INITIATED BY

Human Services Board
SUBMITTED BY



Phil Boutwell
DRAFTED BY

June 11, 2012
DATE DRAFTED

Awarding Contract to Netsmart Technologies Inc. for the Purchase of Software and Amending the 2012 Human Services Department Budget

1 **WHEREAS**, the Human Services Department (HSD) has been using CareVoyant software since 2001
2 for its demographics, admissions and billing claims; and,
3

4 **WHEREAS**, CareVoyant no longer is able to meet the needs of the Human Services Department due to
5 the evolution of behavioral health information requirements and the desire to make system improvements;
6 and,
7

8 **WHEREAS**, the Purchasing Division solicited bids for a human services client information system with
9 two firms responding (results attached); and,
10

11 **WHEREAS**, the HSD has spent considerable time and energy to examine the vendors including
12 establishing an internal steering committee, bringing the vendors in for demonstrations, reference checks
13 with other customers, and a site visit to another county that is using the recommended vendor's software;
14 and,
15

16 **WHEREAS**, the recommended software features a complete electronic health record system for all HSD
17 clients that are readily accessible to all staff who need to see them; and,
18

19 **WHEREAS**, the recommended software allows clinicians to document their notes in the electronic health
20 record as well as generate a billable charge without the need to create a paper document; and,
21

22 **WHEREAS**, the HSD believes the purchase of the recommended software known as Netsmart Avatar
23 will provide greater audit protection, better clinical services, increased efficiency in support services,
24 better data management, and cost savings.
25

26 **NOW, THEREFORE, BE IT RESOLVED** by the Rock County Board of Supervisors duly assembled
27 this 28 day of June, 2012, does hereby award a contract to Netsmart Technologies
28 Inc. for the purchase and installation of new software for the Human Services Department; and,
29

30 **BE IT FURTHER RESOLVED**, that the Human Services Department budget for 2012 be amended
31 as follows:
32

Account/Description	Budget 6/1/12	Increase (Decrease)	Amended Budget
<u>Source of Funds</u>			
36-3603-0000-47000 Transfer In	\$0	\$407,311	\$407,311
<u>Use of Funds</u>			
36-3603-0000-67200 Capital Improvements	\$70,000	\$407,311	\$477,311

12-6B-050

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Respectfully submitted,

HUMAN SERVICES BOARD

Brian Knudson
Brian Knudson, Chair

Sally Jean Weaver-Landers
Sally Jean Weaver-Landers, Vice Chair

Terry Fell
Terry Fell

William Grahn
William Grahn

Absent
Kathy Kelm

Phillip Owens
Phillip Owens

Terry Thomas
Terry Thomas

Shirley Williams
Shirley Williams

Marvin Wopat
Marvin Wopat

FINANCE COMMITTEE

Mary Mawhinney
Mary Mawhinney, Chair

Sandra Kraft
Sandra Kraft, Vice Chair

Mary Beaver
Mary Beaver

Brent Fox
Brent Fox

J. Russell Podzilni
J. Russell Podzilni

FINANCE COMMITTEE ENDORSEMENT

Reviewed and approved on a vote of 5-0

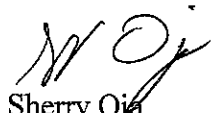
Mary Mawhinney
Mary Mawhinney, Chair

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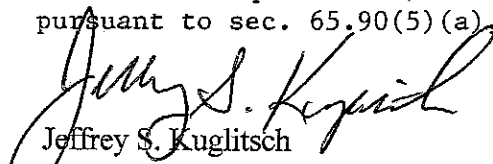
FISCAL NOTE

This resolution amends the Human Services Department's budget and authorizes a contract with Netsmart Technologies. \$70,000 is currently available in the Human Services' budget for this project. The remaining \$407,311 will come from the \$625,900 in sales tax revenue the County collected which was over and above the amount budgeted in 2011.


Sherry Oja
Finance Director

LEGAL NOTE:

The County Board is authorized to take this action pursuant to secs. 59.01 and 59.51, Wis. Stats. Professional services are not subject to bidding requirements of § 59.52(29), Stats. As an amendment to the adopted 2012 County Budget, this Resolution requires a 2/3 vote of the entire membership of the County Board pursuant to sec. 65.90(5)(a), Wis. Stats.


Jeffrey S. Kuglitsch
Corporation Counsel

ADMINISTRATIVE NOTE:

Recommended.


Craig Knutson
County Administrator

Executive Summary

The Human Services Department (HSD) currently utilizes a software system provided by CareVoyant for the storage of all client demographic and admission data, and to generate all billing claims. This system has been in use since 2001, and due to the evolution of the behavioral health information requirements, this system no longer meets the needs of our Department.

The Department performed an internal review of the requirements of a software package and then issued a Request for Proposal (RFP) to identify a replacement product for the current software system.

Two vendors responded to the proposal, both of which were brought in for demonstrations. Netsmart Technologies presented the system that best met the needs of the Department. Reference checks from other customers of the vendor were performed and a Department team made a site visit to Brown County, where the software is in use. Several Wisconsin counties have purchased this product, with additional counties in the evaluation stage. Netsmart Technologies is a national company with over 18,000 customers and a presence in all 50 states.

Netsmart's software features include management of a complete electronic health record for each client, appointment scheduling, rich data reporting, and for the ability for clinicians to enter documentation directly into the system to automatically generate the charge to the insurance companies. This last feature enhances audit protection on Medicaid (MA) claims by ensuring that for every charge there is documentation of service. HSD billed out \$10.8 million in charges in 2011, from approximately 135,000 individual billable records (all on paper).

Providing the ability to provide centralized digital clinical records will also boost service delivery by ensuring that practitioners are aware of all aspects of the consumer history. Integrating more than 10 separate Microsoft Access databases in use by the Department will provide better data reporting quality and reduce costs for Information Technology.

The total purchase and implementation price is \$477,311 with \$70,000 coming from the 2012 budget.

It is anticipated that the installation of this software will take approximately one year with completion scheduled for July 2013.

ROCK COUNTY, WISCONSIN
FINANCE DIRECTOR

PURCHASING DIVISION
FAX (608) 757-5539
PHONE (608) 757-5517



PROJECT NUMBER 2011-69
PROJECT NAME CLIENT INFORMATION MANAGEMENT SYSTEM
PROJECT DUE DATE OCTOBER 13, 2011 – 12:00 NOON
DEPARTMENT HUMAN SERVICES

	NETSMART TECHNOLOGIES GREAT RIVER NY	CLINICAL DATA SOLUTIONS DEERFIELD IL
RATER 1	115	103
RATER 2	120	84
RATER 3	110	112
RATER 4	111	106
RATER 5	118	104
RATER 6	111	111
RATER 7	115	106
TOTAL SCORE	800	726
AVERAGE SCORE	114	104

QUALIFICATIONS WERE EVALUATED BASED ON THE FOLLOWING CRITERIA:

MINIMUM QUALIFICATIONS	MAXIMUM 5 POINTS
EXPERIENCE	MAXIMUM 10 POINTS
DATA MANAGEMENT	MAXIMUM 20 POINTS
RECORDS MANAGEMENT	MAXIMUM 20 POINTS
FINANCIAL MANAGEMENT	MAXIMUM 20 POINTS
CLINICAL MANAGEMENT	MAXIMUM 20 POINTS
SEARCHING	MAXIMUM 5 POINTS
SERVICES AND SOFTWARE	MAXIMUM 15 POINTS
COST PROPOSAL	MAXIMUM 15 POINTS
TOTAL POINTS	MAXIMUM 135 POINTS

Request for Qualifications and Cost Proposals was advertised in the Beloit Daily News and on the Internet.

PREPARED BY: JODI L MILLIS, PURCHASING MANAGER

DEPARTMENT HEAD RECOMMENDATION: NETSMART TECHNOLOGIES

Charmian J. Klyne 6/13/12
SIGNATURE DATE

GOVERNING COMMITTEE APPROVAL:

Brian Knudson 8-0 6-27-12
CHAIR VOTE DATE

PURCHASING PROCEDURAL ENDORSEMENT:

CHAIR VOTE DATE

Overview

As enumerated in the executive summary the need to replace the aged and insufficient HSD data system software is significant. Even though we are faced with limited financial resources, not replacing the current system will be more of a cost burden on the department. We need to invest in a system that will reduce overhead, increase efficiencies, and improve the quality of services we provide Rock County residents.

By partnering with Netsmart Technologies, the largest Health and Human Services vendor in the nation and Wisconsin, the department will have an electronic health record system that allows us to be more cost effective today, while providing flexibility for the needs of the future. With a strong and growing community of other Wisconsin counties using Netsmart, the ability to coordinate and cooperate between departments is enhanced.

Impacts and Savings to Department

➔ Overall

- Over 250 HSD employees will utilize this system to improve the delivery of their daily responsibilities. These impacts will be detailed in subsequent points.
- Reduce materials costs by significantly cutting the number of pages printed by the department, in addition to the elimination of paper based forms.
- Enhanced ability to analyze and track data. Everyone can access data thru dashboard reports. Reduce work for IT and HSD staff.
- Compliance with federal and state mandated changes.
- Reduce IT costs by eliminating numerous Microsoft Access databases.

➔ Accounting and Billing

- Reduction of liability by eliminating false claims and billing rejections to MA.
- Quicker receipt of revenue by reducing delays between time clinician does service to issuance of claim.
- Provides for increased staff capacity to maximize revenue in other ways by allowing increased focus on billing for other services, collections etc

➔ Records Management

- Provides for a central location for all records which will reduce the significant space requirements and staffing demands that are placed upon HSD.
- Electronic Health Record will reduce latency for retrieval and risk of misplaced records.

➔ Mental Health and AODA Division

- Streamlines the delivery of services by reducing redundant paperwork required of clinicians.
- Improves the ability of the clinician to provide quality of care by providing a comprehensive health record that is easily accessible and current.