

SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	<u>Career Step LLC</u>	Division/Section	<u>DPH, SFHN</u>
Address	<u>2901 Ashton Blvd</u>	Deputy Director	<u>Roland Pickens</u>
	<u>Lehi, UT 84043</u>	DPH Administrator	<u>Diane Lovko-Premeau</u>
Contact	<u>Ted Barduson</u>	Program Administrator	<u>Tammy Higgason</u> Phone <u>628-206-6020</u>
	<u>Director of Business Development</u>	Contract Analyst	<u>Cindy Rivas</u> Phone <u>415-554-2832</u>

Request for approval of a new contract with Career Step LLC, for access to a web-based training platform for medical records staff, and physicians. The term of the agreement will be March 1, 2020 to February 28, 2025, in the amount of \$809,337 (60 months).

Profit Non-Profit LBE RFP- Number: 11-2019 Date: 05/01/19

New Renewal Mod Sole Source - Approval Date: _____

Number of years DPH has been doing business with this organization: 0

<u>CONTRACT INFORMATION:</u>	<u>Prior Transaction</u>	<u>Proposed Transaction</u>	<u>Annualized Difference*</u>
<u>Funding Sources:</u>	(new)	3/1/20 – 2/28/25	
General Fund		\$722,622	\$722,622
TOTAL DPH REVENUES		\$722,622	\$722,622
12% Contingency Amount		\$86,715	\$86,715
CONTRACT TOTAL		\$809,337	\$809,337
<i>ANNUAL AMOUNT OF CONTRACT (estimate)</i>		\$144,524	\$144,524
Agency Funds		-\$0-	-\$0-
Contract FTE		N/A	N/A

PROPOSED:

	N/A	No. of Units (Unit =Years)	Annual Unit Cost (Average)
Mode(s) of Service & Unit of Service Definition			
1 UOS = 1 year of license, maintenance, or custom education			
<i>Career Step Learning Platform Refresher/Development / CDI Learners</i>			
Implementation		1	\$3,000
Online Learning Annual Licenses Fees		5	\$28,032
Annual Maintenance		5	\$5,309
<i>Outpatient /Clinic Physician and Mid-level Practitioners Learners (optional)</i>			
Implementation		1	\$7,000
Online Learning Annual Licenses Fees		5	\$106,183
Custom Training / Custom Education (for new users)		5	\$2,000
Travel/Expenses		Actual	\$5,000
Contingency			\$86,715

Explanation of Services Change and Variances:

This is a new contract.

Monitoring Report/Program Review & Follow-up:

The contract services will be monitored by the Department as required. The SFDPH Program Administrator will be responsible for assisting and tracking all information related to the accomplishment of the project.

Nondiscrimination and Cultural Competency:

The Department will work closely with the contractor to ensure that their cultural competency plan is current and in compliance with Departmental procedures.

Other Significant Issues:

Career Step LLC was founded in 1992 the firm has grown from a single medical transcription course to a trusted online healthcare training and professional development firm. The firm offers accredited training and continuing education to individual learners, but it also partners with colleges, universities, and healthcare employers across the country. Through the contract the Department will have access to an online training platform for medical records coders, primary care physicians and other department staff involved in coding services. The platform will provide a set of training courses to medical records coding staff, Physicians and other staff. Specifically, the courses provided include a continuing education refresher course for up to 24 coding professionals, coder development learning for up to 3 staff, coding education for clinical documentation for up to 3 staff, and optionally the Department has built into the contract capacity for training for up to 400 Primary care physicians and mid-level practitioners. Offering a web based application for training for coding staff is a new initiative of the Department to achieve more accurate and efficient coding, which impacts revenue collection. Other initiatives, which have been implemented or will soon be implemented are an audit function and supplemental coding serves to deal with the backlog of un-coded charts.

Career Step LLC has an integrated technology platform that delivers quality, trusted learning content, continuing education, and certification management to new learners, healthcare professionals, and institutions. All online training can be augmented with custom on-site and remote training on topics defined by the customer.

Career Step LLC though its then training division Panacea Healthcare was selected under RFP 11-2019. During contract negotiations, the Panacea division was divested and Career Step LLC has assumed all obligations under the RFP.

Listing of Board of Directors, Owners of 10% or More of the Firm, and Executive Director

Misty Frost, Chief Executive Officer

Revelstoke owns 56%

Norwest Mezzanine Partners owns 31%

Other private investors (approximately 30, none over 10%)

Board Members:

John Hogan, Investment Partner Norwest Mezzanine Partners

Russell Casella, Managing Partner Revelstoke Capital

Jonathon Miller, Vice President Revelstoke Capital

Howard Lipshutz, Operating Partner Revelstoke Capital

Jason Owen, a sales and marketing leader

Tim Loomer, CEO of Science Interactive Group

There are 7 board members (including the CEO). There are no vacancies and there are no term limits for members.

Recommendations:

The Department recommends approval of this contract.