

Better Health for All



*Santa Clara Valley Health & Hospital System
Administration*
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DATE: December 5, 2018

TO: Honorable Members of the Board of Supervisors
Jeffrey V. Smith, M.D., J.D., County Executive

FROM: John Cookinham, Chief Financial Officer, SCVHHS

SUBJECT: HealthLink Upgrade

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John Cookinham
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On October 17, 2017, the Board of Supervisors approved an Agreement with Satellite Healthcare, Inc., relating to providing billing and revenue cycle services in an amount not to exceed \$360,000 for period November 1, 2017 through October 31, 2018, with four one-year extension options. At that time, Vice President Chavez requested an off agenda report to the Board prior to October 31, 2018 relating to upgrading the HealthLink System.

Santa Clara Valley Medical Center (SCVMC) operates an outpatient Nephrology Clinic staffed by physicians specialized in kidney disease. These physicians also direct both inpatient and outpatient renal dialysis services for patients whose kidneys are either acutely overwhelmed or chronically ineffective. Notwithstanding the myriad standards and regulations governing SCVMC operations, the SCVMC Renal Services Line is subject to many separate and distinct sets of regulations promulgated by the Centers for Medicare & Medicaid Services (CMS). In the face of these regulations most other hospital-based health systems have determined that outpatient renal care should not be part of their mission or core business. As a result, the dialysis industry has moved away from hospitals and towards large dialysis providers. However, because of SCVMC's unique role as a healthcare safety net, renal services continue to be provided to the residents of Santa Clara County. Because of the above-mentioned distinct regulations, the billing and accounts receivable requirements are unique and the qualified billing staff and software needed to process these services is limited primarily to the larger dialysis providers such as Satellite Healthcare, Inc.

Plans are underway to move Chronic Dialysis services, billing, clinical documentation, and reporting into a new module offered by Epic in their version 2018 (v2018) release. SCVMC is upgrading HealthLink to Epic v2018 on November 4, 2018. This upgrade will

bring in the new tools and technology needed to start testing the Chronic Dialysis module during Spring 2019, with a go live in November 2019.

SCVMC has executed one of the one-year extension options with Satellite Healthcare, Inc. to continue services through October 31, 2019, while Chronic Dialysis is being implemented in HealthLink. In October 2019, another one-year extension option will be executed to cover the remaining implementation timeline and allow the accounts receivable to wind down with Satellite Healthcare once all new billing is transitioned to HealthLink and our staff in November 2019.

c: Miguel Marquez, Chief Operating Officer
James R. Williams, County Counsel
Megan Doyle, Clerk of the Board
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