Operational Data Base (ODB)

Implementation services description of work

1. Definitions

Capitalized terms not otherwise defined herein have the meanings ascribed thereto in the Agreement. In addition, the following definitions apply to ODB implementation services:

- Deliverables means the specific tasks to be performed as outlined in Section 2 or may be amended through mutual agreement of the parties and execution of an amendment to this Agreement.

- Engagement means the time-period beginning on the Effective Date and concluding upon completion of the Services Description as outlined in Section 2.

- Workplan means the mutually developed and agreed upon implementation schedule to complete the Services within a reasonable time-period from the Effective Date.

2. Services description

The following sections outline the phases and services associated with implementation of relevant data (e.g. cost, volume, productivity, relevant statistics) into Covered Facility's subscribed Operational Data Base products. All project activities will be produced in accordance with the standard Vizient ODB project plan, and will be completed using a train-the-trainer approach in order to maximize knowledge transfer to those responsible for ongoing ODB data submissions and internal user support.

2.1 Project planning

Vizient will:

a) Communicate project expectations to include team structure, key roles, project interdependencies, and overall approach;
b) Develop a consolidated timeline to reflect resource allocation and project milestones;
c) Establish project communication standards including meeting schedules, status reports, and issue/change management and
d) Conduct detailed planning sessions to determine approach and requirements for completing the required components of the initial ODB data submission.

2.2. Project management

Vizient will:

a) Conduct formal project kickoff and project wrap-up sessions;
b) Develop and maintain project measurement tools. This includes monthly status reports, issue logs, and timelines and;
c) Provide oversight for issue management and resolution, work plan management, resource allocation, and project communication.

2.3 Milestones

Vizient shall complete the following milestones for each Member facility outlined implemented as part of this agreement:

Implementation Phase 1

2.3.1 <u>File Upload and Mapping</u>. This milestone provides ODB with raw data from your facility and connects the file to the ODB database. Key activities include:

- Upload and preparation of Cost Center, General Ledger (GL), Payroll, and other related files into ODB
- Mapping cost centers to the standard ODB department lexicon
- Schedule and conduct a department mapping review with Vizient Data Associate

2.3.2 <u>GL and Payroll Mapping.</u> This milestone adds detail to the General Ledger and Payroll data. Key activities include:

- GL and Payroll mapping to create a relationship between the facility GL accounts, payroll job codes, and other uploaded data to standard ODB data elements
- Schedule and conduct a GL and payroll mapping review with Vizient Data Associate

2.3.3 <u>Data Collection and Entry</u>. This milestone adds detail to the mapped department data. Key activities include:

- Completing Characteristic surveys for all mapped departments to identify operating characteristics
- Numeric Entry of volumes and statistics for all mapped departments

2.3.4 <u>Normalization</u>. During this process, department data is adjusted to include only labor, expenses and volumes for specific tasks and to align operating information for benchmarking comparisons. Key activities include:

- Identifying tasks that need to be allocated into or out of all mapped departments
- Determining the allocation amounts associated with the normalization
- Link GL and Payroll accounts associated with Normalizations
- Process and troubleshoot normalizations and system cost transfers
- Finalize normalizations

2.3.5 <u>Data Integrity Audit</u>. Validates data integrity in two stages:

- Data integrity audit (actual) – run after initial Numeric Entry of volumes and statistics is completed
- Data integrity audit (normalized) – run after Normalization milestone is completed.

2.3.6 <u>Final Data Submittal for initial quarter</u>. The final milestone of Phase 1, during this phase the ODB Coordinator will work with the Vizient Data Associate to finalize data submission so next steps can continue for report processing.

Implementation Phase 2

2.3.7 <u>Define compare group and report distribution strategy</u>. A Vizient Product Advisor will work with Member ODB Coordinator to create a relevant reporting cohort inside of ODB based on similar hospital characteristics for meaningful comparisons. Using that cohort as a basis and applying program best practices, the Vizient Product Advisor will also help the Member determine which ODB reports should be distributed inside the member organization. Deliverable is complete when Member has established a cadence for recurring report distribution.

2.3.8 <u>Define internal process for supporting ongoing data submission</u>. Vizient Data Associate, as part of ongoing training and support, will help the Member ODB Coordinator in establishing an internal routine to continue the quarterly ODB data submission process. This will include Member responsibilities in completing the deliverables outlined in implementation Phase 1 as needed for each subsequent submission.

2.3.9 <u>Complete subsequent quarter data submission</u>. Vizient Data Associate will be available for questions and general support as Member ODB Coordinator(s) assumes responsibility to complete the next quarterly ODB data submission according to the standard approach outlined in Phase 1 above.

3. Estimated timeline

ODB implementations are structured around the quarterly submission process for ODB. There are four quarterly submissions windows each year, each starting in the third week of March, June, September, and December. Vizient is prepared to begin the project in the first submission window open ***after member resources outlined in 4.e. are named and prepared to start work***. Vizient estimates the duration of the project to be approximately 3 months for each facility onboarded during Phase 1. Phase 2 duration will also be approximately 3 months when member ODB Coordinator leads data collection activities with Vizient Data Associate support. Vizient recommends no more than 4 facilities concurrently implement in any given quarter. Capacity for number of concurrently implemented facilities is contingent upon adequate support from Member ODB Coordinator team and Member ability to appropriately manage concurrent implementations.

4. Member responsibilities

a.   This services description and estimated timeline is based upon Member's cooperation and the timely performance of the following member responsibilities. Member will: commit the necessary staff resources as required for the completion of the Deliverables. Member shall use commercially reasonable efforts to work with Vizient to meet the specific time frames outlined in the Workplan. Member agrees that such deliverables shall be performed in a professional manner;

b.   Accept responsibility for the successful completion of the tasks assigned to the Member staff in the timeframes identified in the Workplan. Failure of Member to complete its assigned Deliverables in the required timeframes may result in delays to the project and/or changes in the project scope;

c.   Provide Vizient notification of any issues that may arise during this Engagement which may change the scope of the Engagement or the completion of the Engagement as planned. Member understands that any changes to staffing by Member on the project or any Deliverables not completed as scheduled by Member may impact the completion of the Engagement as scheduled;

d.   Complete all relevant training (self-paced and live training) to support each of the milestones and enable self-sufficiency after the completion of the ODB implementation; and

e.   Assign an ODB Coordinator who will be responsible for all data collection, submission and report utilization of the ODB tool. The estimated time requirements of the ODB Coordinator are a minimum of ½ of an FTE for each Covered Facility during the implementation phase, and ¼ of an FTE for ongoing data submission. However, for a member to maximize participation and get the full value of the ODB offering, we recommend ¾ to a full FTE dedicated to support the ODB program. Estimates are based on a single submission for one facility up to 300 licensed beds. Larger, or multi-facility submissions will require an additional time commitment to ensure the data submission meets quality standards and expectations. The qualifications of a ODB Coordinator are listed in Paragraph 5.

5.   ODB coordinator qualifications

The ODB Coordinator will be instrumental in ensuring that appropriate staff from within the facility participates throughout the implementation process and will work closely with the Executive Sponsor and the Vizient Inc. team to meet the established implementation schedule. Therefore, the ODB Coordinator will need to have access to, and the full support of, the Executive Sponsor.

The ideal candidate is usually an experienced member of the finance, management engineering, or decision support department. The ODB Coordinator will need to devote their utmost attention to the quality and completeness of the data during the implementation, as well as ongoing data submissions.

Qualifications

- Familiar with hospital operations.

- Working knowledge of department level functions / operations.

- Access to and solid knowledge of internal data sources such as:

  - General Ledger expense code Chart of Accounts.
  - Payroll data summarized by department and job code.
  - Quarterly or Annual Financial Statements.
  - Department Financial Responsibility Summaries.
  - Revenue and Usage Reports.

- High level knowledge of Microsoft Excel.

- Understands how to read and analyze benchmarking reports.

- Possesses analytical skills for compare group development and data analysis.

- Good rapport with senior and middle level management.

- Excellent interpersonal, communication, organization, and time management skills.

Responsibilities

- Work with the Vizient Data Associate to ensure all implementation deadlines are met.

- Map the hospital cost centers to the ODB tool that are available reporting departments.

- Map the General Ledger expense sub-accounts & payroll job codes to the appropriate data elements.

- Collect, or manage the collection of, all facility cost center level information.

- Ensure data elements are reported according to ODB guidelines.

- Serve as the facility's direct contact for all department manager needs.

- Complete the data submission by the quarterly submission deadline.

- Create compare groups for relevant benchmarking.

- Disseminate reports and coordinate / conduct department manager report training.

- Create employee awareness of the benchmarking process.

- Initiate and monitor appropriate data sharing with other facilities.

- Serve as the communication link between the hospital and other program participants.

- Set up and maintain user access to the ODB tool.

  - Review the ODB Listserver, Program Release Notes, and other communications to stay current in program updates and best practices for data submission and reporting utilization.