

Legislation Text

File #: 17-720, **Version:** 1

Presenter/Contact
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SUBJECT:

Approval of an annual contract with ESO Solutions, Inc. for the provision of software for patient reporting services on behalf of the New Braunfels Fire Department, Emergency Medical Services program.

BACKGROUND / RATIONALE:

The City of New Braunfels' Fire Department (NBFD) currently operates six front line, and two reserve, ambulances with highly trained Emergency Medical Services (EMS) personnel who provide emergency medical care to the City's residents, visitors, and surrounding community. In support of the EMS program, the Fire Department utilizes various computer software programs which perform important functions such as fire incident reporting and the generation of EMS ambulance billing when applicable.

Currently, NBFD uses the software program, FireHouse, to generate reports of fire incidents which are then communicated to a software program utilized by the City's contractor, Advanced Data Processing, Inc. a subsidiary of Intermedix Corporation, for patient reporting as required by law. In addition to patient reporting, Intermedix also provides EMS ambulance billing, accounts receivables management, and collection services on behalf of the City.

Due to recent software revisions, the Firehouse and Intermedix software systems are no longer compatible with each other so the City's EMS personnel are now required to create duplicate patient care reports to ensure compliance with State and Federal laws. The additional administrative tasks required to generate accurate patient reports create a strain on the City EMS program as it reduces available EMS staff; thereby creating the potential for City ambulances to be unable to respond to emergency calls due to insufficient staffing.

Therefore, it is recommended that an annual contract be awarded to ESO Solutions, Inc. (ESO), for the use of 'ESO Health Data Exchange' which facilitates the bidirectional exchange of a patient's protected health information between hospitals and the City for accurate and streamlined patient care reports. The sole-source, customized software was recommended by Intermedix as it provides information to their data management system that is necessary for their continued-ambulance billing and collection services on behalf of the City.

The City is seeking to enter into a one-year contract with ESO for a base contract term of that will begin upon award by City Council through October 31, 2018. Additionally, the contract will allow for 1-year renewals with mutual consent between the City and the contractor.

ESO will provide the necessary software to implement the new patient care reporting system for a cost of \$34,266 for FY 2017-18. The anticipated cost in FY 2018-19 is \$39,000 due to the addition of two modules to the system. Effective beginning in Year 3 of the contract, software fees will increase by 3% each year that the contract is in effect.

ADDRESSES A NEED/ISSUE IN A CITY PLAN OR COUNCIL PRIORITY:

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| Yes | Strategic Priorities 4: | Continue to ensure the protection of citizen's lives and property. |
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FISCAL IMPACT:

As the City's current contractor was previously providing the referenced patient reporting service, funding for the contract described above has been incorporated into the adopted FY 2017-18 budgets so there are sufficient funds available for the referenced annual contract.

Additionally, Intermedix has reduced their billing rate for the City based upon the discontinuation of their patient care reporting services and the subsequent cost savings exceed the cost of the new contract. Therefore, there will ultimately be a positive fiscal impact with the award of a new contract with ESO.

COMMITTEE RECOMMENDATION:

N/A

STAFF RECOMMENDATION:

Staff recommends approval of an annual contract with ESO Solutions, Inc. for the provision of software for patient reporting services on behalf of the New Braunfels Fire Department, Emergency Medical Services program.