Hospital Vendor Contract – Summary Sheet

1. **Name of Contract:** Nursecall Replacement with RTLS

2. **Contracted Parties:** <u>Critical Alert and Mangum City Hospital Authority</u>

3. **Contract Type Services:** <u>Full Hospital Replacement of Nurse Call System</u>

4. **Description of Services:** <u>This system will be incorporated into the new Apex Med Gas Headwall units. Each patient room will include a Patient Station (Single and Dual) Workflow Pillow Speaker with TV & LT control, Bed Jack, Equipment Auxilary Jack, Dome Light and Toilet Pull. Each procedure room will include a staff station or separate Code Blue/Staff Assist and two Dome lights. The solution provides for reduced noise in patient areas, decreases opportunity for alarm fatigue, supports safety initiatives around patient falls reduction, provides visibility or workload of our caregivers from the alarms/alerts. Includes a integrated Leadership and Hourly rounding platform. Delivers a future proof solution that can be managed with software upgrades as opposed to forklift hardware updates. Offer Self-Mangement of the technology with remote support as needed. Includes 3 Years of support and service.</u>

5. **Cost:** ☒ <u>   NA   </u> (Monthly)   -and-   ☒ <u>$160,132</u> (Total Price)

6. **Term:** <u>   3   </u> Years

7. **Termination Clause:** <u>Subject to Master Svc Agreement</u>

May 10, 2021

Daniel Coffin
Mangum Memorial Hospital
1 Wickersham Dr
Mangum, OK 73554

Dear Daniel:

Thank you for the opportunity to partner with your organization. We are pleased to present you with the attached proposal for our CommonPath™ Enterprise Platform. Our system will provide you with a solution that aligns your clinical needs with a modern foundational technology at a compelling price point.

Critical Alert's software as a service (SaaS) offering ensures that you always have the latest features, functions and security updates for your CommonPath installation. With the included data analytics, your clinical users will have the information needed to aid their decision making to achieve better outcomes and higher patient satisfaction.

Acceptance of the following proposal will provide your organization with a unified system for patients and caregivers based on the industry's most robust enterprise platform.

We look forward to the opportunity to partner and grow with your organziation.

Sincerely,

Stella Lasker

Stella Lasker
slasker@criticalalert.com
C: 501-450-0876

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Reimagining Patient Communication

Mangum Memorial Hospital
Mangum Memorial Hospital - Nursecall Replacement with RTLS

Proposal

Reimagining Patient Communications

Presented By:	**Stella Lasker**
	Email: slasker@criticalalert.com
	Phone: 501-450-0876

Issued & Valid	**Proposal Issued:** Monday, May 10, 2021	**Proposal Valid Through:** Sunday, August 8, 2021

Project Overview

Proposal Date: Monday, May 10, 2021

Thank you for your interest in working with Critical Alert. We are pleased to provide you wih the the following

The CommonPath Enterprise Platform will provide your hospital with a solution that does the following:
- Reduce Noise on the Patient Areas
- Decrease opportunity alarm fatigue
- Supports safety initiatives around patient falls reduction
- Provides visability of workload of your caregivers from the alarms/alerts
- Enables future clinical workflow transformations
- Includes a integrated Leadership and Hourly rounding platform
- Delivers a future proof solution that can be managed with software upgrades as opposed to forklift hardware updates
- Offers Self-Management of the technology with remote support as needed

Project Name

Mangum Memorial Hospital - Nursecall Replacement with RTLS

Requirements Derived From:

The following proposal is the provided for the location(s) listed below and is based on discussions and drawings provided by Daniel Coffin, Chief Clinical Officer with Cohesive Healthcare .

Location
Full hospital replacement - Medical Unit and ED
Revised 5/12/2021: Added Small Environment Server per customer request
Equipment Overview (CommonPath 400 and Procedure Room)
• Includes Custom Adapter Plates where needed and blank Plates for existing boxes no longer utilized. Any new back boxes are not included.
• Each typical Patient Room in the proposal will include up to, but not limited to, the following room devices: Patient Station (Single or Dual), Workflow Pillow Speaker with TV & LT Control, Bed Jack, Equipment Auxliary Jack, Dome Light, and Toilet Pull.
• Each typical Procedure Room will include up to, but not limited to, the following room devices: Staff Station or separate Code Blue/Staff Assist to match existing and one or two Dome Lights.
• Each Unit (based on 40 beds avg.) in the proposal will include up to, but not limited to, the following devices: Nurse Master/Console for each Unit where existing, Staff Duty Stations for Clean, Soiled, Med, Nourishment and Lounge where existing, Pull Stations and Dome Lights for Hallway Restrooms utilized by patients, and Zone Lights at intersections where required.
• Ancillary patient, or non typical inpatient rooms, will receive matching devices based on existing that may include a visual only patient station with call cord, code blue only, or other devices not previously listed as examples.

Project Overview

Proposal Date: Monday, May 10, 2021

CommonPath Enterprise 2.x Platform:

By upgrading your organizations software to the CommonPath Enterprise Multi-Tenant and High Availability Your organization's clinical team will have access to a modern, user-friendly interface that enables assignments to

Assignment Client: We focus on making the process of selecting a caregiver (from any unit/hospital), choosing their role, and assigning them to patient as simple as buying a flight online. This process has been dramatically simplified within CommonPath Enterprise with modern features such as drag-&-drop and visual calendaring.

Workflow Builder: We believe workflow design should be flexible enough to conform to each hospital's unique requirements, rather than a one-size-fits-all approach. Commonpath Enterprises' unique and flexible workflow builder bases routing and escalation of alarm notifications on assigned roles rather than on an inflexible, singular path. Finally, workflow design can be managed globally, by notification type, by unit or hospital, or even on a room-by-room basis.

Native Integrations: We leverage standards-based protocols for all of our integrations with other applications (mobile/EMR/RTLS/etc.). This allows us to be agile in our integration process and provide the most open and affordable event management platform on the market. Other companies push to utilize their proprietary standards, but we choose to stay focused on industry-standard interfaces.

Clinically relevant features available with CommonPath Enterprise:

- **Patient Safety/ Patient Fall Tools**
  - EMR integration provides visibility at the central station and auto-escalation for notifications from Fall Risk patients
  - Analytics provide predictive models that identify patients with high bed alarm volumes, and workload creation
- **Workload & Task Management**
  - **Centralized management of clinical logistics** where patient calls can be triaged with one click and routed to the appropriate caregiver with context (patient details/needs/precautions)
  - **Heatmap of patients**, indicating areas of higher-level workload (call lights), enabling the care team to better support the assignment process
- **Patient directed care** Where most systems focus on the "big-red nurse call button", we empower the patient with four levels of requests. This reduces the workload for the care team by only routing requests to the appropriate care team members. For example, "toilet" would go to the patient care tech, rather than the RN.

CommonPath Analytics Software:

CommonPath Analytics is a patient experience and clinical decision support platform that enhances actions at the point-of-care. Its patented patient data analytics engine collects and correlates patient perception, RTLS, and behavior information with nurse call and rounding activity, allowing caregivers and nurse leaders to positively impact responsiveness, purposeful rounding and patient satisfaction in real time.

The Critical Alert CommonPath Analytics platform is included with the Enterprise 2.0 upgrade and includes the following:

Project Overview

Proposal Date: Monday, May 10, 2021

- **ViewIt** – Real-Time Analytics Module with Workflow Mapping

  ViewIt enables real-time viewing of staff workload and patient behavior by hospital, unit, and/or care team. The module includes a detailed chart summarizing all room activity and a scatter graph of each call. The combination of these features identifies and records patterns of risky patient behavior such as multiple bed exits.

- **SnapIt** – Root-Cause Analysis Module

  SnapIt provides administration with root cause analysis of incidents such as falls or responsiveness complaints. Clinical leaders can view event information by unit, room, date, and time and view a complete picture of the workflow from the call light system, staff presence (including dwell time if using RTLS), and other patient activity

- **TrendIt** – Alarm & Alert Trending Module

  The TrendIt module enables users to pull historical data and easily view trends in just three clicks. Key performance indicators such as responsiveness to patient calls, call volume and notification escalations can be configured by time frame, caregiver and location.

- **Nurse Call Operational Reports Library:** Operational nurse call reports, real-time administrative dashboards and forensic auditing tools provide nurse administration with full visibility of the nurse call workflow, from initial call or alert, notification and dispatch of staff, time in room, through fulfillment of the request.

CommonPath Rounds - Leadership & Hourly Rounding Tool Subscription (Optional, Not Included):

- **LeadIt - Leader Rounding Module**

  LeadIt is a multi-disciplinary leader rounding tool that combines nurse call data with notes from prior rounds, so that end users can understand and anticipate the patient experience before rounding. Care leadership can quickly identify which patients are most at risk of lower satisfaction or represent a higher level of risk, prioritizing care for these patients first.

- **RoundIt - Patient Rounding**

  RoundIt is an hourly rounding solution, allowing individual care team members to track their rounding process and build a more comprehensive understanding of patient requests and response times across the unit. Care teams can easily capture hourly rounding notes, documenting compliance and encounter feedback.

Project Overview

Proposal Date: Monday, May 10, 2021

Patient rounding provides the hospital with transparency and collaboration for effective leadership rounding. Our patented software integrates patient request models using nurse call, RTLS, and bed data with qualitative patient feedback.

CommonPath Connect:

Mobile Notification Platform - CommonPath Connect is a flexible, mobile clinical communications solution that consolidates patient event notifications, clinical workflow, secure text, tasks, reminders, and rounding information, on a variety of edge devices. CommonPath Connect provides secure messaging on all output platforms including analog paging, tablets, iPhone, Android, etc.

CommonPath RTLS:

Scalable Locating Offering / Beyond Alert Cancellation - Critical Alert offers flexible RTLS technologies capable of

- Staff Workflow – Records the presence of caregivers in patient rooms and other key unit locations, touch free cancellation of nurse calls, automate shift changes, facilitate rounding compliance, measure response times, report time at bedside, and generate additional reports.

- Staff Duress – Helps ensure the health, safety and productivity of clinicians and other healthcare employees who are under increasing threat of physical violence or abuse by patients, visitors, and coworkers.

- Contact Tracing – Maintains location histories and interactions between patients, staff, and visitors that can be accessed upon confirmed infection or exposure to notify those at risk and take action to contain outbreaks of infectious diseases.

- Staff & Patient Workflow – Automation based upon the location of staff, patients, and equipment which accelerates workflows that would otherwise be dependent upon human interaction and data entry. Workflow automation in inpatient units reduces delays (e.g. room turnover after discharge) increases the efficiency of resources and generates capacity which can be converted into cost avoidance or incremental revenue.

- ED / Clinic Workflow – Automation of workflows and generation of alerts (e.g. patient leaves without being seen) in ambulatory care settings that reduce wait times and lead to more efficient utilization of capacity in an expensive revenue generating segment of healthcare.

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Floor	Unit	Count	Configuration	Total
	Medical Floor/ED	33	CommonPath 400: Private Room with patient station, pillow speaker (TV&LT), toilet, wired bed, equip. alarm receptacle, 6 LED dome light, assignments, phone integration, Clinical Services 1	96,492
	RTLS	33	Critical Alert RTLS (w/Nurse Call Installation)	27,225

Hardware Installation Preference (if applicable)

Full Install Provided by Critical Alert

Total Year 1	**123,717**
Software Components as a Service	8,217
Hardware Components	62,733
Professional Services & Installation	52,767

Estimated Travel Expenses Based on On-Site Services *(will be billed at actual not included in the above)*	**8,481**
CommonPath Software Subscription Year 2	8,217
CommonPath Software Subscription Year 3	8,217
Small Environment Server with monitor and UPS	11,500
Project Total with 3 years of Support and Service	160,132

Mangum Memorial Hospital

Mangum Memorial Hospital - Nursecall Replacement with RTLS

The Canopy Solution will require the existing legacy nurse call to have a data output such as paging port protocol or a wireless option. Based on the system, the hospital will be required to provide the necessary interface need to obtain the data.

Acceptance of this Proposal constitutes acceptance of the Project Assumptions included in the proposal. In no case shall Intego Software, LLC d/b/a Critical Alert be liable for indirect, special, consequential, punitive or incidental damages including loss of data, costs of recovery, lost opportunity, lost revenues or lost profits even if notified in advance of the possibility of such damages, whether arising from contract, tort law or otherwise.

Payment Terms are Net 30 from the date of invoice, late fees will apply. All projects require a 25% start-up charge and progress billing throughout the project. For solutions involving software only, software will be invoiced upon installation. Unless noted otherwise, taxes are NOT included in the proposal price. If applicable, sales taxes will need to be added to the proposed price and included in your purchase order. Any applicable taxes will be calculated and billed at the time of invoicing. Unless noted otherwise, shipping expenses are NOT included in the proposal price. Any applicable shipping expenses will be billed at actual at the time of invoicing.

This Order is subject to the Master Purchase Agreement ("Agreement") as well as the Service Management Agreement ("Support Agreement") executed between Intego Software, LLC d/b/a Critical Alert and the Customer.

By signing this Order, I certify that I am authorized to sign on behalf of the Customer and agree to the terms of this Order and any documents incorporated herein.

Intego Software, LLC d/b/a Critical Alert	
By:	
Print Name	
Title:	
Date:	

Mangum Memorial Hospital	
By:	
Print Name	
Title:	
Date:	

Clinical Services - Level 1

Clinical Workstream Manager: Every clinically integrated project requires a dedicated clinical workstream manager to ensure clinical success.

- Serve as a liaison for the clinical team throughout the project.
- Partner with clinical leadership to ensure outcomes are being met.
- **Deliverable:** Assist hospital project manager to provide weekly project updates to the clinical team, clinical deployment schedule, and align documentation to meet expectations.

New Workflow Design: New Technology provides the hospital with the opportunity to explore different pathways to receive information and provide care.

- Partner with other vendors whose products and applications are integrated to your system, such as smart phone or RTLS, to identify how they will impact the unit.
- **Deliverable:** Process Charts of all workflows designed for the hospital.

Clinical Education Support: Work with the Clinical Education team to align their requirements for education

- Partner with the Education team to create clinical education that is multi-faceted and provides an integrated understanding of new workflows
- **Deliverable:** Review and provide feedback to clinical education team on their comprehensive education plan.

On-Site Training: Lead by on-site Critical Alert Trainer we will deliver the hospital approved training package

- Classroom Style Training is included for all end users
- On-the Unit at the Elbow Coaching Go-Live
- On-site days included in proposal

Mangum Memorial Hospital

Mangum Memorial Hospital - Nursecall Replacement with RTLS

Summary of Responsibilities

Description of Service:	Critical Alert	Contractor	Owner
Equipment and/or Software Provided in Proposal	X - Critical Alert		
Drawings (CAD)			X - Owner
Submittals	X - Critical Alert		
System Training	X - Critical Alert		
Field As-Builts	X - Critical Alert		
Installation of Equipment Provided in Proposal	X - Critical Alert		
Cable Supplied	X - Critical Alert		
Installation of Cable	X - Critical Alert		
Fire Caulking/ Patching / Painting	X - Critical Alert		X - Owner
Demolition of old or existing equipment	X - Critical Alert		
Conduit/Backboxes & Installation Thereof			X - Owner
Penetrations/Sleeves/Installation			X - Owner
Tents/Sealing of Ceiling during installation			X - Owner

Interconnections with Supplied System:	Critical Alert	Contractor	Owner
Server for Supplied Software in Proposal			X - Owner
Network Drop Supplied By			X - Owner
PBX Tie - In			X - Owner
Network Connections and IP Addresses			X - Owner
VPN Access for Remote Connectivity			X - Owner
Windows and SQL Client Access Licenses			X - Owner

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THANK YOU FOR THE OPPORTUNITY

WE LOOK FORWARD TO PARTNERING WITH YOU TO HELPING YOU ACHIEVE THE
HIGHEST POSSIBLE STANDARDS IN PATIENT COMMUNICATION AND SAFETY

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