



**Health & Human Services
Agency
COUNTY OF TULARE
AGENDA ITEM**

BOARD OF SUPERVISORS

KUYLER CROCKER
District One

PETE VANDER POEL
District Two

AMY SHUKLIAN
District Three

EDDIE VALERO
District Four

DENNIS TOWNSEND
District Five

AGENDA DATE: November 5, 2019

Public Hearing Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Scheduled Public Hearing w/Clerk	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Published Notice Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Advertised Published Notice	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Meet & Confer Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Electronic file(s) has been sent	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Budget Transfer (Aud 308) attached	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Personnel Resolution attached	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s)	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>

CONTACT PERSON: Karen Elliott PHONE: (559) 624-8000

SUBJECT: Approve an agreement with Fonemed, LLC.

REQUEST(S):

That the Board of Supervisors:

1. Approve the agreement with Fonemed, LLC. to provide after-hours nurse triage call-in services for patients in an amount not to exceed \$21,000 retroactive to July 1, 2019 through June 30, 2022. This agreement is retroactive due to delays in negotiation of the terms and in receiving signatures from the vendor. It was impracticable for the Board to take action prior to July 1, 2019 due to the time needed to process, prepare, and submit the agenda item;
2. Find that the Board had the authority to enter into this proposed agreement as of July 1, 2019 and that it was in the County's best interest to enter into the agreement on that date; and
3. Authorize the Chairman of the Board to sign two (2) copies of the agreement.

SUMMARY:

The Public Health Branch is requesting an agreement with Fonemed, LLC. to provide after-hours nurse triage services for the County of Tulare Health Care Centers. Fonemed, LLC. has been instrumental in enhancing patient access to care and complies with all applicable federal, state, and local laws, rules and regulations including Health Insurance Portability and Accountability Act.

The services provided by Fonemed, LLC. are a critical component of health operations. Fonemed, LLC.'s after-hour services enable patients to speak with a live

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person and receive timely and quality clinical services. Through this service, patients are able to access care at the time of need and receive treatment before their medical issues worsen, thus making this service a vital piece to improving patients' quality of life. Another benefit of Fonemed, LLC. services is the ability to speak directly to a nurse after business hours which often diverts the patient from unnecessary emergency room visits and may result in reduced health care costs. Due to extended coverage limitations with the current medical provider staff, outsourcing an after-hours triage service is crucial for the continuity of care to patients. Fonemed, LLC. is staffed with highly skilled medical professionals with various medical practice experiences which is essential to delivering quality services.

The Tulare County Health Care Centers are required to provide after-hours coverage to address urgent medical conditions on a 24-hour basis to be compliant with both their Federally Qualified Health Center Look-A-Like and Patient Centered Medical Home designations. Fonemed, LLC. has been providing this service and helping to meet these standards since 2015. This service is available to the over 7,300 health care center patients served annually.

FISCAL IMPACT/FINANCING:

The Fonemed, LLC, services agreement reflects a total contract amount not to exceed \$21,000 for the three (3) year term and will be included in the Visalia Health Care Center Unit 3014 budget, object line 7043-Professional and Special services as follows; \$7,000 will be included in the Fiscal Year 2019/2020 budget, \$7,000 will be included in Fiscal Year 2020/2021 proposed budget, and \$7,000 will be included in Fiscal Year 2021/2022 proposed budget. The expense will be covered by program revenues from medical reimbursements. There will be no net County cost to the General Fund.

LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:

The County's five-year strategic plan includes better Organizational Performance and Quality of Life. The project will improve patient access to care and allow medical staff to work more cohesively to improve organizational performance.

In reference to the aforementioned summary, the Public Health Branch is committed to improving access to health care service and reducing health care costs. Providing this nurse triage service will allow patients to receive the after-hours care needed and decrease the number of unnecessary emergency room visits, which can ultimately improve patient's access to care, the quality of life, and reduce overall health care costs.

ADMINISTRATIVE SIGN-OFF:



Karen M. Elliott
Director of Public Health

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cc: County Administrative Office

Attachments Agreement

**BEFORE THE BOARD OF SUPERVISORS
COUNTY OF TULARE, STATE OF CALIFORNIA**

**IN THE MATTER OF APPROVE AN
AGREEMENT WITH FONEMED, LLC.**

) Resolution No. _____
) Agreement No. _____
)
)

UPON MOTION OF SUPERVISOR _____, SECONDED BY
SUPERVISOR _____, THE FOLLOWING WAS ADOPTED BY THE
BOARD OF SUPERVISORS, AT AN OFFICIAL MEETING HELD _____
_____, BY THE FOLLOWING VOTE:

AYES:
NOES:
ABSTAIN:
ABSENT:

ATTEST: JASON T. BRITT
COUNTY ADMINISTRATIVE OFFICER/
CLERK, BOARD OF SUPERVISORS

BY: _____
Deputy Clerk

* * * * *

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3. Authorized the Chairman of the Board to sign two (2) copies of the agreement.