



OREGON HEALTH NETWORK

Orientation 1: Welcome to OHN!

Agenda

1. **Welcome & Introductions** (5 minutes)
2. **Oregon Health Network** (5 minutes)
 - *Who we are*
3. **What is the OHN “Network”** (10 minutes)
 - *A 30k View: How it works?*
4. **OHN Participation** (5 minutes)
 - *Key value and benefits of participation*
5. **FCC RHCPP** (15 minutes)
 - *Recap of the program*
 - *Overview of the 5-step process*
 - *What you can and should do to help the process move along*
6. **Recap & Next Steps** (5 minutes)
 - *Next RHCPP orientations*
 - *Resources*
7. **Q&A** (15 minutes)

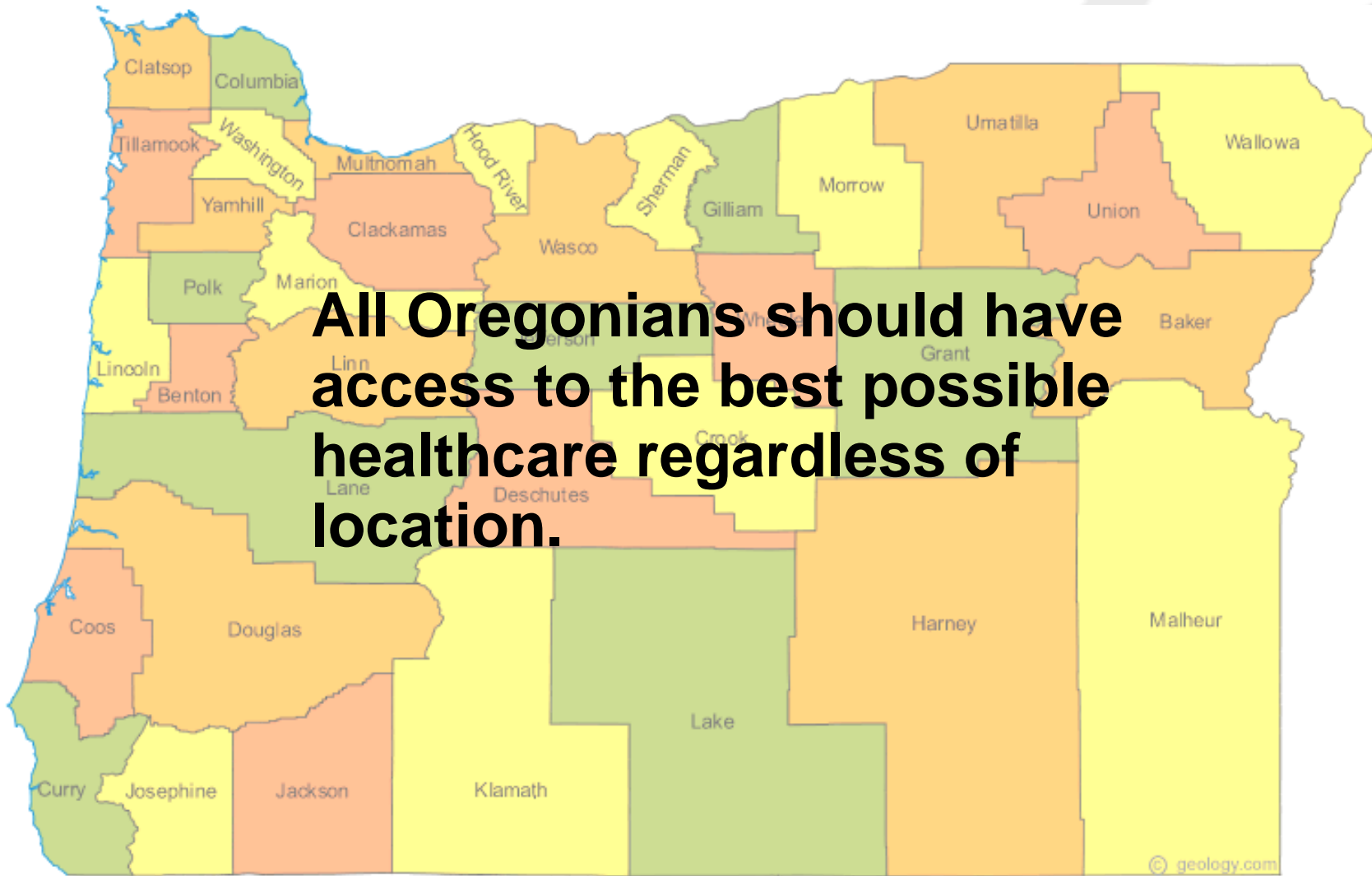
Oregon Health Network

Who we are

Kim Lamb, Executive Director



Why are we doing this?



Profile of OHN

- ***501(c)(3) membership-based organization, building Oregon's first state-wide telehealth network in Oregon***
- ***5th largest recipient of the FCC's Rural Health Care Pilot Program (\$20.182m)***
- ***\$3.8m investment from State agencies to assist in raising required matching funds, operational support, and pre-payment of participation fees for community colleges for 2 years***
- ***Visionaries/early adopter engagement and support***
 - Department of Community College & Workforce Development
 - Department of Human Services/Oregon Health Authority
 - Governor's Office
 - Oregon Association of Hospitals & Health Systems
 - Oregon Business Development Department
 - Oregon Department of Education
 - Oregon Health & Science University
 - Telehealth Alliance of Oregon (TAO)

Who we aren't

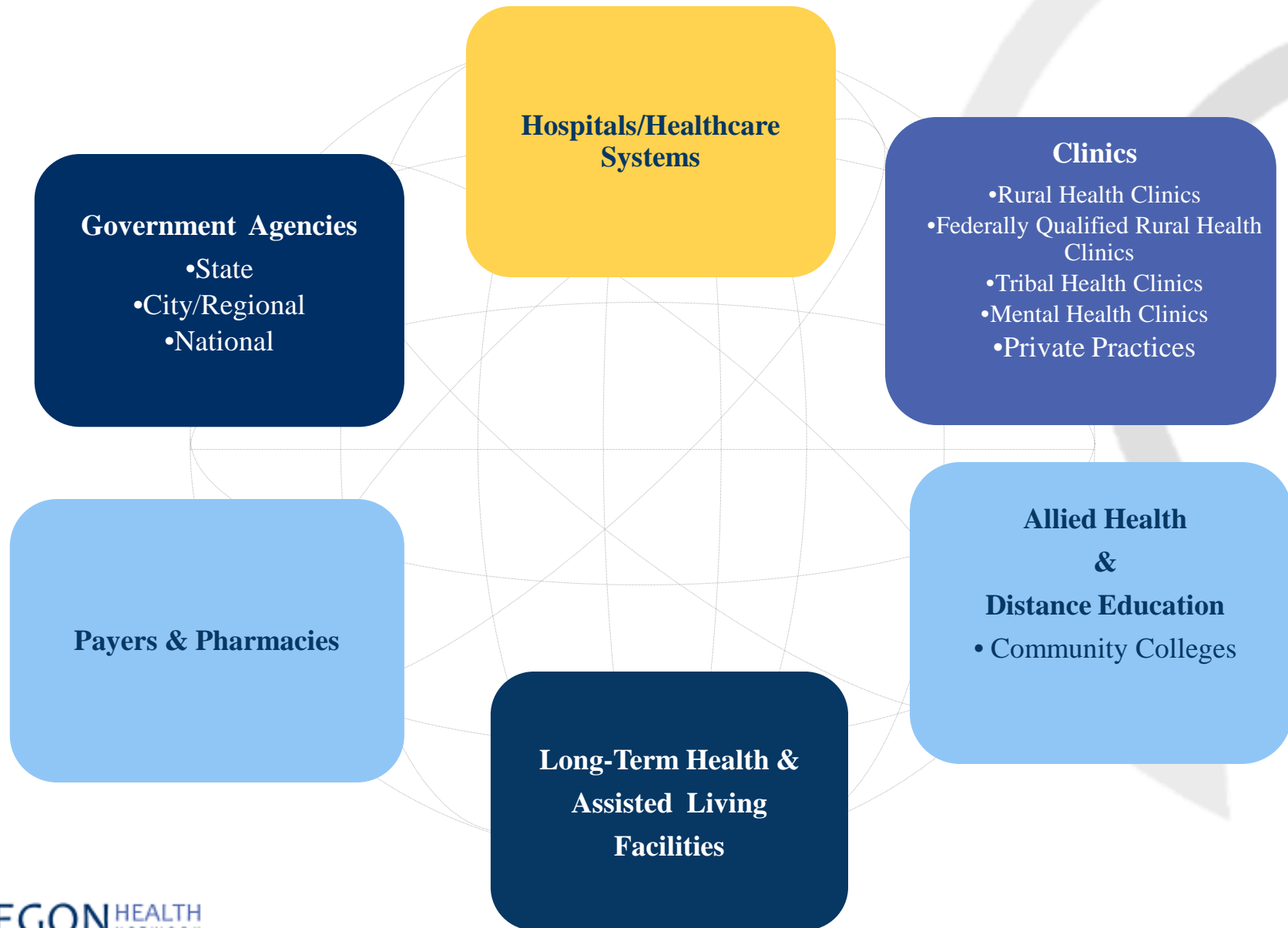
- *The FCC Rural Health Care Pilot Program*
 - OHN is an awardee of the RHCPP
 - We are purely the administrators of the project for Oregon; and the first project for OHN



Why are we doing this?



Who do we serve?



OHN Network Overview

A 30,000-foot view of OHN's network of networks

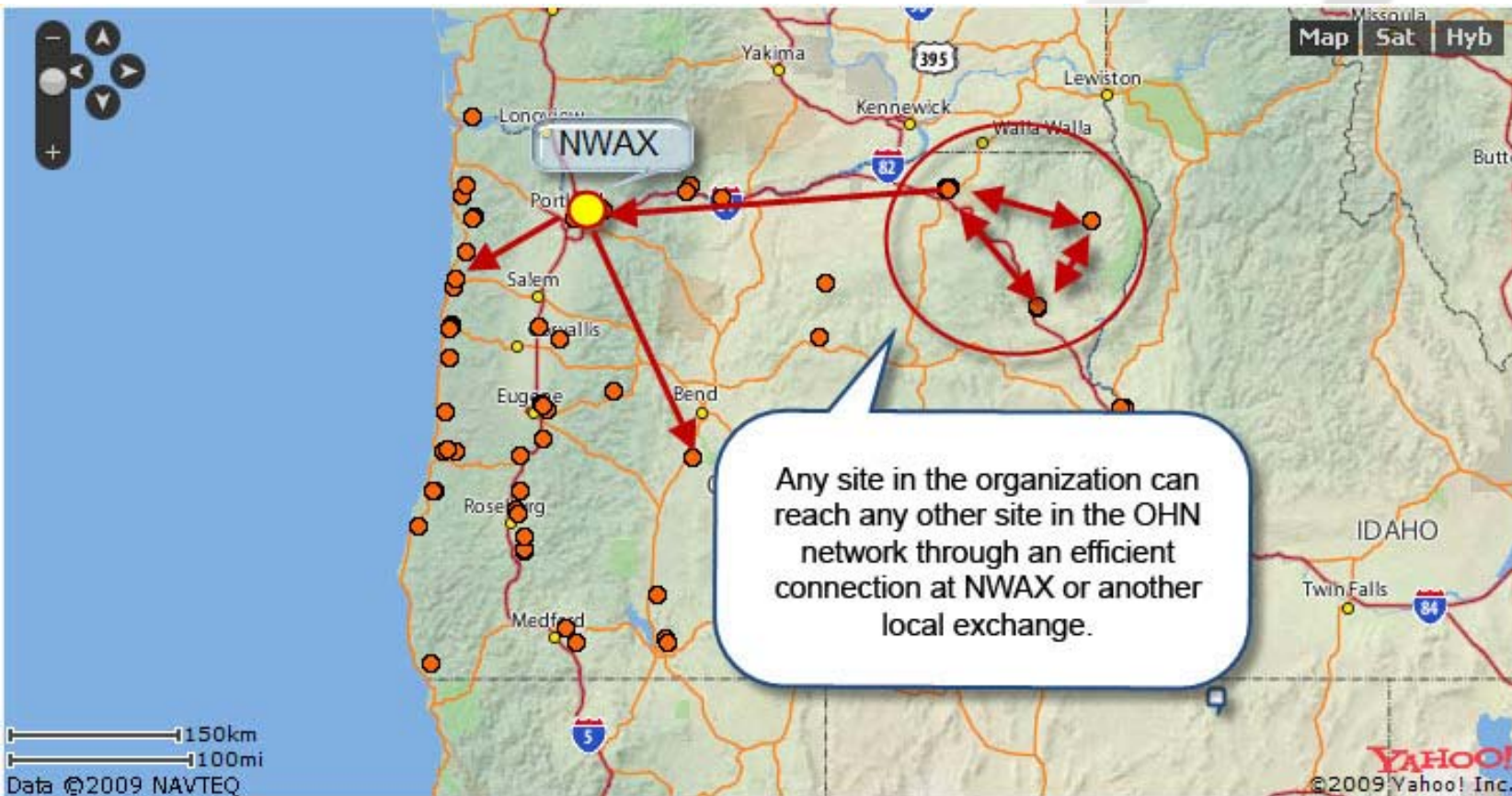
Peter Trnavskis, OHN IT Project Manager

The OHN Network

- 1. A “consortium” network that will support all health care and health care education providers regardless of eligibility/status**
- 2. Leased services network; 10 mbps minimum**
- 3. Vendor connections peer at Northwest Access Exchange in downtown Portland**
- 4. Network Operations Center (NOC)**
 - Monitor participant connections 24/7 to ensure that telco/vendors live up to strict service level agreements (SLA's):
 - Availability
 - Voice
 - Image

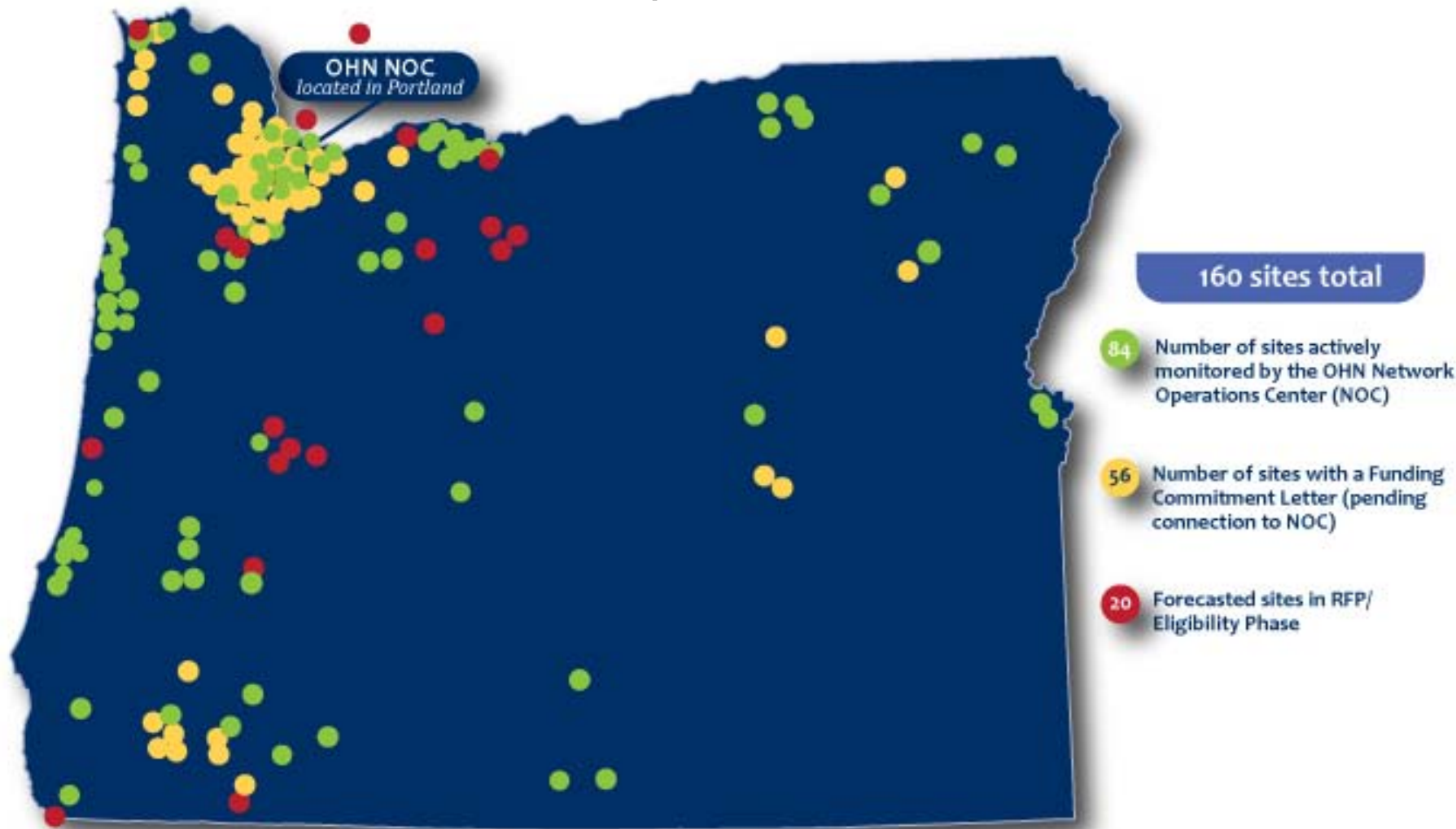
OHN: A Network of Networks

1. OHN Network Design



OHN's Managed Network: Current Status

1 OHN connection = Access to 159 provider locations statewide



OHN Network: Key Points

- **What about security?** Provider sites are given the flexibility to choose an end-to-end security method appropriate for their organization.
 - Much like an ISP, we do not provide network security--only a consistent high quality connection.
- **Traffic Stays in Oregon:** All Oregon network traffic local by utilizing multiple Internet Exchanges such as NWAX and local exchanges in Redmond and Medford.
- **3rd party Monitoring at NOC:** The OHN Network Operations Center (NOC) acts as an independent entity and monitors the network to ensure:
 - That each telecommunications vendor meets the contractually committed quality of service on its portion of the network.
 - The quality and health of the network 24/7 and will open trouble tickets with a service provider on behalf of the client if a problem is detected.
 - Provides unique quality assurances that support state of the art healthcare applications.

OHN Participation

Value and Benefits of Annual Participation

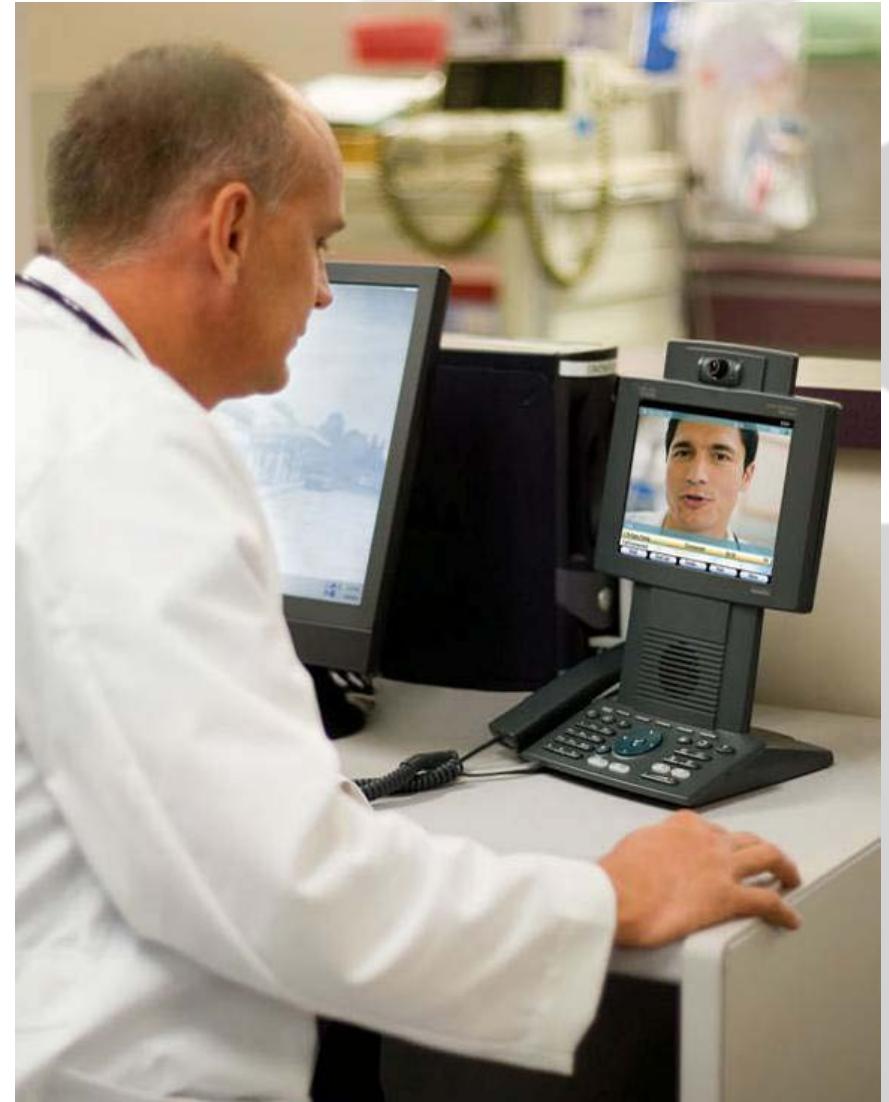
Kim Lamb, Executive Director

OHN Membership: Value of participation

- ✓ ***Access to Oregon's First State-Wide Managed Health Network***
 - Ability to expand referral patterns and health care education
- ✓ ***Access to the \$20.2 million dollar FCC RHCPP subsidy***
- ✓ ***Hosted Solutions/Services***
- ✓ ***Federal & State Advocacy & Growing Support***

OHN: Benefits of participation

- ***Through the RHCPP*** Opportunity to have 100% high-quality broadband installation costs covered; minimized transport costs
- ***Keeping Patients, Providers in the Community (reduce costs, increase revenue)***
 - Workforce development
 - Economic development
- ***Support current & future telemedicine applications goals and HIT programs***
- ***State-wide referral partnerships to support facility and surrounding community***



Needs & Uses: What we've learned

- ***Telemedicine & HIT Applications***

- Utilize video conference technology for training or consultations
- Utilize new technologies dependent upon high-speed, reliable broadband technology
- Most common uses/interests:
 - Continuing medical education (CME)
 - Diagnosis (teleradiology; telepsychiatry, telestroke, routine clinical consultations etc.)
 - Emergency consultation & triage
 - Follow-up
 - Administrative

- ***Operational Efficiency***

- Improve file transfer times
- Ability to bring in services from other partners that were previously unavailable due to bandwidth constraints
- Faster and more reliable connectivity to data center/server locations for improved processing times

- ***Increase and/or Improve upon State-wide Referral Patterns***

- Hospitals
- Clinics
- Payers
- Public Health
- Community Colleges
- Allied Health/Long-term Care Facilities
- Pharmacies

FCC Rural Healthcare Pilot Program (RHCPP)

Background of the program, requirements and deadline

Kim Lamb, Executive Director

RHCPP: What is it?

What is the Rural Health Care Pilot Program (RHCPP)?

- The RHCPP was established by the FCC to deploy a state or regional dedicated broadband healthcare network
 - 69 projects were awarded funding; representing 42 states and 3 territories
 - \$417 million in total funding
 - OHN was awarded 5th largest award - \$20.2m
- Shared cost reimbursement program for non/recurring telecommunications charges
 - No funds for operations/administration
- Not a grant; a subsidy from the Universal Services Fund (USF)
- 5 year program
 - All funds must be contracted by June 2012
 - Expenditures over five years (May 2014)

RHCPP: What is it? Cont.

What are the requirements and payouts of the RHCPP program?

- 85% subsidy paid to telecommunications vendors (non/recurring costs)
 - OHN pays 15% match for non-recurring
 - OHN participant (site) pays 15% match for monthly recurring costs over the course of the 5 year program
- Competitive bidding – no exceptions
 - Learn more at <http://www.oregonhealthnet.org/resources/fcc>

Who is qualified to participate and receive RHCPP subsidy Funding?

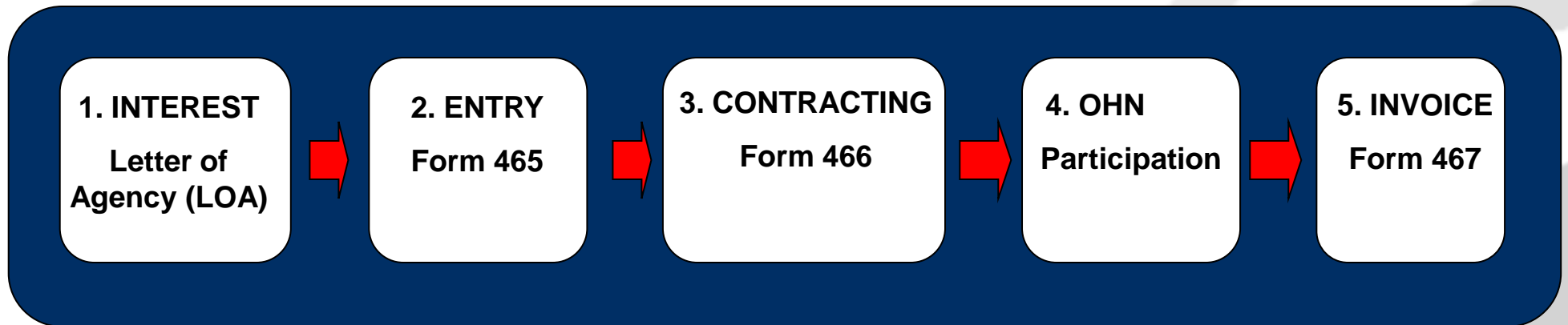
- Eligible for RHCPP Funding
 - All non-profit hospitals
 - All non-profit clinics & emergency room facilities
 - All certified Medicare providers
 - All Community Colleges
 - For Health Education Programs
- Eligibility does not ensure funding. All final contract awards must be approved by you, USAC/FCC and OHN for a variety of value and sustainability based factors.

RHCPP: Mapping the Process

Navigating the 5-step process

Kim Klupenger, Operations Director

RHCPP: Mapping the 5-Step process



- **Timeline:** Due to a highly interdependent program process, this process can take upwards of 3-6 months to complete:
 - *You*
 - *OHN*
 - *USAC/FCC*
 - *Your vendor*

RHCPP: Preparation & Expectations

What you can do to help expedite the process:

1. *Getting the right people within your organization involved and ready from the beginning*

- Leadership Oversight/Support
- Administrative
- Technology
- Legal

2. *An RFP that stays together – gets out to bid together!*

- The highly interdependent nature of the RHCPP= we all impact one another
 - **Your Organization + other RFP sites + Vendors + OHN + USAC**

RHCPP: Mapping the Process

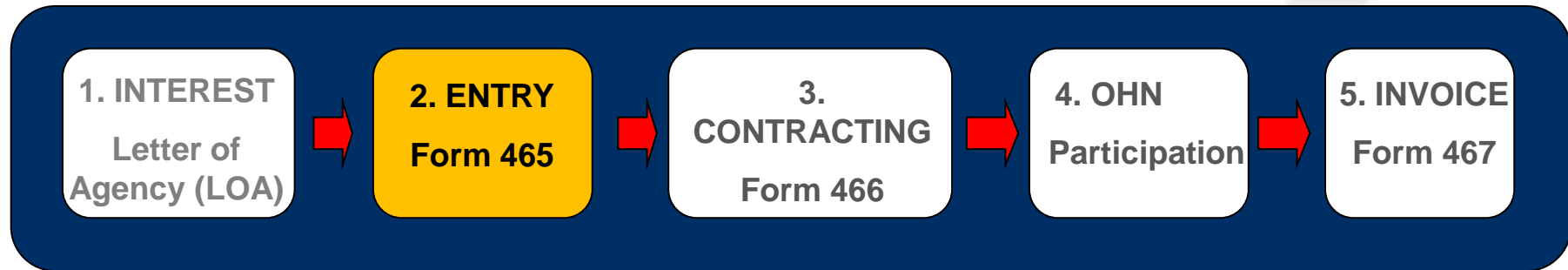


1. ***Interest: Letter of Agency (LOA)***

- Site or existing network of sites submits a *Letter of Agency and additional supporting information (see next slide, step 2)*
- Site or existing network is vetted by Assoc. Project Coordinator and the USAC coach

What you should do?: Nothing, unless USAC requires more unique information from you.

RHCPP: Mapping the Process



2. The “Entry” (465) process

- Supporting Documents Completed including the *Letter of Agency, Site Information Form, and a Network Diagram* to OHN:
 - Mental Health Clinics are also required to fill out a unique *Mental Health Questionnaire*
 - Community Colleges are also required to fill out a *Dedicated Use* memo
- All sites will be requested to have a network diagram submitted by the site so OHN can understand and vet the requested connection
- Site or existing network is vetted by Assoc. Project Coordinator and the USAC coach
- Once the site or existing network is fully vetted, it is placed in an RFP with other sites or network (*special note: USAC can deny due to eligibility requirements in their review*)
- The RFP is posted for bid on the USAC website for a period of no less than 28 days

What do you need to do? Make sure information is 100% complete. USAC *might* ask the OHN Associate Proj. Coordinator to get more information from you.

RHCPP: Mapping the Process



3. The “Contracting” (466) process (cont)

- Responses are received by OHN and reviewed by two members of the Technology Committee and one (1) tech representative from the site.
- Scoring is done according to a prescribed process using FCC criteria
- You will review a draft of the OHN *Participation Agreement* and *Amendment* to the Participation Agreement; and OHN staff walk through forecasted participation fees with you based upon your bid
- Bids are awarded and notifications made
- OHN will provide a training session to both sites and vendors on the contracting process.
- Sites and vendors enter contract negotiations
- You will sign the final OHN *Participation Agreement* and *Amendment* to the Participation Agreement; and finalized participation fees based upon approved vendor contract

What do you need to do? You will attend a *RFP Review & Vendor Contract Orientation* to learn how to navigate this step.

RCHPP: Mapping the Process



3. The “Contracting” (466) process (cont)

- All bidding, scoring and contracting documents are submitted to USAC for approval
- Once approved, a *Funding Commitment Letter (FCL)* is issued.
 - *An FCL is a letter issued by USAC to OHN and the vendor stating that it has placed the funds requested to cover 85% of the installation and monthly recurring costs for the period of the project into an account designated for subsidizing the site(s) to be serviced.*
- Installation can begin

What do you need to do? You will attend a *RFP Review & Vendor Contract Orientation* to learn how to navigate this step.

Participation Fees



Fee & Model Breakdown: There are no fees to work through the process until a contract is signed. After a contract is signed, participation fees begin.

Fees are based upon two factors and are designed to not be cost prohibitive and based upon the type of facility you are, and the value and benefits you receive as a result of the leveraging the FCC subsidy.

- Mid-Large Hospitals: \$4,000 - \$40,000 a year
- Small & District Hospitals: \$3,000 - \$20,000 a year
- Clinics: \$2,000 - \$6,000 a year

What do you need to do? Ensure that appropriate leadership in your organization to attend *Orientation 4: Invoicing and Billing* to learn how to navigate this step. This deliverable will overlap with final contract negotiations for total cost/cash flow considerations.

OHN Participation Fees: What are they for?

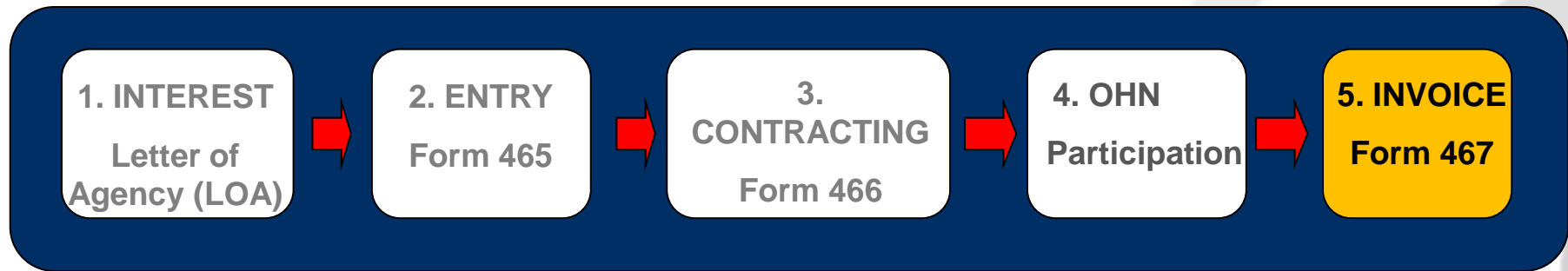
1. ***OHN Network Operations Center (NOC)***

- Hardware, software and staff to provide 24x7 monitoring and troubleshooting

2. ***Operations (project & network management)***

- Outreach, collaboration and education
- Project Administration
 - RHCPP: Managing 465/466/467 process with FCC and resulting invoicing/billing on a monthly basis
 - Technical assistance of aiding in network diagram, working with your IT staff to answer questions and to ensure that the connection to the NOC runs smoothly
 - Transitioning eligible rural sites to standard FCC Rural Health Care program after May 2014
- OHN Site Portal administration and upgrades to enhance administration and administrative workflows
- Continued development and expertise for the research and development of future projects, programs and services

RHCPP: Mapping the Process



5. *The “Invoicing” (467) process*

- USAC will issue a Support Acknowledgment Letter to OHN and to the vendor who can then begin invoicing for services
- Once the installation is completed, the site via OHN notifies USAC that the work has been completed and services are ready to begin
- OHN will provide a training session for sites and vendors on the invoicing process

What do you need to do? Ensure that appropriate leadership in your organization to attend *Orientation 4: Invoicing and Billing* to learn how to navigate this step.

RHCPP: What happens after the Project period is completed (May 14, 2014)?

- **First**, OHN is striving to obtain additional FCC RHCPP relinquished /unobligated funds to continue the subsidy for existing sites and add new sites on through 2019. We are actively engaging Oregon leadership in addition to the FCC to demonstrate value and use of these additional funds to our state.
- **Second**, Eligible sites can get help from OHN to roll over to standard FCC Rural Health Care Program for subsidized monthly recurring costs:
 - If you are a Rurally designated community (under 20,000), you *will be eligible* to enter the regular FCC Rural Health Care Program.
 - As a benefit of participation, OHN will help “roll” *eligible* sites into the program and maintain the required documentation so long as the site remains an OHN participant.
 - *NOTE: OHN Annual Participation fees will continue to cover the continued costs of running the NOC, RHC administration and ongoing research, development and advocacy of the entire network.*

RHCPP: What happens after the Project period is completed (May 14, 2014)

- Third, If you are *ineligible* for the standard FCC Rural Health Care program, OHN will:
 - Continue to provide 24x7 monitoring through the NOC
 - Work to identify and prioritize critical applications that will be running on the network to meet or exceed growing quality of service requirements
 - Work to identify additional services or hosted solutions that provide the greatest value to OHN participants
 - Continue to build and leverage a growing state-wide strategic partnership network to ensure that all participations have access to sound best practices, training & education, advocacy/policy support and applications/hardware to support your telemedicine & education initiatives

Recap & Next Steps

Next Steps!

1. Attend ALL five of our RHCPP Orientations

<http://www.oregonhealthnet.org/resources/siteorientations>

- **Orientation 2: Contracts, Participation & Implementation**

- Review next steps requires for your organization, vendors and OHN as the RHCPP bid process has been completed and the contract phase begins.
 - *Who should attend?* All IT, legal, accounting and administrative staff that will be responsible for this phase of the program.

- **Orientation 3: Go-Live**

- Review Network Operations Center (NOC) services/reporting as well as the OHN Participation Agreement Amendment; how to work with OHN staff to submit a quarterly report on the benefits/use of your new connection to the FCC.
 - *Who should attend?* All IT, administration or legal staff responsible for IT oversight/administration, legal contract review and clinical/technical use of the network connection.

Next Steps!

Attend ALL RHCPP Orientations

<http://www.oregonhealthnet.org/resources/siteorientations>

- **Orientation 4: Invoicing & Billing (one-on-one training)**
Please contact Deb Galiel to set up training: dgaliel@oregonhealthnet.org
 - Review of the highly detailed and interdependent FCC invoicing process. How to review and approve vendor invoices for RHCPP reimbursement.
 - *Who should attend?* All IT, accounting or administration staff responsible for authorizing invoices from vendor for payment from and processing through USAC.

- **Orientation 5: OHN Network Operations and Site Portal**
 - Review how the OHN Network Operations Center (NOC) generates useful reports, helps troubleshoot, submitting trouble tickets, and more. Learn about your web-based site portal to review and process invoices, store documentation, and much more.
 - *Who should attend?* All IT, Administration, and clinical/technical staff that use of the network connection

Next Steps!

2. Do you have the support you need? Get all members of your team/organization behind you

- Due to interdependent process and aggressive RHCPP deadlines, it is very important to get everyone in your organization behind you throughout the 3-6 month, 5-step process.
- Legal Team
 - Prep for 30-day turn around for vendor contract approval
 - Prep for OHN Participation Agreement

3. Prepare for additional requests for information from USAC – and be prepared to respond quickly

4. OHN resources to help you and your team

- 4 Orientations
- www.oregonhealthnet.org
- Staff (see next slide for roles and contact information)

OHN Staff Contact Information

General Account & RHCPP Questions:

Monica Koiv, *Account Manager*

mkoiv@oregonhealthnet.org

503-344-3759

RFP & Technical Questions:

Peter Trnavskis, *IT Project Manager*

ptrnavskis@oregonhealthnet.org

503-344-3744

Post-RFP Award Process Questions:

Deborah Galiel, *Assoc. Project Coordinator & Office Mgr.*

dgaliel@oregonhealthnet.org

503-344 -3741

Legal/ Contract Questions:

Kim Klupenger, *Operations Director*

kklupenger@oregonhealthnet.org

503-781-7929

Network Service Issues:

NOC Helpdesk

503-213-5400

ohnnoc@easystreet.com

Billing Questions:

Deborah Galiel, *Assoc. Project Coordinator & Office Mgr.*

dgaliel@oregonhealthnet.org

503-344 -3741