

INTERAGENCY COOPERATION CONTRACT
DEPARTMENT OF STATE HEALTH SERVICES
CONTRACT NO. HHS001203400001

The **HEALTH AND HUMAN SERVICES COMMISSION** (“HHSC”, “System Agency,” or “Performing Agency”) and **DEPARTMENT OF STATE HEALTH SERVICES** (“DSHS” or “Receiving Agency”), each a “Party” and collectively the “Parties,” enter into the following contract for HHSC Health and Specialty Care System (HSCS) and DSHS Texas Center for Infectious Disease (“TCID”) pursuant to the provisions of Texas Government Code Chapter 771.

I. CONTRACT REPRESENTATIVES

The following will act as the Representative authorized to act on behalf of their respective Party.

Performing Agency

Name: Health & Human Services
Commission
Address: 909 W 45th Street, MC 2023
City and Zip: Austin Texas 78751
Contact Person: Sue Flores
Telephone: 512-438-5642
Fax number: 512-438-4582
E-Mail Address: sue.flores@hhs.texas.gov
Agency Number: 529

Receiving Agency

Name: Department of State Health Services
Address: 1100 W. 49th Street
City and Zip: Austin, Texas 78714
Contact Person: Janet Barrera
Telephone: 210-347-4249
Fax number: 210-531-4560
E-Mail Address: janet.barrera@dshs.texas.gov
Agency Number: 537

II. STATEMENT OF SERVICES TO BE PROVIDED

The Parties agree to cooperate to provide necessary and authorized services and resources relating to the provision of HHSC HSCS Services to DSHS (TCID) in accordance with the terms of this Contract and as further described in **Attachments A, B, and C – Statements of Work**.

III. CONTRACT PERIOD AND RENEWAL

The Contract is effective on September 1, 2022 and terminates on August 31, 2027, unless renewed, extended, or terminated pursuant to the terms and conditions of the Contract. The Parties may extend this Contract beyond its initial term to address immediate operational or service delivery needs subject to mutually agreeable terms and conditions.

Either Party may terminate the Contract, in whole or in part, at any time when, in its sole discretion, the Party determines that termination is in the best interests of the State of Texas. The termination will be effective on the date specified in the Party’s written notice of termination.

IV. AMENDMENT

The Parties to this Contract may modify this Contract only through the execution of a written amendment signed by both Parties.

V. CONTRACT AMOUNT AND PAYMENT FOR SERVICES

The total amount of this Contract shall not exceed \$5,877,500.00 as provided for in **Attachment D Budget**.

In addition to the above not to exceed amount:

The costs for services provided by HSCS Business Operations under Attachment A are covered by the HHSC oversight assessment, as detailed in **Article VI** of this Contract, **Basis for Computing Reimbursable Costs**.

VI. BASIS FOR COMPUTING REIMBURSABLE COSTS

The basis for computing reimbursable costs under this Contract shall be for actual costs incurred by Performing Agency and developed from Medicare Reimbursable Rates.

Pursuant to H.B. 2641, 76th Legislature, the Health and Human Services Commission provides Health and Human Service agencies executive oversight and coordination as it administers human resources, legal, enterprise budget forecasting, rate setting, strategic decision support, information technology, system support services, and communications, as well as Office of Inspector General from the enterprise perspective. DSHS TCID's share of these costs is categorized as Regional cost pools, Hospital (frozen food), Utilities/Building Maintenance, and all Other Charges. These costs are allocated across the DSHS strategies based on Hospital FTEs, Central/Lab/Total Agency FTEs, and salary dollars, respectively. The oversight will be invoiced to DSHS Budget area and paid as a central billing from the central DSHS Budget and Accounting Offices.

VII. LEGAL NOTICES

Legal Notices under this Contract shall be deemed delivered when deposited either in the United States mail, postage paid, certified, return receipt requested; or with a common carrier, overnight, signature required, to the appropriate address below:

Performing Agency

Health and Human Services Commission
4601 W. Guadalupe Street, MC 1100
Austin, Texas 78751
Attention: Office of Chief Counsel

Receiving Agency

Department of State Health Services
1100 W. 49th Street, MC 1919
Austin, TX 78756
Attention: General Counsel

Notice given in any other manner shall be deemed effective only if and when received by the Party to be notified. Either Party may change its address for receiving legal notice by notifying the other Party in writing.

VIII. PRIVACY, SECURITY, AND BREACH NOTIFICATION

- A. "HHS Confidential Information" means any communication or record (whether oral, written, electronically stored or transmitted, or in any other form) provided or made available by one Party to this IAC to the other Party to this IAC electronically or through any other means that consists of or includes any or all of the following:

1. Protected Health Information in any form including without limitation, Electronic Protected Health Information or Unsecured Protected Health Information;
 2. Sensitive Personal Information defined by Texas Business and Commerce Code Ch. 521;
 3. Federal Tax Information;
 4. Personally Identifiable Information;
 5. Social Security Administration Data, including, without limitation, Medicaid information;
 6. All information designated as confidential under the constitution and laws of the State of Texas and of the United States, including the Texas Health & Safety Code and the Texas Public Information Act, Texas Government Code, Chapter 552.
- B. Any HHS Confidential Information received by either Party under this IAC may be disclosed only in accordance with applicable law. By signing this IAC, each Party certifies that it is, and intends to remain for the term of this IAC, in compliance with all applicable state and federal laws and regulations with respect to privacy, security, and breach notification, including without limitation the following:
1. The relevant portions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 42 U.S.C. Chapter 7, Subchapter XI, Part C;
 2. 42 CFR Part 2 and 45 CFR Parts 160 and 164;
 3. The relevant portions of The Social Security Act, 42 U.S.C. Chapter 7;
 4. The Privacy Act of 1974, as amended by the Computer Matching and Privacy Protection Act of 1988, 5 U.S.C. § 552a;
 5. Internal Revenue Code, Title 26 of the United States Code including IRS Publication 1075;
 6. OMB Memorandum 07-16;
 7. Texas Business and Commerce Code Chapter 521;
 8. Texas Health and Safety Code, Section 81.006 and Chapters 181 and 611;
 9. Texas Human Resources Code § 12.003;
 10. Texas Government Code, Chapter 552, as applicable;
 11. Title 3 of the Texas Occupations Code, as applicable;
 12. Constitutional and Common Law Privacy; and
 13. Any other applicable law controlling the release of information created or obtained in the course of providing the services described in this IAC.

Each Party to this IAC further certifies that the Party will comply with all amendments, regulations, and guidance relating to those laws, to the extent applicable.

- C. Each Party will ensure that each entity with which the Party contracts that performs services related to this IAC and who has access to HHS Confidential Information will sign a HIPAA-compliant agreement with the Party. Each Party must provide a copy of all such agreements to the other Party upon request.

IX. CERTIFICATIONS

The undersigned Parties certify that:

- A. The services specified above are necessary and essential for activities that are properly within the statutory functions and programs of the affected agencies of state government;
- B. Each Party executing this Contract on its behalf has full power and authority to enter into this Contract;
- C. The proposed arrangements serve the interest of efficient and economical administration of state government; and
- D. The services contracted for are not required by Section 21, Article XVI of the Constitution of Texas to be supplied under a contract awarded to the lowest responsible bidder.

Receiving Agency certifies that it has statutory authority to contract for the services described in the Contract under Texas Government Code Chapter 531.

Performing Agency further certifies that it has statutory authority to contract for the services described in the Contract under Texas Government Code Chapter 531 and Texas Health and Safety Code Chapter 12.

SIGNATURE PAGE FOR SYSTEM AGENCY CONTRACT NO. HHS001203400001

HEALTH AND HUMAN SERVICES COMMISSION

DEPARTMENT OF STATE HEALTH SERVICES

DocuSigned by:
Scott Schalchlin
0CB2E17A5C9C45D...
Signature

DocuSigned by:
Kirk Cole
04DD3FAAF59048D...
Signature

Scott M. Schalchlin
Printed Name

Kirk Cole
Printed Name

Deputy Executive Commissioner
Title

Deputy Commissioner
Title

August 30, 2022
Date

August 30, 2022
Date

THE FOLLOWING ATTACHMENTS TO SYSTEM AGENCY CONTRACT NO. HHS001203400001 ARE HEREBY INCORPORATED BY REFERENCE:

- ATTACHMENT A – FACILITY OPERATION SERVICES STATEMENT OF WORK**
- ATTACHMENT B – SASH STATEMENT OF WORK**
- ATTACHMENT C – REGIONAL CLINICAL LAB AT ASH STATEMENT OF WORK**
- ATTACHMENT D - BUDGET**

ATTACHMENT A
Facility Operations Services
Statement of Work

A. COMPUTER AIDED FACILITY MANAGEMENT (CAFM)

SCOPE OF SERVICES

CAFM programmatic staff will furnish to TCID services and programs in support of its facility. Services furnished by CAFM programmatic staff may include, but are not limited to, operational functions listed below.

CAFM programmatic staff will:

- Assist TCID by providing data to assist in analyzing, comparing, and determining needed repair, renovation or replacement of buildings and building systems, assist in determining condition and optimal use of existing buildings and building systems; and assist in analyzing and making meaningful decisions regarding buildings or building systems that have reached or exceeded a useful life span.
- Coordinate collection, analyses, preparation, and presentation of data to support TCID Capital Construction legislative requests.
- Provide TCID management and tracking of data related to infrastructure code requirements, such as Life Safety Code, and Fire Marshall.
- Develop system requirements, design specifications, and layouts for reports needed by TCID and management. These reports are needed for maintenance activities and may include, but are not limited to, the following:
 - ❖ Management reports on system utilization
 - ❖ Maintenance management reports for time costs, efficiency, personnel utilization, and productivity
 - ❖ Quality control reports
 - ❖ Legislative reports
 - ❖ TCID facility cost analysis reports

*Note: Any CAFM system generated reports, data and any resulting analysis, recommendations, etc. provided by CAFM programmatic staff are based solely on the timely input of correct, complete, current and consistent data being entered into the CAFM system by TCID users as described below under Performance Measures.

- Provide tools, training, technical assistance, consultation, and procedures on utilization of the CAFM system and customer support for all CAFM systems; and
- Generate web-based training initiatives for facility CAFM specialists, and other users.

SPECIAL PROVISIONS

- TCID will use the CAFM system and provide timely updates of operational data and information required for the CAFM system databases as outlined in Maintenance Operating Procedures and CAFM Procedures Manuals.
- TCID will provide CAFM with information necessary for special reports and for module implementation or updates.
- CAFM may communicate directly with TCID program managers and specialists as needed to ensure program efficiency, effectiveness, and continuity.
- TCID will provide to CAFM a distribution list for General CAFM information.

Not-to-exceed Amount: The costs for services provided by Health and Specialty Care System (HSCS) Business Operations under Attachment A are covered by the HHSC oversight assessment.

PERFORMANCE MEASURES

Exhibit A-1 Performance Measures					
Computer Aided Facility Management (CAFM)					
Describe deliverable items that can be used to track performance of service provided under this Contract. The deliverable should be something that can be easily identified as an end product (e.g., a document, an object, an event, etc.) shown as the measure. Timing should reflect the final completion day for satisfactory performance.					
HHSC			TCID		
Item	Measure	Timing	Item	Measure	Timing
Ad hoc, routine and custom reports	Mutually agreed upon format	Mutually agreed upon timeframe	Request form	Completed, accurate request form	As needed
CAFM system support	1) Training 2) Customer support 3) User/procedures manuals and documentation	1) (3) As needed or requested; 2) Provided in accordance with HHSC IT Service Level Agreements	System used within defined parameters, procedures and guidelines; feedback provided	1) Training attended; 2) Procedures followed; 3) Requests and needs are submitted per CARM procedures.	1) (2) Mutually agreed upon timeframe; (3) Ongoing
Data analysis and integrity	Quality control checks	Ongoing	Timely input of correct, complete, current and consistent data	Data quality checks	Ongoing and as required

B. COMPETENCY TRAINING AND DEVELOPMENT

SCOPE OF SERVICES

Competency Training and Development (CT&D) will furnish to TCID certain employee competency training and development services which will include, but not be limited to, the following services:

- **Competency Training Procedures and Practices**
 - ❖ CT&D will Develop standardized program-specific training Operating Instructions and guidelines for TCID facility staff.
 - ❖ CT&D will provide consultation, direction and technical assistance on training-related state laws and regulations of oversight organizations; and
 - ❖ CT&D will conduct reviews and audits of TCID facility competency training practices.
- **Competency Training Needs Analysis and Evaluation**
 - ❖ TCID to identify local need, develop training strategies, and evaluate effectiveness of local training efforts; and will prepare needs analyses and evaluation reports to provide to TCID leadership.
- **Training Data Management**
 - ❖ On behalf of TCID, CT&D will serve as functional lead for ongoing maintenance and improvements in the PeopleSoft Enterprise Learning (EL) module in CAPPS, including submission of customer service requests.
 - ❖ CT&D will provide technical assistance to TCID users related to the PeopleSoft Enterprise Learning (EL) module in CAPPS.
 - ❖ CT&D will develop EL data-entry user manuals and training materials for use at facility level; and
 - ❖ CT&D will prepare regular and ad hoc employee training reports for TCID leadership, such as training compliance reports.
- **Instructional Materials Design, Production, and Distribution**
 - ❖ TCID will design, develop, and produce or purchase training programs, program-specific and job-specific instructional materials (in a variety of formats including self-paced, instructor-led, multi-media and computer-based) to meet identified employee training needs; and
 - ❖ CT&D will update and /or revise existing CT&D instructional materials as necessary to reflect current policy, procedures, or standards.
- **Computer-based Training/Web-based Training Production**
iLEARN®
 - ❖ CT&D will allow access to intranet-based iLEARN® system for TCID.

- ❖ CT&D will assist TCID to develop and deploy facility-specific info iLEARN® courses.
 - ❖ CT&D will provide technical assistance to iLEARN® users; and
 - ❖ On behalf of TCID, CT&D will provide for ongoing maintenance and improvements in the iLEARN® infrastructure and the iLEARN® PeopleSoft EL documentation routine, including submission of customer service requests as needed.
- **Instructor and Master-Instructor Certification and Training**
 - ❖ TCID will train and certify TCID employees to safely teach and implement specific competency-based courses, such as BLS and Non-Violent Crisis Intervention (NCI)
 - ❖ TCID will provide criteria for instructor certifications.

SPECIAL PROVISIONS

- TCID will provide CT&D with management information and reporting data as needed for oversight of facility training programs.
- Identifiable costs of specific services provided for or at the request of TCID will be borne by TCID. These costs may include, but not be limited to, travel expenses for instructors/consultants visiting the facility and actual cost of training materials provided.
- CT&D may communicate and advocate for ongoing maintenance and improvements in the PeopleSoft Enterprise Learning module in CAPPS and for ongoing support of iLEARN®, including submission of customer requests.
- CT&D may communicate directly with TCID program managers as needed to ensure program efficiency, effectiveness, and continuity.

Not-to-exceed Amount: The costs for services provided by HSCS Business Operations under Attachment A are covered by the HHSC oversight assessment.

PERFORMANCE MEASURES

Exhibit A-2: Performance Measures					
Competency Training & Development					
Describe deliverable items that can be used to track performance of service provided under this Contract. The deliverable should be something that can be easily identified as an end product (e.g. a document, an object, an even, etc.) shown as the measure. Timing should reflect the final completion day for satisfactory performance.					
HHSC			TCID		
Item	Measure	Timing	Item	Measure	Timing
Provide helpdesk customer service for online training issues	Phone, email or fax	As needed	Submit Support Request	Phone, e-mail or fax requests	As needed
Conduct monthly conference calls to disseminate information and update facility CT&D staff on projects, data management issues and provide networking opportunities	Meeting Attendance Rolls and Minutes on CT&D Intranet Website	10 Workdays	Facility CT&D Director and Data Administrator participation	Regular attendance	Monthly
Training Compliance Reports	E-mail distribution and posted on CT&D Intranet Website	First work day of each month	Monitoring employee training	Generate and distribute TCID Training Due/Delinquent Reports	1-2 Times monthly
Development/revise iLEARN modules	Completed module	As needed	Provide subject matter experts, review panel and test site for module	Participation	15 workdays
Develop/revise print training modules	Completed module	As needed	Provide subject matter experts, review panel and test site for module	Participation	15 workdays
Behavioral Risk Management Program (TIPS) training components	Completed module	Monthly	Staff registration for training	Participation	15 workdays
Professional Instructor Certification Course	2 courses annually	Annually	Add enrollments to waiting list	Participation	As needed

C. ENVIRONMENTAL SERVICES

SCOPE OF SERVICES

Environmental Services will provide support, coordination and technical assistance to environmental service and housekeeping operations at TCID facility. These services will include, but not be limited to, the functions listed below:

- Environmental Services will manage consolidated purchasing practices for housekeeping chemicals and dispensing equipment and training.
- Environmental Services will collect and analyze monthly benchmarking data for environmental service costs at facilities.
- Environmental Services will provide and/or facilitate continuing education and training to facility environmental service directors; and

- Environmental Services will provide technical assistance related to infection control, chemical products, new product research, equipment specifications and efficient environmental service management.

SPECIAL PROVISIONS

Environmental Services may communicate directly with TCID program managers as needed to ensure program efficiency, effectiveness, and continuity.

Not-to-exceed Amount: The costs for services provided by HSCS Business Operations under Attachment A are covered by the HHSC oversight assessment.

PERFORMANCE MEASURES

Exhibit A-3: Performance Measures					
Environmental Services					
Describe deliverable items that can be used to track performance of service provided under this Contract. The deliverable should be something that can be easily identified as an end product (e.g. a document, an object, an even, etc.) shown as the measure. Timing should reflect the final completion day for satisfactory performance.					
HHSC			TCID		
Item	Measure	Timing	Item	Measure	Timing
Development and distribute Housekeeping Benchmark Report	Cost Comparison	Monthly	Provide information for Housekeeping Benchmark Report	Cost Comparison	Monthly
Housekeeping Technical Assistance	Email, Hardcopy, Fax or Telephone	Within 5 Working Days	Request for Technical Assistance	Email, Hardcopy, Fax or Telephone	Within 5 Working Days
Interpret Environmental Services Operating Instructions	Interpretation provided	2 workdays	Request for interpretation	Emailed or faxed	As needed

D. REAL ESTATE MANAGEMENT

Upon notification or request by DSHS/TCID, HHSC HSCS Real Estate Management will provide guidance and oversight of real property assets on behalf of DSHS/TCID

SCOPE OF SERVICES

Campus-Based Land and Buildings:

- Working with TCID, DSHS executive management, and General Land Office (**GLO**) when necessary to develop disposition plans for substantially underused, unused, develop disposition plans for

coordinating activities associated with GLO Real Property Evaluation Report and the GLO Report to the Governor.

- Providing guidance and services to facilities regarding the development of public easements, interagency agreements, leases, and other requests involving campus-based real property.
- Completing various reports or responses relating to real property on behalf of TCID, (e.g., The 45-Year-Old Building Report required by the Texas Historical Commission).
- Coordinating requests for building demolition with the Texas Historical Commission, as appropriate.
- Providing guidance and approval coordination for real property change requests (change in use).
- Providing guidance regarding donation of permanent improvements donated by individuals or community groups.
- Analyzing real property-related legislation, and develop rules, policies, and procedures to implement mandates and associated programs.
- Overseeing employee residential housing units located as facilities, including policy development and issue, resolution, rent updates, lease administration, and alternate use.

Contract Negotiation and Management of Real Property:

Real Estate Management will:

- Act as lead contact with the GLO regarding sale proposals, land use evaluations and appraisals, legislative and gubernatorial recommendations, and alternate use proposals.
- Negotiate or otherwise establish lease, easement, or other agreement terms with public and private entities interested in using or acquiring surplus real property.
- When informed by DSHS staff on third parties under contract, assist with the management and administration of the lease and sales contract provisions.

SPECIAL PROVISIONS

- Real Estate Management shall provide coordination to effectuate real property transactions, including document preparation and routing; deposit instructions for GLO; and correspondence with appropriate third parties (title companies, the GLO, Texas Public Finance Authority, Texas Historical Commission, etc.).
- Real Estate Management may communicate directly with individual facilities and lessees/tenants as needed to ensure program efficiency, effectiveness, and continuity.
- TCID shall provide information necessary for special reports on an as-needed basis.

- TCID shall provide timely signature approval of requested actions and transactions.

Not-to-exceed Amount: The costs for services provided by HSCS Business Operations under Attachment A are covered by the HHSC oversight assessment.

PERFORMANCE MEASURES

Exhibit A-4: Performance Measures					
Real Estate Management					
Describe deliverable items that can be used to track performance of service provided under this Contract. The deliverable should be something that can be easily identified as an end product (e.g. a document, an object, an even, etc.) shown as the measure. Timing should reflect the final completion day for satisfactory performance.					
HHSC			TCID		
Item	Measure	Timing	Item	Measure	Timing
Interpret Real Estate Management Operating Instructions	Interpretation provided	2 workdays	Request for interpretation	Email or faxed request	As needed
Provide guidance regarding requests involving campus-based real property	Response to facility request	Initial response within five(5) workdays; regular updates as needed	Request for guidance	Fax, email, mail, phone call	As needed
Provide management regarding sales transactions and leases of campus-based real property	Completion of transaction	Continued coordination of all appropriate activities			
Provide rental rate update	Notice of effective rate	90 days before implementation			

E. OVERSIGHT AND ADMINISTRATION

SCOPE OF SERVICES

Oversight and Administration shall furnish to TCID necessary administrative services to support TCID, including, but not limited to, the following:

- Oversight and Administration will coordinate special projects to improve support services efficiency, such as the emergency management plan workgroup and the training workgroup.
- Oversight and Administration will facilitate the development of complex system-wide projects, such as the water testing protocol, through implementation and evaluation of the project.
- Oversight and Administration will coordinate a Facility Support Services Oversight Committee (OC) to discuss system-wide issues and develop improvement opportunities primarily in support services areas; and
- Oversight and Administration will develop, and coordinate Facility Support Performance Indicators (FSPI) assessment modules and operating instructions used by TCID to ensure adequacy of internal fiscal controls by self-monitoring high risk fiscal and/or legal areas

SPECIAL PROVISIONS

- Oversight and Administration may communicate directly with TCID program managers as needed to ensure program efficiency, effectiveness, and continuity.
- TCID will provide (to Oversight and Administration) operational data and information required for planning, implementing, and monitoring of support services furnished to or requested by TCID.
- TCID will delegate to the Associate Commissioner of HSCS Business Operations or designee, signatory authority for programs managed solely by HSCS Business Operations.
- TCID will provide, when requested by Oversight and Administration, appropriate staff to participate in joint committees and workgroups for mutual benefit.
- Communication between Oversight and Administration staff and TCID management staff must be maintained through the Facility Support Services Oversight Committee and its subcommittees.
- TCID will complete and submit FSPI modules and plan of correction in accordance with established schedule and procedures.

Not-to-exceed Amount: The costs for services provided by HSCS Business Operations under Attachment A are covered by the HHSC oversight assessment.

PERFORMANCE MEASURES

Exhibit A-5: Performance Measures					
Oversight and Administration					
Describe deliverable items that can be used to track performance of service provided under this Contract. The deliverable should be something that can be easily identified as an end product (e.g. a document, an object, an even, etc.) shown as the measure. Timing should reflect the final completion day for satisfactory performance.					
HHSC			TCID		
Item	Measure	Timing	Item	Measure	Timing
Conduct OC meeting	Meeting minutes	Quarterly	Member availability		
Distribute OC minutes	Final version	30 days after meeting	Review draft minutes, as requested	Comment	3 workdays
Conduct OC Subcommittees	Report back to Committee	At next meeting	Member availability	Comment	At meeting
Require self-validation review of FSPI results at facility level.	Email is sent to facility FSPI Coordinators with final audit module and deadlines	On or before the first working day of the quarter of the audit	Validate the audit results.	Validation Form is sent to FSPI Coordinator	14 days from audit deadline

F. RISK MANAGEMENT

Risk Management (RM) will furnish to TCID all necessary administrative services to support the facilities, including, but not limited to, the following:

Risk Management

- Risk Management will manage a safety program that reflects the integration of patient safety and services with employee safety.
- Risk Management will coordinate effective safety, workers' compensation, and risk management programs in compliance with appropriate environment of care standards.
- Risk Management will develop and maintain Risk Management Operating Instructions addressing the dynamic requirements of the accreditation authorities.
- Risk Management will develop and/or provide training on the varied risk management and safety programs included in the risk management program; and
- Risk Management will manage TCID related injuries and claims for Risk Management staff, Superintendent, and friends/family members of named staff as requested by DSHS and approved by HHSC Risk Management.

Workers' Compensation

- Risk Management will develop and distribute a comprehensive monthly report of actual workers' compensation data for all facilities.
- Risk Management will review and disseminate injury information, including injuries caused by patient aggression.
- Risk Management will provide actual workers' compensation expense information for use in allocating the cost of this annual assessment for TCID.
- Risk Management will utilize a standard methodology to estimate monthly and annual WC expenses for TCID; and
- Risk Management will develop annual workers' compensation performance goals for inclusion in the annual Management Plans for TCID.

Emergency Management/Business Continuity

- Risk Management will annually review business processes to restore client services in the event of significant disruptive events at TCID.
- Risk Management will monitor potential disasters such as hurricanes, floods, natural security alerts, etc., and communicate situations with TCID.
- Risk Management will serve as a backup option should TCID during emergency/disaster event need additional resources that the Regional Local Health Operations cannot provide.

SPECIAL PROVISIONS

- TCID will provide Risk Management with management information and reporting data as needed for oversight of facility risk management,

emergency/COOP, safety and accident, and employee injury programs on a mutually agreed upon schedule. Schedules may be subject to change due to requirements from DSHS, HHSC or TCID

- Risk Management may communicate directly with TCID program managers as needed to ensure program efficiency, effectiveness, and continuity.
- Risk Management will coordinate with System Risk Management and Safety by the fifth (5th) of the following month or as needed due to changes effecting SORM 200, workers' compensation reporting. Schedules may be subject to change due to requirements from DSHS, HHSC or TCID.

Risk Management will maintain communication with System Risk Management and Safety.

Not-to-exceed Amount: The costs for services provided by HSCS Business Operations under Attachment A are covered by the HHSC oversight assessment.

PERFORMANCE MEASURES

Exhibit A-6: Performance Measures					
Risk Management (RM)					
Describe deliverable items that can be used to track performance of service provided under this Contract. The deliverable should be something that can be easily identified as an end product (e.g. a document, an object, an even, etc.) shown as the measure. Timing should reflect the final completion day for satisfactory performance.					
HHSC			TCID		
Item	Measure	Timing	Item	Measure	Timing
SORM 200 Loss Report-Risk Management (RM) will coordinate and verify all data supplied by facilities for entry into the SORM data warehouse by System Risk Management and Safety (SRM). Reporting of lawsuit losses will be coordinated with Legal Services and SRM	SORM 200 Excel report	Completed by SORM annual deadline of October 30th	SORM 200 Loss Report-Facilities will enter and verify loss data into the FSS RM spreadsheet for entry by SRM into SOME data warehouse	Facility SORM 200 Excel report	Completed and submitted RM annually by deadline posted on RM's calendar
Texas Tier Two Report-RM will coordinate submission of the report by the facilities to the Hazard Communication unit of Texas Commission on Environmental Quality (TCEQ)	Verification of all facility submissions	Completed by TCEQ annual deadline of March 1st	Texas Tier Two Report-If required because of quantity of hazardous chemicals on hand, the facilities will submit to the Hazard Communication unit of TCEQ and other entities that may be required by the Hazard Communication unit of TCEQ.	Email to TCEQ Tier Two with the Tier Two Zip file copied to RM. Email Tier Two pdf document to local fire department, local Emergency Planning Commission and local emergency coordinator and copied to RM. Facilities that do not meet the reporting criteria will identify themselves as such via email RM.	Completed and submitted RM annually by February 21st
Interpret Risk Management Operating Instructions	Interpretation provided	2 workdays	Request for interpretation	Email or faxed request	As needed
Workers' Compensation (WC) Report-RM will compile WC data for TCID	Monthly Workers' Compensation Report	Delivered y the 15th of every month	Workers' Compensation (WC) Report-TCID will submit Employee Injury Logs to RM for review and data consolidation. Facilities will review WV data in the summary report and take actions accordingly to control expenses.	Employee Injury Log, Accident Review Board (ARB) or safety Committee minutes	Logs submitted to RM by the 5th of each month. Summary data is reviewed by the end of every month.
Annually review business processed to restore client services in the event of significant disruptive events at TCID	Emergency Management/COOP Program Review	Annually on a scheduled bases for each facility	Facility emergency management and COOP plans are completed and up-to-date	Emergency Management Plan and COOP Plan and supporting documents per RM Emergency Planning webpage.	Submitted for review per facility schedule identified on RM Emergency Planning webpage.
Oversee complain with the Texas Indoor Air Quality program; including the annual Indoor Air Quality (IAQ) training program and review of updates Indoor Air Quality information	Attendance Record of IAQ Annual Training	Annually by October 30	All facility Risk Managers and plan managers will attend annual IAQ.	Attendance Record of IAQ Annual Training	Annually by October 30 or within 60 days if hired after October 30
Workers' Compensation (WC) Performance Goals - RM will use a standardized methodology to establish fiscal year expenditure goals for each facility and provide injury and expenditure comparisons between facilities through the fiscal year.	Monthly Workers' Compensation Report	As previous FY data is required, goals will be established by November 15th annually. Comparisons of facility claims and expenditures will be provided on a monthly basis by the 15th day of each month	Workers' Compensation (WC) Performance Goals - Facilities will use established fiscal year goals, system wide comparisons and trend analysis when taking action to achieve goals using the Monthly Workers' Compensation Report and the Facility's Employee Injury Log. Actual performance measurements and trend analysis should be reviewed and compared to the goals by Facility Risk Management and the Accident Review Board/Safety Committee		

G. FACILITY MAINTENANCE AND CONSTRUCTION

SCOPE OF SERVICES

Maintenance and Construction ("M&C") will furnish services and supports to TCID to improve the design, construction, maintenance and operations, code and regulatory compliance and energy savings of the TCID facility. These services and support will include, but not be limited to, the programs and functions listed below.

- Capital Construction Program
 - ❖ M&C will oversee centralized management and implementation of the design and construction of TCID funded capital improvement projects for facility infrastructures, primarily focused on major repairs, replacements, renovations, and alterations, including architectural, engineering, and construction contracts.
 - ❖ M&C will furnish support for bid solicitation, review bids for responsiveness, qualify low bidder, and recommend award contracts for construction services.
 - ❖ M&C will maintain comprehensive project files, collect, and record pertinent data, maintain record drawings and specifications, and provide cost reports as necessary to DSHS, TCID and Texas Public Finance Authority (TPFA).
 - ❖ M&C will monitor construction contracts for compliance with contract plans and specifications, including conduct on-site inspections, negotiate terms and manage service delivery of all architectural, engineering, and surveying contracts.
- M&C will manage the Energy Savings Performance Contracting, including construction of improvements and energy conservation measures, and verification of guaranteed energy savings, and
 - ❖ M&C will establish, maintain, and update M&C's Operating Instructions.
- Computer Aided Design (CAD) Services
 - ❖ M&C will develop, update, manage and archive accurate architectural plans for all TCID buildings, including integration of new construction projects.
 - ❖ M&C will provide TCID on-line access to electronic CAD drawings of facilities; and
 - ❖ M&C will provide TCID building drawings required by architects, engineers, contractors, and consultants for capital construction projects.
- Infrastructure Oversight and Support
 - ❖ M&C will provide data to TCID to aid in their development of the capital construction portion of the DSHS Legislative Appropriations Request (LAR), assist with emergency construction requests (TCID funded), and provide

evaluation and recommendations to assist in executive management approvals.

- ❖ M&C will provide data to facilitate TCIDs development of requests for pavement repairs and improvements by TxDOT; and
 - ❖ M&C will provide data and suggestions related to oversight, policy development, business process enhancements, consultation, and technical support to the management and operations of facility infrastructure.
- Infrastructure Environmental Regulatory Compliance Management
 - ❖ M&C will provide oversight, policy development, technical support, and training for environmental regulatory compliance of buildings, grounds, power plants, and utility systems located at TCID facility, including monitoring development and maintenance of facility asbestos operations at TCID.
 - Code Officials and Standards Advisor
 - ❖ M&C will assist TCID in interpretation and application of the Life Safety Code, the International Building Code, Architectural Guidelines of Americans with Disabilities Act ("ADA") and Texas Accessibility Standards ("TAS"), and other codes to reduce risk, maintain facility accreditation and certification, and reduce unnecessary costs. As necessary, M&C will assist facilities in securing code waivers and equivalencies and assist facilities in developing plans for improvement and plans of correction.

SPECIAL PROVISIONS

TCID will:

- Provide funding for TCID capital construction requests and associated administration costs per established guidelines.
- Maintain buildings and systems in compliance with Maintenance and Construction Operating Instructions and procedures.
- Provide M&C operational data and information required for planning, implementing, and monitoring maintenance and construction needs, programs, and projects.
- Authorize M&C to communicate directly with TCID program managers and to issue directive instructions to implement regulatory compliance actions.
- Delegate to M&C Director final state agency level authority for dispute resolution of conflicts regarding architectural, engineering, and construction professional services and construction contracts.
- Authorize M&C to act on behalf of TCID as a technical liaison regarding all utility related matters with:
 - i. State Energy Conservation Office (in Comptroller's Office)
 - ii. General Land Office; and
 - iii. Office of the Attorney General

- Authorize M&C to review TCID design and construction documents to verify code and ADA compliance, to conduct critical periodic site visits to verify compliance, and to coordinate code related issues with CMS (Centers for Medicare and Medicaid Services), the Joint Commission, and the State Fire Marshal's Office as a liaison for TCID.
- Delegate to HHSC authority to directly manage funds allocated for construction projects, including signatory authority to approve all invoices for construction projects and to approve change orders not exceeding the project budget. This authority shall also include signatory authority for payment for services to contracted architects and engineers based on actual service delivery.
- Delegate to HHSC signatory authority to enter into contracts with architects, engineers, and contractors, and to approve all modifications thereto, for capital construction improvements.
- Delegate to HHSC authority to modify project budgets up to \$50,000 and make minor project scope modifications.
- Develop and submit capital construction budget requests as requested by M&C.
- Review construction design documents to verify TCID needs are adequately addressed based upon the scope of work, and assist in the coordination of construction activities; and
- Submit utility bills and data as requested by M&C, and maintain operation of buildings and equipment as established in the Energy Savings Performance Contracting.

M&C may communicate directly with TCID program managers as needed to ensure program efficiency, effectiveness, and continuity.

Not-to-exceed Amount: The costs for services provided by HSCS Business Operations under Attachment A are covered by the HHSC oversight assessment.

PERFORMANCE MEASURES

Exhibit A-7: Performance Measures					
Maintenance & Construction (M&C)					
Describe deliverable items that can be used to track performance of service provided under this Contract. The deliverable should be something that can be easily identified as an end product (e.g. a document, an object, an even, etc.) shown as the measure. Timing should reflect the final completion day for satisfactory performance.					
HHSC			TCID		
Item	Measure	Timing	Item	Measure	Timing
Assist in the development of a capital construction budget request portion of Legislative Appropriation Request	Capital Construction Budget Request	Each Biennium	Develop and submit capital construction project requests based upon deficiencies in CAFM	Prioritized project requests	13 months prior to Legislative Session
Develop and implement capital construction projects with TCID appropriated funds	Project Status Report	Monthly	Identify funding for capital construction projects	Capital Construction Funding	As needed
Facilities facility pavement repairs and improvement by TxDOT	Pavement Needs document to TxDOT	Monthly	Identify funding for capital construction projects	Pavement Assessment Survey	10 months prior to Legislative session
As requested, assist facility staff in the interpretation and application of Life Safety Code and other Code requirements	Written Code interpretation response	Response within 5 workdays	Submit request for interpretation and identify circumstances	Written request	As needed
Provide facility staff with training in Life Safety Code and other Code requirements	Training program and Newsletters	Annual training (as funding permits) Quarterly Newsletters	Provide attendees	Attendance	
Assist facility staff in maintaining CMS/Joint Commission certification	Assistance in resolving Code issues and developing Plan of Corrections	Within 5 workdays	Submit request for assistance and identify circumstances	Written request	As needed
Verify that capital improvements by citizens groups meet agency standards	Plan review letter, and Construction acceptance letter	Plan review letter within four (4) weeks of receiving plans, and Construction acceptance letter within one(1) week of reviewing construction	Community Relations submits construction documents developed by Citizen Group, and send notification when construction is complete	Construction documents, and Construction completion notification	As needed
Act as liaison to State Energy Conservation Office (SECO) and General Land Commission (GLO) and Office of the Attorney General (OAG), maintain reporting requirements to SECO, and report savings and consumption data to agency administration	Agency Resource Efficiency Plan, agency Long Range Utility Service Plan, and savings consumption data	Update Resource Efficiency Plan and Long Range Utility Services Plan semi-annually, submit data quarterly	Submit utility bill data	Facility spreadsheet and copy of bills	Monthly
Oversight of facility maintenance operations	Assistance in resolving issues, establishing best practices and benchmarking.	Provide assistance within five(5) workdays	Submit request for assistance and identify circumstances	Written request	As needed
Oversight of facility environmental regulatory compliance (mold, asbestos, lead-based pain, PCB, etc.)	Consultation and guidance in resolving issues, interpretation of legislation and regulations	Provide assistance within five(5) workdays	Submit request for assistance and identify circumstances	Written request	As needed
Interpret M&C Operating Instructions	Interpretation provided	Two(2) workdays	Request for interpretation	Emailed or faxed request	As needed
Develop and maintain water testing protocol and assist in the interpretation and monitoring of any reports and recommendations from outside entities	Reports and interpretation provided	Monthly reports and two(2) workdays on interpretation	Provide the resources to remediate any issues identified.	Written response	As requested
			Request for interpretation	Emailed or faxed request	As needed

H. NUTRITION AND FOOD SERVICE

SCOPE OF SERVICES

- Nutrition and Food Service (NFS) will provide consultation on nutritional clinical care issues.
 - ❖ NFS will provide guidance and resource assistance for medical nutritional issues.
 - ❖ NFS will communicate training opportunities for nutritional issues.

SPECIAL PROVISIONS

NFS may communicate directly with program manager level at the facilities as needed to ensure program efficiency, effectiveness, and continuity.

Not-to-exceed Amount: The costs for services provided by HSCS Business Operations under Attachment A are covered by the HHSC oversight assessment.

PERFORMANCE MEASURES

NFS Nutrition coordinator conducts Registered Dietician peer review annually upon request.

I. LAUNDRY OPERATIONS - Oversight and Administration

SCOPE OF SERVICES

Laundry Operations ("Laundry Operations") will furnish to TCID oversight of facility laundry services to include but not be limited to:

- Centralized development of regional laundry Operating Instructions and plans.
- Centralized development of contracts for procurement of linens.
- Centralized development of contracts for procurement of laundry supplies and equipment.
- Development of standardized procedures for linens and laundry processing as well as linen specifications
- Program consultation and expertise; and
- Benchmarking of laundry costs for performance reporting.

SPECIAL PROVISIONS

Laundry Operations may communicate directly with TCID program managers as needed to ensure program efficiency, effectiveness, and continuity.

Not-to-exceed Amount: The costs for services provided by HSCS Business Operations under Attachment A are covered by the HHSC oversight assessment.

PERFORMANCE MEASURES

Exhibit A-8: Performance Measures					
Laundry Operations					
Describe deliverable items that can be used to track performance of service provided under this Contract. The deliverable should be something that can be easily identified as an end product (e.g. a document, an object, an even, etc.) shown as the measure. Timing should reflect the final completion day for satisfactory performance.					
HHSC			TCID		
Item	Measure	Timing	Item	Measure	Timing
Develop and distribute benchmarking data report	Report sent to facilities	Monthly	Feeder data for development of report	Input to Laundry Operations Office	Monthly
Technical expertise/consultation	Response message	Within five(5) workdays	Request for assistance	Phone/email/FAX message	As needed
Interpret Regional Laundry Operating Instructions	Interpretation provided	Two(2) workdays	Request for interpretation	Email or faxed request	As needed

LAUNDRY OPERATIONS – Regional Laundry Services – Kerrville SH

SCOPE OF SERVICES

Kerrville State Hospital (KSH) shall provide laundry services for Texas Center for Infectious Disease (TCID).

KERRVILLE STATE HOSPITAL:

- Shall furnish all personnel, equipment, transportation, and supplies to provide laundry services including pick-up and delivery.
- Shall provide laundry services in accordance with Joint Commission for Accreditation of Healthcare Organizations (The Joint Commission) Environment of Care, Internal Operating Procedures for Regional Laundry Services as developed and approved by HSCS Business Operations, any other State or applicable regulatory requirements, and standard laundry industry practices and regulations for cleanliness, finish, and appearance.
- Shall ensure soiled and cleaned items are not transported in the same vehicle at the same time and ensure vehicles are cleaned and disinfected before loading clean articles.

- Shall furnish clean laundry carts during delivery of clean linen. All clean linen delivered shall be covered and protected at all times. Linen will be delivered neatly folded.
- Shall have a back-up emergency plan to ensure interruption of laundry service does not interfere with service demand.
- Shall furnish a daily delivery summary to be submitted to TCID monthly. The summary shall include total clean weight; and
- Shall be responsible for replacing all linens worn or tom beyond use in the normal course of business.

TCID:

- Shall be responsible for maintaining an adequate par level of clean linen in circulating inventory to meet seven (7) days of requirements of patient care activities.
- Shall tag all tom, worn, stained or unacceptable linen and return to KSH.
- Shall provide laundry staff necessary for the pick-up and distribution on the TCID campus. Shall provide daily the following completed forms for TCID: the daily inventory sheets and the clean linen area inventory sheet after deliveries have been made for the day. At the end of the day by fax (830) 258 5364 or scanned and emailed to the Project Manager.
- Shall provide laundry services in accordance with Joint Commission for Accreditation of Healthcare Organizations (The Joint Commission) Environment of Care, Internal Operating Procedures for Regional Laundry Services as developed and approved by HSCS Business Operations, and any other State or applicable regulatory requirements, and standard laundry industry practices and regulations for cleanliness, finish, and appearance.
- Shall return all clean carts that were furnished by KSH with clean linens by filling the carts with secured soiled laundry bags following the contaminated laundry procedures for all facilities for soiled pick-up of laundry by KSH.
- Shall not send "Red Biohazardous Bags" to the Regional Laundry; and
- Shall contact the Regional Laundry when sending potentially infectious linens with the cart number that the linens will be placed in, bagged in yellow bags per Internal Operating Procedures for Regional Laundry Services as developed and approved by HSCS Business Operations.

KSH and TCID:

- All risks of loss or damage to each item of linen from the time KSH picks up dirty linen until the time of delivery of clean linen back to TCID shall be borne by KSH. Notwithstanding the foregoing, KSH is not responsible for damage for normal wear and tear or factory defects when TCID or its agents misuse linens. KSH shall attempt to remove stains not ordinarily considered by laundry as normal for linens, using the most

effective detergents and washing formulas related to laundry. There is no guarantee that all stains will be removed.

- Both TCID and KSH will name a Project Manager responsible for coordination, implementation, and problem solving.
- Patient clothing will be laundered on an "as needed" basis but there is no reimbursement or replacement of patient clothing that may be damaged during the laundry process.
- Housekeeping/Kitchen micro mops, mops/dust mops and rags will be laundered on an "as needed" basis but there is no reimbursement or replacement of micro mops, mops/dust mops that may be damaged during the laundry process.
- KSH and TCID will follow all Operating Procedures for Regional Laundry Services located on the HHS Intranet at the following link: <https://txhhs.sharepoint.com/sites/hscs-bo/fos/les/>
- All areas where soiled linens are kept will be regularly treated to control pests.

PERFORMANCE MEASURES:

Goal: Shall provide laundry services in accordance with Joint Commission for Accreditation of Healthcare Organizations (The Joint Commission) Environment of Care, Internal Operating Procedures for Regional Laundry Services as developed and approved by HSCS Business Operations, and any other State or applicable regulatory requirements, and standard laundry industry practices and regulations for cleanliness, finish, and appearance.

- **Output:** Clean and infection free linens.
- **Measurable Outcomes:** Pick-up of soiled linen and delivery of clean, infection-free linens will be accomplished according to schedule.

BASIS FOR CALCULATING REIMBURSABLE COSTS:

TCID will be charged based on TCID's percentage of expenses. The total amount shall not exceed \$36,000.00 per fiscal year.

PAYMENT FOR SERVICES:

Payments for service performed shall be billed monthly during the term of the Contract.

J. WAREHOUSE SERVICES – MIMS INVENTORY:

SASH will provide MIMS inventory - Warehouse Support Services.

SCOPE OF SERVICES

SASH will:

- Bill TCID based on Material Inventory Management System (MIMS); and
- Approve replenishment requests in order to maintain an adequate stock level for TCID.

TCID will:

- Reimburse SASH for items issued through the MIMS system; and
- Reimburse SASH for items issued from the warehouse within 30 days of receipt of billing.

PERFORMANCE MEASURES

- At least 97 percent of stock items are maintained in warehouse; and
- All orders are delivered within two working days after the request is entered in the MIMS.

BASIS FOR CALCULATING REIMBURSABLE COSTS:

SASH will invoice TCID for actual costs of stock items and supplies issued from the warehouse which will result in variable monthly invoices. The not-to exceed amount is \$160,000.00 per fiscal year.

PAYMENT FOR SERVICES:

Payments for service performed shall be billed monthly during the term of the Contract.

K. SUPPLY SERVICES (WAREHOUSE) – Warehouse staff and Business Operations Supply Services Oversight and Administration

SCOPE OF SERVICES

Supply Services will furnish oversight and technical assistance to warehouse operations. This assistance will include, but is not limited to, the following services provided:

- Supply Services will stock immediate need items for TCID use.
- Supply Services will replenish by generating an interfaced CAPPS requisition to Procurement and Contracting Services (PCS).
- Supply Services will receive, put away, rotate, pick, pull and deliver to designated delivery points at TCID.

- Supply Services will track stock with expiration dates and facilitate issuance to using departments at TCID.
- Supply Services will provide training, guidance, and ongoing assistance to all users of the Automated Inventory Management System.
- Supply Services will develop and oversee policy standardization for warehouse operations.
- Supply Services will develop and oversee product standardization and cost efficiencies in conjunction with PCS.
- Supply Services will design and distribute standardized product list posted on Supply Services website; and
- Supply Services will conduct monthly inventories.

SPECIAL PROVISIONS

- TCID will provide Supply Services necessary management information and data for performance analysis, workload measurement, forecasting, and related tasks. TCID will allow appropriate ongoing access to warehouse facilities for Supply Services staff.
- Supply Services may communicate directly with TCID program managers as needed to ensure program efficiency, effectiveness, and continuity.
- Supply Services may make limited short-term redistribution of supplies or equipment, including temporary loan of materials handling equipment, between and among TCID and other HHS facilities.
- TCID shall provide needed delivery vehicles in good working order and ongoing maintenance to all warehouse material handling broadcasts for announcements and emergency notification.
- TCID will follow an approved delivery schedule for stock item distribution for their facility.
- TCID will provide accounting or other designated staff to participate in annual inventories of warehouse stock.

Not-to-exceed Amount: The costs for services provided by HSCS Business Operations under Attachment A are covered by the HHSC oversight assessment.

PERFORMANCE MEASURES

Exhibit A-9: Performance Measures					
Supply Services					
Describe deliverable items that can be used to track performance of service provided under this Contract. The deliverable should be something that can be easily identified as an end product (e.g. a document, an object, an even, etc.) shown as the measure. Timing should reflect the final completion day for satisfactory performance.					
HHSC			TCID		
Item	Measure	Timing	Item	Measure	Timing
Conduct physical inventory	Variance Report	Quarterly	Accounting staff to participate in annual inventory	Staff participate and sign inventory documents	Annually
Receive incoming goods both stock and non-stock	Adequate stock levels per Automated Inventory Control System Timely delivery within three(3) working days to end user for non-stock goods	Ongoing	Accurate estimates of needs per department for stock and acceptance of goods upon delivery	Items not stored in the Supply Warehouse more than three(3) working days for non-stock items	Ongoing
Store dated supplied using First in/First Out (FIFO)	Date of receipt on bx or expiration date	Each delivery	Ordering and receiving information from Food Service	Food order	Prior to each delivery
Deliver warehouse stock items	Automated Inventory Control System	As scheduled	Enter orders into the Automated Inventory Control system timely	Two(2) working days prior to needed delivery	Per established schedule
Electronically receive orders into financial system	Electronic system date received	Three(3) working days	Notify Supply Services of all good delivered via third that require receipting in CAPPs	Within two(2) working days	Ongoing
Interpret Supply Services Operating Instructions	Interpretation provided	Two(2) working days	Request for interpretation	Emailed or faxed request	As needed
Submit orders in the Automated Inventory Control System for needed consumable supplies	Items available for use	As needed	Provide needed consumable supplies to include: Toilet Paper, Paper Towels, Copy Paper, Batteries	Delivered by Housekeeping or Supply Services orders using the Automated Inventory Control System	As needed
Supply Services staff are aware of events such as road closures and able to respond to emergencies appropriately	Timely response	As needed	Effective communication regarding facility events and emergencies	Supply Staff receive and are included on the "All Mail" distribution list	As needed
Supply Staff are available to open the warehouse as directed on nights and weekends	Needed supplies are available	Within one(1) hour of request or facility may invoke the After Hours Emergency Policy for Warehouse Entry	Facility will establish and an After Hours Emergency Policy for Warehouse Entry	Policy developed	As needed
Use equipment safely and correctly resulting in the least amount of wear and tear	Expected Life Longevity for specified equipment	Ongoing	Facility to provide safe and adequate vehicles and forklifts	Services can be delivered with adequate equipment	Ongoing

ATTACHMENT B

San Antonio State Hospital To Texas Center for Infectious Disease

A. PHARMACY SERVICES

The San Antonio State Hospital (SASH) will provide the drug distribution service components of pharmaceutical care as defined by the Texas State Board of Pharmacy, the Drug Enforcement Agency, The Joint Commission Medication Management Standards, and any other applicable regulatory agencies to the Texas Center for Infectious Disease. This will include maintaining a Class C Pharmacy License and DEA registrations in good standing with each entity.

SCOPE OF SERVICES

Distribution and related services:

- Hours of operation: 6:00 a.m. to 6:00 p.m., Monday through Friday, and 8:00 a.m. to 12:00 p.m. on Holidays (less Christmas and Thanksgiving) that occur Monday through Friday.
- Drug distribution will occur through the use of Automated Dispensing Machines (ADMs)
- The Automated Dispensing System will use a patient profiling system.
- Medication orders will be entered into the electronic medical record and will interface with the pharmacy software system.
- Computerized profiles will be maintained for all patients.
- Allergy, polypharmacy, drug interaction reviewing will be completed through the Pharmacy Software System.
- Prior to validating any medication order, the pharmacist, with the assistance of the pharmacy software system, will review the patient's medication regimen for significant drug interactions, side-effects, allergies, the need for additional laboratory testing and any other issue as deemed relevant to the pharmacist. Any significant concerns will be resolved with the prescriber prior to dispensing the medication.
- The Pharmacy will maintain the legally required documentation for drug distribution.
- A Pharmacist will review nursing transactions from the ADMs to include, but not limited to overrides and all controlled substance transactions. All

medication orders are to be reviewed by a pharmacist. For overrides this review is retrospective, but necessary for immediate need and correct medication, dose, allergy, and drug interaction review for a medication given without the prior review by a pharmacist.

- The Pharmacy Team will work with the appropriate HHS, DSHS, and/or vendor IT entities to ensure the medication management systems associated with the prescribing, administering, and distribution of medications are working appropriately to ensure safe, effective, and efficient drug delivery systems to the TCID patients. Emerging issues must be communicated to TCID Nursing Leadership, Pharmacist, and Health Information Management staff via a TCID Incident Report to TCID Quality Management to coordinate solutions.

- **Controlled Substance:**
 - ❖ Controlled substances will be available in the ADMs and will require a blind count by the nurse removing the controlled substance. Liquid controlled substances compounded controlled substances, or other controlled substances not available in unit dose or which lack a pharmacy software link to the ADM system, may be dispensed via the floor stock method with a sign out sheet.
- Nursing will do end of shift counts for all accessed controlled substances during a shift. It will be done by two nurses.
- Any discrepancies in controlled substance counts will be immediately and fully investigated at a minimum, prior to the end of each nursing shift.
- The Pharmacy will maintain all the legal documentation for the purchase, issuance and destruction of controlled substances.
- The Pharmacy will participate in the TCID Medication Diversion Policy by providing oversight for the use and prescribing of controlled substances at TCID.
- All controlled substance transactions to include, but not limited to waste, return bin activity, undocumented waste, returns, and discrepancies will be reviewed by a pharmacist.

Glucometers:

TCID will not purchase Glucometer devices from SASH. SASH will provide Glucometer devices to TCID but TCID will purchase the strips from the HHSC warehouse.

After Hours Medication Access:

- Medications stored in the ADM will be available for removal from the ADM once the Pharmacy has verified the order in the pharmacy software system. Medications stored in the ADM that have new medication orders written and a delay in administering them will cause discomfort or harm to a patient when the Pharmacy is closed, can be obtained from the ADM by two authorized nurses using the "override" function. All overrides will be reviewed by a pharmacist on the next business day.

After Hours Room:

- An After-Hours Medication Room is located outside the Pharmacy. The contents of the room will be based on need and will be used by the State Hospital and Texas Center for Infectious Disease. The contents will be approved by the SASH and TCID Pharmacy and Therapeutics Committee and will be reviewed on a routine basis. Texas Center for Infectious Disease personnel coordinate efforts with the SASH Nursing Officer on Duty (OD) in order to access this room.

Traditional drug distribution:

- Prescriptions for clinic patients and pass, furlough, and discharge for inpatients will be dispensed by the Pharmacy. Prescriptions for pass, furlough, and discharge need to be in the Pharmacy at least 72 hours prior to departure.
- Prescriptions will be faxed to the Pharmacy.
Prescriptions issued by Texas Center for Infectious Disease physicians to injured employees after the initial job-related injury will be filled by the Pharmacy.

On Call Services:

- A pharmacist will provide On Call Services when the Pharmacy is closed.
- After hours drug distribution services will be provided through the use of the ADMs.
- For items not available in the ADMs, the SASH OD Nurse will be contacted for possible access to the After Hours Medication Room.
- If needed, the on-call pharmacist can be contacted via SASH Operators.
- The On-Call pharmacist shall verify orders twice a day (prior to 8 am and 8 pm) when the Pharmacy is closed.

- Pharmacy Computer Software:
 - ❖ The Pharmacy will utilize the file server provided by Central Office
 - ❖ Texas Center for Infectious Disease staff utilize the electronic health record (Avatar) for patient profiles and medication administration module (MediMAR) for MAR printing.

Repackaging of drugs:

- Unit dose packaging of medications will be utilized for stocking the ADMs. Tablets and capsules not available in unit dose will be repackaged by the pharmacy unless not recommended by the manufacturer.

Monthly Medication Storage Area Inspections:

- Pharmacy technicians will complete monthly medication room inspections for all areas where medications are stored. One copy will be kept in the medication room and one copy returned to the Pharmacy.
- Pharmaceutical Supplies:
 - ❖ Texas Center for Infectious Disease will use outpatient prescription labels, inpatient labels, prescription vials, bottles, zip lock bags, etc. as purchased through SASH MIMS.
- Clozapine Dispensing:
 - ❖ If clozapine is prescribed, then the Pharmacy will monitor the patient's Absolute Neutrophil Count (ANC) and make the necessary reports to the appropriate monitoring system.
- Patient Education Material:
 - ❖ Patient education material will be printed by SASH Pharmacy for clinic patients and inpatients having pass, furlough and discharge prescriptions.
 - ❖

Medication Administration Records (MARs):

- Texas Center for Infectious Disease will utilize the electronic medication administration record that is associated with the pharmacy software system.

Adverse Drug Reaction Reports:

- Adverse drug reaction reports will be submitted to the Pharmacy Director and will be presented at the Pharmacy and Therapeutics Committee meetings.

ADMINISTRATIVE

Drug Formulary:

- Texas Center for Infectious Disease will utilize the Drug Formulary established by the State facilities under HHSC and will utilize the appropriate state committee responsible for the development and maintenance of the Drug Formulary. A process for using nonformulary medications will be established by the Director of Pharmacy and TCID Medical Director to make sure that patients are able to receive necessary nonformulary medications without significant delay. These medications will be discussed at the TCID Pharmacy and Therapeutics Committee.

Pharmacy and Therapeutics Committee:

- The SASH Director of Pharmacy will Chair the Pharmacy and Therapeutics Committee for TCID Meetings will be coordinated to include the Medical, Quality, Nursing Staff, and any other adjunct staff required to review and discuss medication policies, procedures, conduct the necessary reviews for safe and effective medication practices at TCID. Medication Management Policies and Related Committees:
- The Director of Pharmacy or designee will attend any committee meetings which includes or relates to medication management. This includes medication error review, falls, quality meetings, pain management, IC – antibiotic stewardship, risk management and/or any other TCID required medication management committees or meetings. The Director of Pharmacy will participate in the review of all policies having to do with medication management at TCID.

Pharmacy Standard Operating Procedures (SOP):

- The Pharmacy SOP will serve as one of the documents as required by law.

Reference Materials:

- The Pharmacy will maintain the necessary reference materials for the Pharmacy as required by pharmacy law.

Drug Destruction:

- The Pharmacy will make the necessary arrangements to have drugs destroyed and will maintain the legal documentation including Hazardous Pharmaceutical Waste and Controlled Substances. The pharmacy will maintain the legal documentation where required.

Drug Issues:

- The Pharmacy will calculate the dollar amount of drugs issued to the Texas Center for Infectious Disease on a monthly basis. The amount will be based on the actual cost of the drug. In addition, the issues for drugs to treat TB will be calculated and reported separately.

Inventory:

- The Pharmacy will complete the inventories as required by departmental rules and state, and federal law.

Drug Purchasing:

- The Pharmacy will purchase drugs by using the department's designated buying group and prime vendor (wholesaler).
- SASH will submit drug invoices to the appropriate TCID Accounting Department every thirty days for payment.
- The Pharmacy will deliver the drugs to the appropriate building during normal non-holiday working hours (Monday through Friday).

Automated Dispensing Machine (ADM) System:

- The SASH Pharmacy Director will assign roles and grant access to the ADM to TCID nursing staff as requested by TCID Nursing leadership through TCID form, *NUR-0090-Automated Dispensing Machine Access Request* or form agreed upon by parties to ensure oversight for requests and roles given. Access should be granted within 72-hours of request.
- The SASH Pharmacy Director will assign the Clinical Consultant role and grant access to ADM reporting software to the Chief Nurse Executive, Director of Nursing, Director of Health Information Management, Quality Management Nurse, and Infection Control Nurse.
- The SASH Pharmacy Director or the TCID Pharmacist will run additional reports from the ADM system if requested by TCID leadership and save (print to a file) the requested reports to the share drive folder located at:

(\\dshstcid01) (S:) > TCID Pyxis Reports. Access should be granted within 24-hours of request.

- The TCID Pharmacist and at least one SASH Pharmacy staff will maintain a manager role in the ADM system and has the ability to manually synchronize data between the ADM system and the HHSC/DSHS IT Network Active Directory. This action shall be performed upon request by TCID staff. Alternatively, two TCID staff members must be assigned a *manager role* in the ADM system to perform this task as needed.

PERSONNEL

- TCID will employ one pharmacist who will report to the Director of Pharmacy. This pharmacist will complete most of the distribution responsibilities related to order entry, outpatient dispensing and clinical services. The TCID pharmacist is required to attend TCID staff and committee meetings as requested by the TCID CNE. Due to the necessity to have teamwork, SASH pharmacists will assist as needed for TCID work and the TCID pharmacist will assist in the SASH work as needed.
- The interchange of work is considered equal so no additional costs will be associated with a pharmacist position.
- Pharmacists' leave will be covered as appropriate.
- A pharmacy technician will be responsible for filling the ADMs. Currently, this is a SASH employee and TCID will be responsible to pay 30% their salary via this agreement. This employee will also be responsible for the medication area inspections at TCID Hospital and OPC, assisting the TCID Pharmacist in the inventory management of the ADMs to include but not limited to a dynamic process of reviewing medication use in the ADMs to facilitate removal of medications not being used and not for emergency use, review for expired medications in a prospective manner and assisting the pharmacist with reports and report review.
- The following positions will be split between the two facilities (70% SASH 30% TCID)
 - ❖ Drug purchaser
 - ❖ Administrative Assistant
 - ❖ Pharmacy Director

PERFORMANCE MEASURES

Exhibit A-1: Performance Measures					
PHARMACY SERVICES					
Describe deliverable items that can be used to track performance of service provided under this Contract. The deliverable should be something that can be easily identified as an end product (e.g., a document, an object, an event, etc.) shown as the measure. Timing should reflect the final completion day for satisfactory performance.					
HHSC			TCID		
Item	Measure	Timing	Item	Measure	Timing
Technical expertise/consultation with ADM Issue Assistance	Response message	24 hours	Request for assistance	Phone call or email	As needed
Assign roles and grant access to the ADM to TCID nursing staff	Response message with access given	72 hours	Complete NUR-0090-Automated Dispensing Machine Access Request	E-mail	As needed
Assign roles and grant access to ADM reporting software	Response message with access given	24 hours	Complete NUR-0090-Automated Dispensing Machine Access Request	E-mail	As needed
Interpret Pharmacy Operating Instructions	Interpretation provided	2 workdays	Request for interpretation	E-mailed	As needed
Create and Maintain Pharmacy Policy	Policy Updated	Annually	Review	Contribute	Annually
Provide facility staff with training on new medication products	Training	As needed	Provide attendees	Attendance	As needed
Provide On-Call after hour pharmacy services	Issue log kept	Monthly	Submit requests	Phone or e-mail requests	As needed
Pain Conference Meeting	TCID Pharmacist or designee attendance	Weekly	Provide Attendee	Regular attendance and complete any corrective actions from discrepancies in report	Weekly
Compliance Reports to monitor medication overrides	TCID Pharmacist PI measure reported to Quality Management Dept	Monthly with 100% compliance and report discrepancies to TCID Quality Management	Monitor Reports and assist with investigation	Follows up on discrepancies	Monthly
Pharmacy will check the PMP AwarxE database	Report and investigate potential signs of abuse of controlled substances for each new opioid order, Once and STAT orders will be	Monthly with 100% compliance and report discrepancies to TCID nurse leadership	Assist with investigation	Follows up on investigations	As needed
Completion of the annual medication management report	Kept Report	Annually	Review report and submit request for assistance and identify circumstances	Phone or e-mail requests	Annually
Pharmacy and Therapeutics Committee minutes	TCID Pharmacist or designee attendance	Monthly	Provide Attendee	Regular attendance	Monthly
Monitoring the completion of medication storage areas inspections	Report kept indicating compliance with applicable pharmacy laws	Monthly	Provide Attendees	Regular attendance and complete any corrective actions from discrepancies in report	Monthly
Active participation in The Joint Commission surveys	Timely Response	On-going	Notify	Phone or e-mail requests	On-going
Successful completion of the Texas State Board of Pharmacy inspections	Timely Response	On-going	Notify	Phone or e-mail requests	On-going
MESC Meetings	TCID Pharmacist or designee attendance	Monthly	Provide Attendee	Regular attendance and complete any corrective actions from discrepancies in report	Monthly
Fall and Medication Error Committee	TCID Pharmacist or designee attendance	Monthly	Provide Attendee	Regular attendance and complete any corrective actions from discrepancies in report	Monthly
ADM issues	Send incident report	On-going	Review at meeting	Assist with investigations as needed	On-going

B. DENTAL SERVICES

The San Antonio State Hospital will provide dental services to TCID patients.

SCOPE OF SERVICES

SASH will:

Provide dental services within the scope of the SASH dental clinic's available infrastructure and equipment and its dental practitioners to the in-patients of TCID. All services will be provided by a dentist licensed to practice dentistry in the state of Texas at the SASH campus dental clinic. For services that cannot be managed at SASH, an outside referral will be made at the SASH dentist's discretion. Dental services will include, at a minimum, the following:

- Appropriate restorative care to include amalgam, resin restorations and dental sealants
- Dental cleaning
- Endodontic (root canal) therapy
- Periodontal / soft tissue management
- Provide oral/maxillofacial surgery consisting of extractions, treatment of oral/dental trauma (within the scope of the SASH Clinic), avulsed teeth, referral for biopsies and/or other suspected pathology, and other dental care as deemed appropriate by a SASH Dentist:
- Provide replacement teeth WHEN SASH Dentist deems beneficial to a patient;
- ALL patients receiving any replacement teeth MUST be able to demonstrate the ability to properly care for them AND for their remaining natural teeth, if any;
- Provide no services for OUTPATIENTS;
- Provide emergency dental services (after consultation) to contagious tuberculosis (TB) patients provided that they present to the dental clinic with a personal fluid-resistant mask; and
- Manage the annual inspection/certification of the SASH negative pressure system.

TCID will:

- Assure the TCID Cardiopulmonary Service will provide the SASH Dental staff with approved respiratory devices (Powered Air Purifying Respirators) (PAPR) for use when examining/treating patients who are on Acid Fast Bacilli (AFB) isolation. The hood and hose is changed as needed and will be kept at the SASH Dental Clinic. All parts of the PAPR units and charger are kept at SASH. The PAPR

equipment will be inspected annually by TCID and returned to SASH after inspection. The PAPR equipment will be available at SASH at the time of the patients appointment;

- Coordinate patient scheduling and initiate the appropriate referral for dental services;
- Ensure all TCID patients are transported to the SASH campus and arrive fifteen (15) minutes prior to scheduled appointment;
- Accompany patients during their appointment if patient considered a flight risk or needs assistance with wheelchair or walker;
- Transport patients back to TCID after appointment; and
- Credential and privilege all dentists providing services to TCID patients.

PERFORMANCE MEASURES

- Dental examination within 30 days of referral; and
- Pain and/or infection and swelling will be addressed by the dentist with the treating physician within 72 hours.

COSTS

SASH will invoice TCID at the rate of \$95.00 per hour, based on dental salaries excluding incurred laboratory expenses. The laboratory expenses will be billed separately. Cost per year will not exceed \$7,000.00.

C. PATIENT RIGHTS INVESTIGATIONS

San Antonio State Hospital (SASH) will perform patient rights investigations at TCID as requested.

SCOPE OF SERVICES

SASH will:

- Respond to complaints about patient care (from patients, family/friends, staff, other interested parties): meet with patient/complainant, obtain their statement, and explain the complaint/resolution process;
- Conduct an investigation: gather statements from TCID staff, collect evidence regarding complaint;
- Report findings of investigation to TCID Superintendent/Leadership to determine action/resolution, possible referral to grievance committee;
- Provide presentation of case to grievance committee;
- Follow-up with patient on investigation outcome/committee determination and resolution of complaint/issue;

- Assess resolution effectiveness and patient satisfaction with resolution and provide report of assessment to TCID Superintendent/Leadership;
- Provide documentation of case within Statewide HEART complaint database; and
- Create and distribute quarterly and yearly report of complaints and grievances.

TCID will:

- Maintain a system for ensuring that TCID patients are aware of the complaint/grievance process (literature/signage);
- Assure that staff and patients are available for interview;
- Assure access to TCID Policies and Procedures; and
- Review recommendations from the report and the necessary actions.

PERFORMANCE MEASURES:

- SASH Client Rights staff will respond to patient complaint within 72 hours.
- Report of findings will be completed by SASH within fourteen day unless extension requested for complicated cases.
- Findings are addressed by TCID within seven days.

COSTS:

SASH will invoice TCID at the rate of \$28.00 per hour for hours spent in the investigative process. Cost is based on salary of the Client Rights staff. Costs shall not exceed \$2,500 per fiscal year.

Attachment B-1

Pharmacy Personnel Budget

PHARMACY PERSONNEL					
FY 2023	70/30 Split	SASH	TCID		
Pharmacy Tech		\$0.00	\$31,568.00		
Drug Purchaser/Tech	X	\$21,071.00	\$9,030.60		
Admin Asst	X	\$21,071.00	\$9,030.60		
Director	X	\$87,500.00	\$37,500.00		
Total		\$129,642.00	\$87,129.20	\$87,129.20 split into 11 payments of \$7,260.77 and one final payment of \$7,260.73	
FY 2024					
Pharmacy Tech		\$0.00	\$31,568.00		
Drug Purchaser/Tech	X	\$21,071.00	\$9,030.60		
Admin Asst	X	\$21,071.00	\$9,030.60		
Director	X	\$87,500.00	\$37,500.00		
Total		\$129,642.00	\$87,129.20	\$87,129.20 split into 11 payments of \$7,260.77 and one final payment of \$7,260.73	
FY 2025					
Pharmacy Tech		\$0.00	\$31,568.00		
Drug Purchaser/Tech	X	\$21,071.00	\$9,030.60		
Admin Asst	X	\$21,071.00	\$9,030.60		
Director	X	\$87,500.00	\$37,500.00		
Total		\$129,642.00	\$87,129.20	\$87,129.20 split into 11 payments of \$7,260.77 and one final payment of \$7,260.73	
FY 2026					
Pharmacy Tech		\$0.00	\$31,568.00		
Drug Purchaser/Tech	X	\$21,071.00	\$9,030.60		
Admin Asst	X	\$21,071.00	\$9,030.60		
Director	X	\$87,500.00	\$37,500.00		
Total		\$129,642.00	\$87,129.20	\$87,129.20 split into 11 payments of \$7,260.77 and one final payment of \$7,260.73	
FY 2027					
Pharmacy Tech		\$0.00	\$31,568.00		
Drug Purchaser/Tech	X	\$21,071.00	\$9,030.60		
Admin Asst	X	\$21,071.00	\$9,030.60		
Director	X	\$87,500.00	\$37,500.00		
Total		\$129,642.00	\$87,129.20	\$87,129.20 split into 11 payments of \$7,260.77 and one final payment of \$7,260.73	
GRAND TOTAL		\$648,210.00	\$435,646.00		

Attachment B-2**Pharmacy Personnel Costs**

Personnel	SASH (2/3)	TCID (1/3)
Pharmacy Tech	\$ -	\$ 31,568.00
Drug purchaser/Tech 70/30 split	\$ 21,071.40	\$ 9,030.60
Admin Asst 70/30	\$ 21,071.40	\$ 9,030.60
Director 70/30	\$ 87,500.70	\$ 37,500.30
Total Pharmacy fixed costs	\$ 129,643.50	\$ 87,129.20

Total Pharmacy fixed cost = \$87,129.20. Total cost will be divided into 11 monthly payments of \$7,260.77 and one final payment of \$7,260.73.

Total Pharmacy Costs – Recap:

Pharmacy Fixed Costs	\$ 87,129.20
Drug Costs (estimated)	\$ 900,000.00

Attachment B-3

Pharmacy Payment for Services

HHSC shall invoice DSHS monthly as follows:

- 1/12th of the fixed costs based on the methodology in Attachment A (Approved Budget)

Monthly Payment = \$7,260.77 ($\$87,129.20 \div 11$); 12TH Payment = \$7,260.73

- Actual monthly variable costs for drugs

Administrative Share-back (Rebate) from Group Purchasing Organization (GPO)

HHSC shall pay DSHS the DSHS share of any amount of funds HHSC receives from any group purchasing organization (GPO) that rebates HHSC for a portion of the costs of drugs attributable to drugs administered to TCID individuals. If the rebate is calculated as a percentage of the entire amount of drugs purchased by SASH and the amount of the rebate attributable to drugs provided to TCID patients cannot be determined from the documentation provided by the entity providing the rebate, then the amount due to DSHS shall be equal to the percentage of costs of the drugs for TCID patients divided by the total cost of all drugs purchased by SASH multiplied by the amount of the rebates received by SASH for all drugs purchased.

Invoices shall be sent to the appropriate address.

Attachment C

REGIONAL CLINICAL LABORATORY AT AUSTIN STATE HOSPITAL

To

Texas Center Infectious Disease

A. SCOPE OF SERVICES

The HHSC Regional Clinical Laboratory at Austin State Hospital (RCLA) has been fully accredited by the College of American Pathologists (CAP # 2153701), Clinical Laboratory Improvement Act (CLIA # 45D0505790) and The Joint Commission. The laboratory is located on the campus of Austin State Hospital at 4110 Guadalupe Street, Austin, Texas 78751-4296.

HHSC RCLA will be responsible for the following:

1. RCLA will maintain professional staffing as follows:
 - a. One board Certified Pathologist
 - b. Medical Technologists, Medical Laboratory Scientists and Medical Laboratory Technicians certified by the American Society for Clinical Pathology (ASCP) Board of Certification
 - c. Two site coordinators to assist in consultation and problem solving:
 - Carrie Dillon, MT (ASCP) - Phone: 512-419-2038
 - Silvia Ray, MT (ASCP) - Phone: 512-419-2024
2. RCLA will maintain contracts with outside reference laboratories to provide testing not performed in the RCLA laboratory. The current contract for outside reference laboratory work is Clinical Pathology Laboratories (CPL).
3. RCLA will provide courier pickup services for routine specimens Monday through Friday.
4. RCLA will verify all "critical (panic) values" and all results that appear to be discordant with other results for the patient or patient's diagnosis. Critical (Panic) values will be called immediately to the patient's physician or designee.
5. RCLA will provide, at no additional cost to the receiving facility; repeat testing when the clinicians feel results do not correlate with the clinical status of the patient.
6. RCLA will perform consults by a pathologist at no extra charge. The pathologist will be available by telephone as needed.

Attachment C

7. RCLA will submit to the receiving facility a monthly statement listing all tests performed on their patients. This statement will include the patient's name, date the specimen was collected, the name of the test or study performed, CPT code, and the costs of the test or study performed.
8. RCLA will initiate the monthly billing process.
9. All payments will be processed as an Interagency Transfer Voucher (ITV).
10. RCLA will provide supplies needed for specimen collection and specimen shipping.
11. RCLA's Fee Schedule is not all-inclusive of every lab test that can be requested. For any requested test that is not listed in this schedule, the associated fee charged to the requesting facility will be determined at the time of the test based on the cost to ASH to conduct and/or obtain the testing.

TCID will be responsible for the following:

1. Reimburse HHSC in accordance with the monthly billing statement generated by Austin State Hospital Accounting; and
2. Submit specimens in a timely manner with the goal of having the specimens prepared for shipment in accordance with the courier pickup schedule.

8. PERFORMANCE MEASURES:

1. Critical (panic) values are called within one hour to the patient's physician or designee.
2. Contracts are maintained with outside reference laboratories to provide testing not performed in the RCLA laboratory.
3. Specimens sent to reference laboratories will be billed at the rate charged by the reference laboratory. No handling or processing fee will be added by the RCLA.
4. Courier services are provided for routine specimens Monday through Friday. Specimens will be picked up before noon and delivered to the RCLA within two hours of pickup.
5. Pathology consultative services are provided free of charge.
6. Repeat testing will be performed upon request at no additional charge.
7. Usual specimen collection supplies are provided at no additional charge.
8. Laboratory results are available in Avatar immediately upon verification. Laboratory reports are printed on demand at TCID utilizing the laboratory information system.