

Message

Page 1 of 2

Clinica

Allen, Pat

From: Reeves, Jeanne
Sent: Monday, August 22, 2005 5:52 PM
To: Sneed, Larry; Allen, Pat
Cc: Holland, John; Zilkow, Jon; Rowland, Barbara
Subject: RE: Clinical Contract

I have questions concerning the original and most recent agreement as follows:

I. Exhibit A Description of Duties and Responsibilities Item 1 Section a and b.....I would like to know what FMV is for these services in the Atlanta market. There are several organizations that provide this service and I would like to see what they charge. \$150 /hr seems steep considering we do not provide that service in HR at that cost.

In addition I would suggest we move to require certification for the Interpreters - Again, there are several agencies in the Atlanta metro area that provide such a service and at varying costs. OB is such a High Risk Malpractice environment and some literature indicates that in Culturally diverse populations there is a higher percentage of litigation due to breakdown in interpretations. I would like to have a little more rigid requirement here. We require certain competencies and certifications for other services so why be different for Interpreters when there is a known increased risk?

Documentation required: I agree that Payroll needs to be exemplified. but let's also include weekly communication tool that was developed to address concerns more timely.

II. Why is there a **separate** fee for determining eligibility for PeachCare Item 2 and Item 5 (which is **assisting** with application)? Shouldn't the eligibility and processing of the registration and application be comparable? Again, a FMV question.....

Documentation required - there has not been a PI indicator established for this process.....that was to be provided by Clinica.....not developed by the facility. We do not receive any listing of patients applied for and granted or not granted.

III. Section 3 Item A. To my knowledge we(facility) have never been included to represent Hospital at any Hispanic marketing, Promotional event.

Documentation required: The logs submitted in the past are **incomplete**. In any marketing analysis, The purpose and the results of meeting should be noted. therefore I would expect to see material such as Flyers, number of participants with rosters (if applicable), digital photo of event, attachment of (English version) of Radio "spot".

In addition I would expect to see a more variable outreach.....the following events are rotated robotically (Planeta X radio, Mexican Consulate, various apartment complexes, Walmart). One thing to note, the Hispanic Community is known to participate heavily in church events...there are no Church events programmed into the past several years of "marketing" .

again, I question FMV for services rendered in this category

IV. Section 4 Item a,b. We do not have any educational material provided to the Clinica Patients that have been developed by Clinica. All materials are in their Clinic only....although the agreement states specifically pre-natal, postnatal and postpartum. In addition Breast Feeding, Joyce provides all material from her literature sources that is then translated by the Interpreters.....clinica to date has not provided any education material.

Documentation required: Again, Clinica needs to develop the PI Indicator that addresses patients responses, evidence of education. Either by survey or completion of document in pre-registration packet etc.

Again, FMV at \$62.50/hr? For educational materials?

If the number of interpreters goes to 8 obviously we will pay accordingly...however, I have many questions and concerns

8/23/2005

Message

about what we really are getting for over 1/2 million expense per year.

John/Jon, Please advise.....

Jeanne Reeves
Chief Nursing Officer
North Fulton Regional Hospital
W) 770-751-2587
F) 770-751-2912
e-mail-jeanne.reeves@tenethealth.com

"There's something wonderfully rewarding in being part of an effort that does make a difference"
Author-Brian O'Connell

The information in this communication is confidential and is directed only to the intended recipient. Please do not forward this communication without my permission. If you have received this communication in error, please notify me immediately and delete/destroy this communication.

-----Original Message-----

From: Sneed, Larry
Sent: Monday, August 22, 2005 4:37 PM
To: Allen, Pat
Cc: Holland, John; Zilkow, Jon; Reeves, Jeanne; Rowland, Barbara
Subject: Clinical Contract
Importance: High

Pat, please prepare a renewal package for the Clinica contract. The terms and all stipulations will stay the same in the contract with the following exception:

On Exhibit A: Description of Duties and Responsibilities Item 1, paragraph a:

We will increase the number of interpreters by two to a total of 8 employees. That will bring the total to 1280 hours monthly for a fee of \$21,120 monthly.

Justification for the change: Women's Health Services has experienced an 18% increase in total volume this year, largely due to increased referrals of Hispanic patients to our facility. The addition of 2 interpreters will allow for 24/7 coverage in the Women's Health area and provide an additional resource during peak hours to cover the Emergency Department and other units within the hospital. We fully expect the trend in growth to continue over the next year. The increase volume supports the financial resources necessary to increase the coverage for interpretive services in the hospital.

We are now about 60 days out from the contract expiration. Let's get this one moving as quickly as possible through the ECats approval process. Please make it a priority! THANKS!

Larry Sneed
Assistant Administrator
North Fulton Regional Hospital
3000 Hospital Blvd.
Roswell, GA 30075
TEL: 770-751-2908
FAX: 770-751-2912

The information in this communication is confidential and is directed only to the intended recipient. Please do not forward this communication without my permission. If you have received this communication in error, please notify me immediately and delete/destroy this communication.

8/23/2005