



Legislation Text

File #: 23-1783, Version: 1

Contract Request Template (Contracts; IGAs; Leases)

Date Submitted: 11-20-2023

**Requesting Agency: Safety
Division:**

**Subject Matter Expert Name: Emily Lauck
Email Address: Emily.Lauck@denvergov.org
Phone Number:**

Item Title & Description:

(Do not delete the following instructions)

*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

*Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.*

A bill for an ordinance approving a proposed Amendatory Agreement between the City and County of Denver and Denver Health and Hospital Authority, to continue connecting 9-1-1 callers with low acuity medical complaints with Denver Health NurseLine as an alternative to receiving ambulatory care, citywide.

Amends an intergovernmental expenditure agreement with Denver Health and Hospital Authority (202265899-00) to add \$193,317.96 for a new total of \$676,612.16 and an additional 1 year for a new end term of 12-31-2024 to continue connecting 9-1-1 callers with low acuity medical complaints with Denver Health NurseLine as an alternative to receiving ambulatory care, citywide. 202370854-01. The last regularly scheduled Council meeting within the 30-day review period is on 12-18-2023. The Committee approved filing this item at its meeting on 11-22-2023.

Affected Council District(s) or citywide?

Citywide

**Contract Control Number:
202370854-01**

**Vendor/Contractor Name (including any "DBA"):
Denver Health and Hospital Authority**

Type and Scope of services to be performed:

Services

- Denver 9-1-1 Communications Center will triage, when appropriate, inbound E9-1-1 and non-emergency calls utilizing the International Academy of Emergency Dispatch's Emergency Medical Dispatch (EMD) protocols. After EMD triage, if either an Alpha or Omega determinant level under protocol 26 Sick Person is reached, the caller will be warm transferred to the Denver Health NurseLine for evaluation.
 - The Denver Health NurseLine will evaluate the caller using their procedures to arrive at a final service recommendation: dispatch of an ambulance, emergency department visit, urgent care visit, outpatient appointment, or home care.
 - If at any time the caller requests an ambulance, the caller will be warm transferred back to Denver 9-1-1.
 - Registered Nurses may authorize prescriptions for minor acute episodic conditions through physician authorized and reviewed drug protocols.
 - Calls triaged by the Denver Health NurseLine resulting in a recommendation of non-emergency medical care within 24 hours, may be provided second level triage by an experienced medical provider. With caller consent, a medical provider will treat minor issues over telehealth. Medical supervision of the NurseLine is provided by an Emergency Physician.
 - If the NurseLine recommends an emergency department or urgent care visit, the caller will be advised to obtain their own transportation. If the caller notifies the NurseLine they cannot provide their own transportation, a Ride Share service will be offered to the patient without charge to the caller.
 - The Denver Health NurseLine will maintain an average speed of answer of 60 seconds or less.
 - Language translation will be provided by a medical language interpretation service, as needed without charge to the caller.

Monthly Reporting. The following reports shall be developed and delivered to the City:

- Monthly Performance Summary to include, but not limited to:
 - Number of calls received from Denver 9-1-1
 - Average Speed of Answer (ASA)
 - Call Abandonment Rate
 - Triage outcomes
 - Ambulance avoidance rate
 - Population served; detail provided through caller zip code tracking
- Quality Assurance Auditing
 - Per its established quality assurance guidelines, the Denver Health Nurseline shall monitor and review at least ten (10) percent of calls received.
 - Audit results will be shared on the Monthly Performance Summary
- Quality Survey
 - Denver Health will attempt to contact 100% of clients to conduct a post survey to measure satisfaction and will report on the number of clients that completed satisfaction survey and the corresponding survey results.
 - Overall survey scores will be included in the Monthly Performance Summary

Location (if applicable):

WBE/MBE/DBE goals that were applied, if applicable (construction, design, Airport concession contracts):

N/A

Are WBE/MBE/DBE goals met (if applicable)?

N/A

Is the contract new/a renewal/extension or amendment?

amendment

Was this contractor selected by competitive process or sole source?

Sole source

For Amendments/Renewals Extensions:

| <i>Current Contract Amount (A)</i> | <i>Additional Funds (B)</i> | <i>Total Contract Amount (A+B)</i> |
|------------------------------------|-----------------------------|------------------------------------|
| \$483,294.20 | \$193,317.96 | \$676,612.16 |

| <i>Current Contract Term</i> | <i>Added Time</i> | <i>New Ending Date</i> |
|------------------------------|-------------------|------------------------|
| 03/01/2023 - 12/31/2023 | 1 year | 12/31/2024 |