# RL6:INFECTION IMPLEMENTATION SERVICES

# - Statement of Work -

June 5, 2013

*Proprietary and Confidential*

rl solutions™ software for safer healthcare

# Contents

# 1 INTRODUCTION

This SOW is intended solely for the Client and RL Solutions (RL) only. As such, it cannot be distributed to anyone who is not directly involved with this project without express written consent of both parties.
RL Solutions has prepared the following Statement of Work (SOW) to assist the Client with the implementation of an updated electronic infection control surveillance system. This SOW is based on the conversations between the Client and RL Solutions during discussions with the Client's project stakeholders.

This SOW provides details on the implementation of RL6:Infection. The information provided in this document supersedes any and all prior information provided by RL Solutions to the Client. This document outlines the project scope, RL Solutions' responsibilities, the Client's responsibilities, assumptions and timeline estimates for the project. Any changes to this document will be handled through the project change request (PCR) procedure outlined in this SOW.

This SOW is intended solely for the Client and RL Solutions only. As such, it cannot be distributed to anyone who is not directly involved with this project without express written consent of both parties.

# 2 PROJECT SCOPE

The goal of this project is to:

- Provide infection preventionists (IPs) with the ability to monitor, manage and classify infectious or potentially infectious isolates, hospital-acquired infections, surgical site infections and other infection-related issues in an electronic system
- Provide pharmacists with the ability to monitor, manage and track interventions related to antimicrobial stewardship programs
- Allow IPs, ID pharmacists and other select staff to create reports, line lists and tables for data analysis to proactively manage infection risks and antimicrobial utilization
- Provide IPs, managers, IP directors, executives and board members with dynamic, automated reports and analysis of the collected information

## 2.1 The Current Environment

The following section documents RL Solutions' understanding of the current environment. This information is the foundation upon which the project tasks and cost estimate is built.

**Infection Surveillance Activity**

- TBD

**Antimicrobial Stewardship Activity**

- TBD

## 2.2 Included in the Scope

Based on the discussions with the Client, the following services are included in the scope of this project:

1. Installation and configuration of the following RL6:Infection base components:
    - RL Solutions best practices taxonomy for infection prevention
    - RL6:Infection database (1)
    - RL6:Infection application (1)
    - ADT data feed (HL7)
    - Laboratory data feed (HL7)

2. Implementation of the following RL6:
    - LDAP/Active Directory (External Authentication) interface
    - NHSN Reporting (upload to NHSN for SSI, BSI, UTI, denominators including surgical, ventilator, central lines, urinary catheter)
    - Surgical/Operating Room (CSV)
    - Pharmacy Interface (CSV or HL7)
    - Electronic Medication Administration Record (eMAR) (CSV or HL7)
    - Radiology (HL7)

- Historical load of data for Surgical Procedures for 1 year
- Historical load of infection history information (MDROs)
- Ventilator days (denominator data – start and stop dates OR import)
- Central line days (denominator data – start and stop dates OR import)
- Urinary catheter days (denominator data – start and stop dates OR import)
- Patient days import (denominator data – by care area)
- Central line insertion compliance

3. Installation of the above in a:
    - Test environment where new releases, updates and changes to configuration are tested
    - Production environment where the system is actually used on a day-to-day basis

4. The RL6:Infection product related services as required are included in this project based on the Order Form.

## 2.3 Excluded From the Scope

This project does not cover the following functions or deliverables. These areas could be explored at a later date and estimated separate from this proposal based on direction from the Client Project Manager.

1. Implementation of products or services not otherwise specifically identified on the finalized the Client quotation
2. Provision of additional hours or additional services not specified in this SOW unless approved by the Client Project Manager
3. Evaluation of current practices, policies and procedures
4. Modifications to the taxonomy provided other than those listed in this SOW
5. Set up of additional system environments
6. Troubleshooting issues relating to internal IT infrastructure
7. Installation of non-RL Solutions software or hardware
8. Migration of data to RL6 from other systems not specified in this SOW
9. Registration of the Client to report electronically to NHSN
10. Version updates to software during implementation phase
11. Technical tasks that the Client IT would perform as part of their normal role.
12. Integration tasks that the Client IT would be expected to perform as part of the scope of their role.
13. Custom integration work not otherwise specifically identified on the finalized the Client quotation.
14. Transfer of unused implementation/integration hours to other services or products

# 3 PROJECT OUTLINE

The following section provides an overview of the project phases.


RL Solutions' approach to implementation is to get our clients up and running with our software as soon as possible. Through more than 1100 implementations, our team has learned first-hand how important it is to show staff, peers and senior leaders positive results quickly. We focus on getting our software in production as opposed to perfectly tuned because we've seen that spending too much time upfront is often wasted. Our phased approach outlined is based on our clients' repeated feedback that they'd wished they'd just started using the software for a few months and then made informed adjustments afterwards.

## 3.1 Phase 1 – Validation

In this first phase of the Implementation Project, RL Solutions will work with the Client project team to:

1. Prepare for a successful launch of the project
2. Launch the project at a kick-off meeting
3. Gather and validate the requirements for the overall solution

### 3.1.1 Prepare for Launch

Prior to the assignment of implementation resources, RL Solutions will collaborate with the Client Project Manager and/or Executive Sponsor to prepare for the successful launch of the project. This will include web meetings, conference calls and/or emails to:

- Review this Statement of Work
- Identify the Client project team members
- Discuss & agree to overall project timelines
- Determine kick-off meeting date and location
- Arrange for technical conversations to facilitate software installation
- Assess technical readiness for software installation
- Assess operational readiness for project kick-off
- Receive sample messages from the Client for ADT and Laboratory integration requirements as outlined in RL6:Infection Required Message Samples

**Deliverables:**

1. A revised Statement of Work (if necessary) that reflects the actual project parameters
2. A preliminary project plan
3. A date, time and location for the project kick-off meeting
4. A list of project team members from both RL Solutions and the Client

### 3.1.2 Kick-off Meeting

The RL Solutions and the Client project teams will jointly plan an onsite kick-off meeting. The goal of the kick-off meeting is to:

- Generate excitement and momentum for the project
- Provide the Client project team with an overview of the purchased RL Solutions products
- Provide an opportunity for the combined project team to meet the Client Executive Sponsors and internal stakeholders
- Review the project plan
- Discuss communication, escalation and change control procedures

**Deliverable:**

1. A meeting to start the project with as many project team members, executive sponsors and internal stakeholders as possible

### 3.1.3 Requirements Validation

RL Solutions with the Client project team members will jointly gather, validate and finalize the requirements for the RL6:Infection system through a series of interviews and discussions with the Client end-users. These requirements will be based on the service package purchased by the Client and will be translated into a Requirements Document that will:

- Define the following field elements:
    - Organisms and assignment of MDRO, significant, reportable, etc.
    - Acquisition sources (hospital or community, etc.)
    - Case classification (confirmed, probable, suspect, etc.)
    - Classification of infection (colonized, infected, etc.)
    - Primary type and specific site (recommend using CDC/NHSN)
    - Focus (body site, initiative, etc.)
    - Precaution types (contact, droplet, etc.)
    - Precaution level (high, low, etc)
    - Risk factors and details (recommend using CDC/NHSN)

- Finalize the following configurable system elements:
    - Laboratory filtering (RL6:Infection Interpretation Rules for Laboratory Results Processing)

- Pharmacy filtering by drug class; pharmacy drug names cross matched with laboratory names
    - ADT: visit related details including, patient location, hospital service, demographics (including language marital status, ethnic group, race); descriptions and codes for admit source, patient type, admit type, unique identification number, handling of patient merges/unmerges
    - Laboratory status, specimen and department (descriptions and codes)
    - Surgery codes (optional)
    - Radiology filtering by department or test code
    - Current ADT alerts (infection control history, precautions, allergy, etc.)
    - Test type descriptions, codes and assignments
    - Specimen descriptions, codes and assignments
    - RL6:Infection alerts
    - Report templates

- Provide technical details for these connectivity components:
    - External Authentication
    - Port allocations for message feeds
    - Sample messages for Microbiology (HL7)
    - Sample messages for ADT(HL7)
    - Sample messages for Surgery (CSV)
    - Sample messages for Pharmacy (CSV or HL7)
    - Sample messages for Electronic Medical Record (CSV or HL7)
    - Sample messages for Radiology (HL7)
    - Sample messages for infection history upload (CSV)
    - Sample messages for patient, line, Foley or ventilator days (CSV or HL7)
    - NHSN facility code(s), location maps and monthly reporting plans

**Deliverables:**

1. A Requirements Document that will serve as the blueprint for system configuration, Systems Integration Testing and User Acceptance Testing
2. A revised Statement of Work (if necessary)
3. A revised project plan (if necessary)
4. A proposal for any tasks or project elements that are not covered under the project scope or exceed the number of Service Hours purchased

**Checkpoints:**

1. The Client signs off on the Requirements Document

2. Approval of the revised project plan (if necessary)
3. Approval of the revised Statement of Work (if necessary)

## 3.2 Phase 2 – Installation and Configuration

In this second phase of the Implementation Project, RL Solutions will configure the solution components as detailed in the Requirements Document and will work with the Client's IT resources to successfully install the software.

### 3.2.1 Installation

Once configuration is complete, RL Solutions will install all the necessary software components for RL6 into the testing environment. Installation includes the following:

- All the RL6 software modules purchased by the Client
- All RL6 patches (if applicable) currently available
- All configured solution components
- Connecting RL6 to external systems including:
    - SMTP email
    - Database server(s)
    - Application server(s)
    - Web server(s)
    - Interface engine(s)
    - Firewall(s)
- Communication hardware/software to enable RL Solutions to remotely troubleshoot the system (if applicable)

**Installation does not include:**

- Installation of operating systems or patches to operating systems
- Setting up databases or the servers where they reside
- Setting firewall security application parameters
- Installation of additional web or application servers
- Mapping or enabling of SMTP email to devices such as pagers, phones, printers, etc.

**Deliverables:**

1. A fully operational RL6 system in the Client testing environment that is ready for Systems Integration Testing.

### 3.2.2 Configuration

Based on the Requirements Document, RL Solutions will perform the necessary changes and modifications to the system components. System elements will be installed in the Client Test Environment. The configuration tasks included are outlined in the Requirements Document.

**Deliverables:**

1. A unit tested RL6 system with elements configured as detailed in the Requirements Document, ready for Systems Integration Test (SIT) in the Client test environment.

### 3.2.3 Systems Integration Testing (SIT)

Once installation is complete, the technical teams from RL Solutions and the Client will jointly conduct a SIT to ensure that the RL6 system is functioning properly. This phase may include:

- Training in RL6 to allow verification by the Client of the data received. This training is very basic and includes searching for a patient, viewing the patient record and viewing patient events
- Documenting the SIT plan including filtering, as required, on both the Client and RL6 interface engines
- Client development of tests that will be conducted including filtering of results, merging of patients, cross facility transfers and other business rules unique to the client environment.
- Documenting the SIT results
- Repairing system configurations based on SIT results and retesting as required

**Deliverables:**

1. A tested RL6 system that behaves as expected from a technical point of view ready for User Acceptance Testing
2. Support and assistance during SIT

**Checkpoints:**

1. The Client sign-off on completion of Systems Integration Testing

## 3.3 Phase 3 – Test and Train

Once the system has been successfully installed and validated (from a technical standpoint) as functioning, Phase 3 will begin. In this phase, a select group of individuals from the Client User Acceptance Test Team will be trained on the system and will conduct tests to ensure the system performs as expected.

### 3.3.1 User Acceptance Training

Prior to the start of User Acceptance Testing (UAT), RL Solutions will train the Client UAT Team to use the system. Training will be conducted using the system installed in the Client testing environment using live production data in the test site, if possible. Alternately, the production system with production data will be used. The following training sessions will be delivered via webinar for up to five (5) individuals:

- How to use the Inboxes
  - Admissions
  - Laboratory
  - Surgery
  - Pharmacy
- How to search patients
- How to use the patient record
- How to use events and activity
- How to use New Files inboxes to create files

Subsequent webinar training sessions will be held on:

- How to use the Files for follow-up
  - New files
  - In progress files
  - Coding/classifying files
  - Create manual files
- How to use features
  - Contact tracing
  - Activity tab
- How to use tools
- Overview of reporting/alerting/NHSN functions (not report/alert/NHSN training)

**Deliverables:**

1. Up to eight webinar sessions (two hours each) of training for the Client UAT Team

### 3.3.2 User Acceptance Testing (Test or Production)

The primary purpose of this phase is for the Client project team to test the solution from a functional standpoint to verify that all the elements documented in the Requirements Document are functioning properly. **Acceptance testing is primarily the responsibility of the Client**. However, RL Solutions will provide support during the test period as outlined below:

- Participate in test review meetings
- Evaluate bugs and enhancements documented by the UAT team
- Schedule and execute repairs to the system as agreed to with the Client Project Manager
- Coordinate the release of solution components into the test/production environment
- Provide time and cost estimates (where appropriate) to the Client Project Manager for system defects later identified as system enhancements

**Deliverables:**

1. Remote support for up to 10 hours (remote) to repair configurations and deliver fixes to the UAT team
2. Guidance on system usage

**Checkpoints:**

1. The Client signs-off on completion of User Acceptance Testing and authorization to move the solution into Production

## 3.4 Phase 4 – Production

The final phase of the project begins after authorization is received from the Client. In this phase, the teams will collaborate to roll over the tested system into the Client production environment.

### 3.4.1 Preparation for Production

RL Solutions and the Client will work together to prepare the solution components in the test environment for migration to the Client production environment including:

- Assisting the Client IT team with migration of system configurations from Test to Production
- Assisting with the creation of production checklists
- Assisting with troubleshooting and issue investigation

**Deliverables:**

1. Input into the production rollout plan
2. Migration support (remote)

### 3.4.2 Rollover to Production

Production rollover for the Client will be a big-bang rollout of ADT/LAB where all users begin using the system once it is stable and functioning. During the ADT/LAB rollout, work will be initiated on Surgery, Pharmacy, Radiology and other interfaces as outlined in the project plan if these are not complete. The following process is recommended:

During this phase, RL Solutions will provide the following support over the course of 60 days:

- Assist as second-level support to the Client project staff with questions from users, operators and administrators
- Assist the Client project staff with problem determination and problem resolution
- Assist with any additional skills transfer or training issues
- Provide ongoing data validation support
- Configure, validate, test and implement additional interfaces as per project plan
- Provide preliminary NHSN, reports and alerts training via WebEx or in-person
- Provide interface management training via WebEx
- Provide onsite, end-user training follow-up and assessment and report training (up to 3 days)

**Deliverables:**

1. Support as needed to the Client team during the rollover to production phase
2. A fully operational RL6 system to the Client users
3. One (1) hour of interface management training to technical staff (WebEx)

### 3.4.3 Just-In-Time End-User Training

In preparation for RL6:Infection going live, the RL Solutions team will conduct train-the-trainer/end-user training sessions (up to 10 individuals) to educate them on the following:

- How to use Inboxes to create files
    - Admitting
    - Laboratory
    - Surgery
    - Pharmacy
- How to use the Files for follow up
    - New files
    - In progress files
    - Coding/classifying files
    - Create manual files
- How to use features
    - Search
    - Patient record
    - Contact tracing (patient specific and location specific)
    - Events tab
- How to use tools
    - Folders
    - Tasks
    - Notes
    - RL Support Center
- Overview of reporting/alerting/NHSN functions (not report/alert/NHSN training)
- How to administer the system
    - Users (Scopes, Roles and Licenses)
    - Pick lists
    - Security

**Deliverables:**

1. Up to five (5) consecutive days of onsite end-user training for the Client team just prior and during production go-live.
4. Up to three (3) day onsite for follow-up assessment and training for reports and alerts 4-6 weeks after go-live

**Checkpoints:**

1. The Client's sign-off on completion of the project

# 4 ROLES AND RESPONSIBILITIES

The following section provides information about the roles and responsibilities of both the RL Solutions and the Client project teams.

## 4.1 RL Solutions

### 4.1.1 RL Solutions Project Sponsor

RL Solutions will provide a designated Project Sponsor who will:

- Rally the RL Solutions project team as needed, but especially at the start and end of the project
- Provide executive leadership and support on overall project management to RL team
- Address escalations or project issues that require authority beyond that of the RL Solutions Project Manager
- Ensure that the necessary resources are committed to the project

### 4.1.2 RL Solutions Project Manager

RL Solutions will provide a designated Project Manager who will:

- Ensure all RL Solutions project tasks are completed as per the project plan
- Manage the project using the major milestones to ensure timeline is being met
- Inform the Client about specific time spent (as applicable) during implementation meetings
- Resolve project bottlenecks
- Escalate issues to the appropriate party for resolution, as needed
- Coordinate project meetings, prepare meeting minutes and status reports, as necessary
- Manage the change control procedure for those tasks which are outside the scope of this project
- Obtain the required authorized sign-offs at the completion of the RL Solutions deliverables
- Be the primary point of contact for the Client project team
- Collaborate with the Client Project Manager on the overall project plan and schedule

### 4.1.3 RL Solutions Implementation Representative

RL Solutions will assign an Implementation Specialist to coordinate overall implementation services, scheduling of RL Solutions internal resources and project deliverables including:

- Conduct the Requirements Validation
- Write the Requirements Document
- Conduct the UAT training and train-the-trainer and end-user training
- Provide support during UAT and production rollout
- Provide hands-on direction and vendor leadership to the Client on implementation
- Coordinate data conversion activities in accordance with the RL Solutions Conversion Guide, where purchased as applicable;

- Guide the Client with configuration of the application
- Escalate issues to the appropriate party for resolution as needed
- Participate in project meetings as outlined in the project plan

### 4.1.4 RL Solutions Technical Representative

RL Solutions will provide a designated Technical Analyst who will:

- Configure the RL6 software components as detailed in the Requirements Document
- Install the RL6 software in collaboration with the Client Technical Representative and the Client System Administrator
- Conduct the SIT along with the Client resources as outlined in the project plan
- Provide support during UAT and Production Rollout
- Escalate issues to the appropriate party for resolution as needed
- Participate in project meetings as outlined in the project plan review the technical requirements (hardware, network, server, etc.) that must be met for successful implementation
- Assist the Client IT resource(s) to install all purchased components into both a test and production environment (for ASP, RL Solutions technical resources will perform installation)
- Respond to technical questions and inquiries during the implementation phase
- Assist the RL Solutions Client Implementation Specialist with technical administration of the project
- Facilitate transition for ongoing support per our Software Support and Maintenance Guide upon completion of the implementation phase.

### 4.1.5 RL Solutions Integration Representative

RL Solutions will provide a designated technical integration resource who will:

- Review the integration requirements (ADT, laboratory result and other interfaces) that must be met for successful implementation;
- Provide examples and a technical specification of customization of the Client interfaces that are required for them to meet the HL7 standards used by the RL integration components;
- Test the integration transformations required to perform the customization of ADT and laboratory result messages to RL standards as agreed with the Client;
- Install all purchased integration components into a test, training and production environment
- Respond to technical integration questions and inquiries during the implementation phase;
- Perform testing of the interfaces together with the Client allocated staff to ensure the correct interpretation of the messages received;
- Assist the RL Solutions Client Implementation Specialist with technical integration administration of the project;

- Facilitate transition for ongoing support to the RL Solutions Help Desk and Technical Support Team following completion of the implementation phase.

Please note that the roles and responsibilities listed above may be handled by a single individual. Each role does not necessarily mean that a separate RL Solutions resource will be assigned.

## 4.2 The Client

During the course of this implementation, there will be certain demands on your staff. We have specifically designed our process to minimize the amount of time to completion. However, for a successful outcome, it is essential that we do receive full cooperation from all the key players in the organization. Specifically, a Project Manager should be available to work full-time during the course of the implementation process outlined in this document.

For any organization, large or small, the difference between success and failure lies with its greatest asset: people. Identifying the right person for the right task is the key to mastering and succeeding at any initiative. The proper individual, or groups of individuals, can go a long way towards ensuring a successful implementation by sharing ownership, increasing data integrity, building communication and ensuring a firm commitment to the initiative. Your RL Solutions Client Implementation Specialist will work with you to understand the typical roles and responsibilities so you can select your suitable team members.

The following key roles are instrumental in a successful implementation. While your organization may use other names for these roles and, depending on your size, may not use all of them, it is beneficial to assign roles clearly and to be sure that each participant understands his or her responsibility to the project.

For a successful outcome, it is essential that everyone understand their roles and responsibilities and perform any tasks as per the agreed upon timeline. Failure to comply will jeopardize the implementation timeline as outlined in the project plan.

### 4.2.1 The Client Executive Sponsor/Clinical Champion

The Client will provide a designated Project Sponsor (ideally part of the senior leadership team) who will:

- Rally the Client project team as needed, especially at the start and end of the project
- Demonstrate management level support and commitment to the project
- Serve as the ultimate decision maker regarding how the project proceeds
- Communicate the project status to senior the Client leadership
- Ensure that the necessary resources are committed to the project

- Support process change that is necessary for the successful implementation of the product and for the achievement of clinical goals

Estimated time commitment: maximum of 1 hour per week.

### 4.2.2 The Client Project Manager

The Client will provide a designated Project Manager who is skilled at handling cross-functional project implementations and who knows how to get things done within the Client organization. The Client Project Manager will:

- Collaborate with the RL Solutions Project Manager on the overall project plan and schedule
- Ensure all the Client project tasks are completed as per the project plan
- Ensuring staff participation in scheduled training sessions
- Resolve project bottlenecks
- Escalate issues to the appropriate the Client stakeholders for resolution
- Coordinate and conduct project meetings, prepare meeting minutes and status reports as necessary
- Manage the change control procedure for those tasks which are outside the scope of this project
- Obtain the required authorized sign-offs at the completion of the RL Solutions deliverables
- Be the primary point of contact for the RL Solutions project team
- Develop policies, procedures or other internal training documentation for use by the Client organization
- Coordinate the logistics for training (i.e., book room, schedule participants)
- Assist in decision making or, on occasion, stand in for the Project Sponsor in his or her decision making role
- Providing feedback to the RL Solutions team on the implementation

Estimated time commitment: 5-10 hours per week.

### 4.2.3 The Client Infection Preventionist (IP) Representative

The Client will designate IP Representative(s) who will:

- Possess a solid understanding of infection prevention and control team process as well as the overall project objectives
- Possess a solid understanding of the internal and external infection reporting process as well as the overall project objectives
- Be available throughout the Requirements Validation phase of the project
- Be available to answer questions or provide input during the project
- Participate in the System Integration Testing, User Acceptance Testing and NHSN Testing

- Perform and coordinate end user education
- Attend meetings as outlined in the project plan

Estimated time commitment: 5-10 hours per week during the Requirements Validation, UAT and NHSN phases

### 4.2.4 The Client System Administrator

The Client will designate a System Administrator who will:

- Provide Level 1 support to the Client end users and provide day-to-day administration of the system after Production Rollout
- Work with the RL Solutions project team during SIT and UAT
- Learn the unique configurations that were done to the Client system
- Learn the RL6 system
- Be available for training as specified in the project plan
- Be available to provide system support as necessary
- Act as the primary resource to train other System Administrators
- Be responsible for performing customization of the application with guidance from the RL Solutions Client Implementation Specialist
- Function as an important link between management and the users of the system
- Clearly communicate the requirements of the system to the users of the system
- Escalate issues to the necessary party for resolution
- Complete the necessary documents per RL Solutions Conversion Guide for any purchased conversion of legacy data including cleanup of legacy database prior to delivery to RL Solutions, completion of RL Solutions standard conversion spreadsheets, and testing and sign-off of trial conversions (RL Solutions will provide a maximum of 3 rounds of trial conversions)
- Establish internal change management process for tracking on-going customizations to the software;

Estimated time commitment: 5-10 hours per week

### 4.2.5 The Client Technical Representative (IT Lead)

A contact person in IT (IM, IS, etc.) should be identified who will be the technical representative for the implementation. This representative will work primarily with the Client Project Manager and the RL Solutions Technical Resource and is involved in the technical implementation.

The Client will designate a Technical Representative who will:

- Provide RL Solutions with system access and participate in the RL6 software installation

- Provide RL Solutions with network access and participate in the workstation configuration, if necessary
- Execute appropriate backups of the test, training and production environments
- Provide ongoing technical support during SIT, UAT and after Production Rollout
- Be available for training as specified in the project plan
- Coordinate activities of all IT resources related to initial hardware configuration, software installation, network and database management
- Coordinate with all the Client system experts to ensure that sufficient documentation and examples are provided for each interface
- Ensure installation of the software, default database, interfaces, etc.
- Work with the RL Solutions Technical Resource to ensuring testing of all installed components, features and interfaces, etc., prior to the onsite implementation meeting and/or training sessions
- Provide necessary details for interface configuration and authentication (if purchased)
- Assist the Client System Administrator with preparation of legacy data for conversion (if purchased in accordance with the RL Solutions Conversion Guide) including formatting and manipulation of the legacy into the RL Solutions standard conversion spreadsheets, testing and sign-off of trial conversions (RL Solutions will provide a maximum of 3 rounds of trial conversions)
- Ensure RL Solutions technical support team has VPN access to server for support and troubleshooting
- Performance of tasks/duties typically performed by the Client IT personnel including support of hardware, installation of software, network-related activities, database-related activities, server maintenance, backup, etc.
- Ensure the Client has established internal help desk/mechanism for troubleshooting technical issues and Level 1 support issues with end users prior to contacting the RL Solutions Help Desk
- Upgrade the software on the server upon new releases
- Commence the Test and Live updates before 2:00 pm (Eastern Time). This will ensure the RL Solutions technical support and/or other resources are available and have sufficient time to assist with troubleshooting within our regular support hours of (8:30 am – 5:30pm Eastern Time, Monday to Friday).

Estimated time commitment: 3-5 hours per week during Requirements Validation, SIT, UAT and Production

### 4.2.6 The Client Interface Lead

A contact person in IT (IM, IS, etc.) should be identified who will be the technical interfacing representative for the implementation. This representative will work primarily with the Project Leader/Coordinator and the RL Solutions Integration Resource and is involved in the implementation on an as-needed basis.

Primary responsibilities of the Interfacing Lead are to:

- Coordinate with the IT Lead
- Ensure installation of the interfacing software
- Provide necessary details (specifications, assessment guides, examples) for interface configuration and authentication
- Establish message filtering and translation as required by RL Solutions' standards for ADT and laboratory result interfacing
- Coordinate with the laboratory IT staff to ensure that sufficient documentation and examples are provided for the laboratory result interface
- Work with the RL Solutions Technical Integration Resource to ensuring testing of all installed interfaces prior to the onsite implementation meeting and/or training sessions
- Upgrade the software on the server upon new releases
- Perform testing of interfaces if the Client software is upgraded

### 4.2.7 The Client System Expert Resources

The following resources are important for testing and their availability during the Validation and SIT must be secured. Although the required time is minimal, the absence or lack of planning for these resources will result in testing and validation delays.

- **Microbiology/Laboratory system expert**
    - Knows the microbiology reporting system and workflow;
    - Can order, result, correct and cancel laboratory reports
    - Can provide organism lists and codes, test names and codes, phase lists, etc., used in reporting
    - Participate in project meetings as outlined in the project plan

  Estimated time commitment: 5-10 hours per week during Validation and SIT, and an additional 1 hour a week if participating in meetings

- **ADT system expert**
    - Knows the ADT system and workflow;
    - Can admit, transfer and discharge patients

    - Understands cross-facility issues like usage of hospital identifiers and linkage across facilities; inter-facility transfers and uniqueness of location codes across facilities
    - Is familiar with inpatient, outpatient, clinic, surgery, emergency, etc. ADT processes

  Estimated time commitment: 5-10 hours per week during Validation and SIT.

- **Nurse/Clinician for Order Entry**
    - Knows the ordering process and ordering tests from the order entry module of the HIS

  Estimated time commitment: 3-5 hours per week during Validation and SIT.

- **Surgery system expert**
    - Knows the Surgery/Operating Room system and workflow;
    - Can provide information required to configure the CSV or HL7 data requirements from the surgical record or other sources

  Estimated time commitment: 5-10 hours per week during surgery implementation of project plan

- **Pharmacy system expert**
    - Knows the pharmacy system and workflow;
    - Can filter antimicrobials for the formulary and match microbiology terminology to pharmacy terminology
    - Can provide information required to configure the CSV or HL7 data requirements from the pharmacy system

  Estimated time commitment: 5-10 hours per week during pharmacy implementation of project plan

- **Radiology system expert**
    - knows the Radiology system and workflow;
    - can provide information required to configure the CSV or HL7 data requirements from the radiology system

  Estimated time commitment: 5-10 hours per week during radiology implementation of project plan

- **Patient record system expert**
    - Knows the patient record system and workflow;
    - Can provide information required to configure the CSV or HL7 data requirements from the patient record or nursing documentation system

  Estimated time commitment: 5-10 hours per week during device day implementation of project plan

### 4.2.8 The Client Other Responsibilities

The Client will also arrange the following:

- Provide a workspace for the RL Solutions project team while members are onsite, ideally with a telephone, internet access, power and access to the RL6 environments at the Client
- Make available a meeting room with overhead projector and white board (or flip chart) for the training sessions
- Order the necessary supplies as required during the project

Please note that the roles and responsibilities listed above may be handled by a single individual. Each role does not necessary mean that a separate the Client resource is required.

# 5 FEDERAL, STATE, AND LOCAL LAWS

The Client is responsible for ensuring the project and system complies with any applicable federal, state and local laws, regulations and statutes.

# 6 PROJECT ASSUMPTIONS

To execute the project successfully, several key assumptions have been made. Deviations that arise during the project may impact project timelines and the scope of work provided by RL Solutions. If any such situations occur, the RL Solutions and the Client Project Managers will meet and agree on the appropriate course of action.

**Project:**

- All project related work will be performed as per the project plan within designated timelines
- Additional hours will be purchased by the Client in the event that the hours included in the Order Form are insufficient
- Changes to the project plan will be mutually agreed upon between RL Solutions and the Client through the change control process
- The Client and RL Solutions will track all software related issues through RL's online support center, for centralized tracking and monitoring of status through to resolution (effective after Production Rollout)
- RL Solutions representatives will participate in meetings as required either in person or by telephone. Time spent in remote/onsite meetings is counted towards the purchased service hours.
- RL Solutions representatives are not required for internal meetings where system configurations are debated amongst the Client departments
- RL Solutions will have access to all necessary internal the Client reports and current analysis documents as needed to define the requirements for implementation
- The Client personnel will be dedicated to the project, as documented in this SOW and will not change during the project

**Technical:**

- The servers or virtual machines for Testing, Training and Production environments meet or exceed the specifications provided by RL Solutions and are ready according to the project plan
- The Client workstations for IP and other system users meet or exceed the specifications provided by RL Solutions

- the Client will install and configure the servers (Operating Systems, patches, virtual machines, etc) prior to the RL6 software being installed
- RL Solutions will be provided with access (including VPN access) to all of the necessary software, systems and servers to perform its responsibilities as part of this project
- the Client personnel are familiar with the Client internal systems and network settings
- the Client technology infrastructure is sufficient to support reasonable performance of the RL6 system
- Technical support will be available to RL Solutions throughout this project

**Organizational:**

- Support during implementation and after transition to support will be provided in accordance with the RL Solutions Software Support and Maintenance Guide
- The Client System Administrator(s) will use RL's online support center to track all issues
- The Client will be responsible for all expenses related to onsite services including, but not limited to, airfare, accommodation, car and mileage, food and other living expenses, as per the RL Solutions Client Services Guide (see separate guide for details)

# 7 SERVICE HOURS

The service hours listed on the Order Form represent the maximum amount of time that RL Solutions resources will provide as part of this project. Great care has been taken to properly scale the service hours to this project. In most cases, the service hours should be sufficient to achieve successful implementation. In the event that the service hours listed are not sufficient, additional time from RL Solutions can be purchased.

Travel time is not deducted from the quoted implementation service hours and is not billed to the Client. All expenses related to travel, such as airfare, car, mileage, hotel and living expenses are billable and are not included in the Order Form.

RL Solutions will track all time spent by all RL Solutions resources on the implementation project. Activities tracked include, but are not limited to:

- All remote and onsite meetings and conference calls
- Communications by phone or email
- Technical and non-technical assistance
- Configuration activities
- Internal RL meetings related to the project
- Preparation of notes/minutes/documentation, etc.

RL Solutions will inform the Client when utilization is approaching 50% and 75%. At that time, RL Solutions may also make a recommendation for best utilization of the remaining hours and/or the purchase of additional service hours.

Upon completion of the implementation project, unused service hours will expire and cannot be transferred to other products or services

# 8 CHANGE CONTROL

The following provides a detailed process to follow if a change to the project scope and/or this SOW is required.

1. A Project Change Request (PCR) will be the vehicle for communicating change. The PCR will describe the change, the rationale for the change and the impact the change will have on the project.
2. The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party.
3. Both Project Managers will review the PCR and determine if it is necessary. If both agree then the PCR will be investigated by RL Solutions.
4. The results of the investigation including any designs, costs and timeline estimates will be presented to the Client Project Manager for discussion and approval.
5. Upon signed approval by the Client Project Manager, RL Solutions will commence work as outlined in the PCR.

# 9 PROJECT DELAYS

RL Solutions recognizes and accepts that there may be delays during the project life cycle that are due to events beyond the control of both RL Solutions and the Client. Such delays may include, but are not limited to: delays in obtaining project approvals, weather issues, personal emergencies and personnel changes. These delays are considered by RL Solutions to be a normal part of conducting business and we will work together with the Client to accommodate these types of delays.

If, however, there is a delay due to a lack of response or a the Client requested suspension of the project due to other priorities or extended changes in personnel and those changes result in scheduling conflicts with other RL Solutions projects, RL Solutions reserves the right to reassign resources and/or re-prioritize this project. This may result in a restart date that may or may not match the Client desired date.

Project delays may also add more RL Solutions hours to the project. This situation will be handled using the change control process outlined previously.

# 10 COMPLETION CRITERIA

RL Solutions will have fulfilled its obligations under this SOW when any one of the following first occurs:

- RL Solutions achieves the deliverables and checkpoints described in this SOW; or,
- The implementation service hours listed on the Order Form have expired

# Hospital

RL6:Infection Implementation Team – RL

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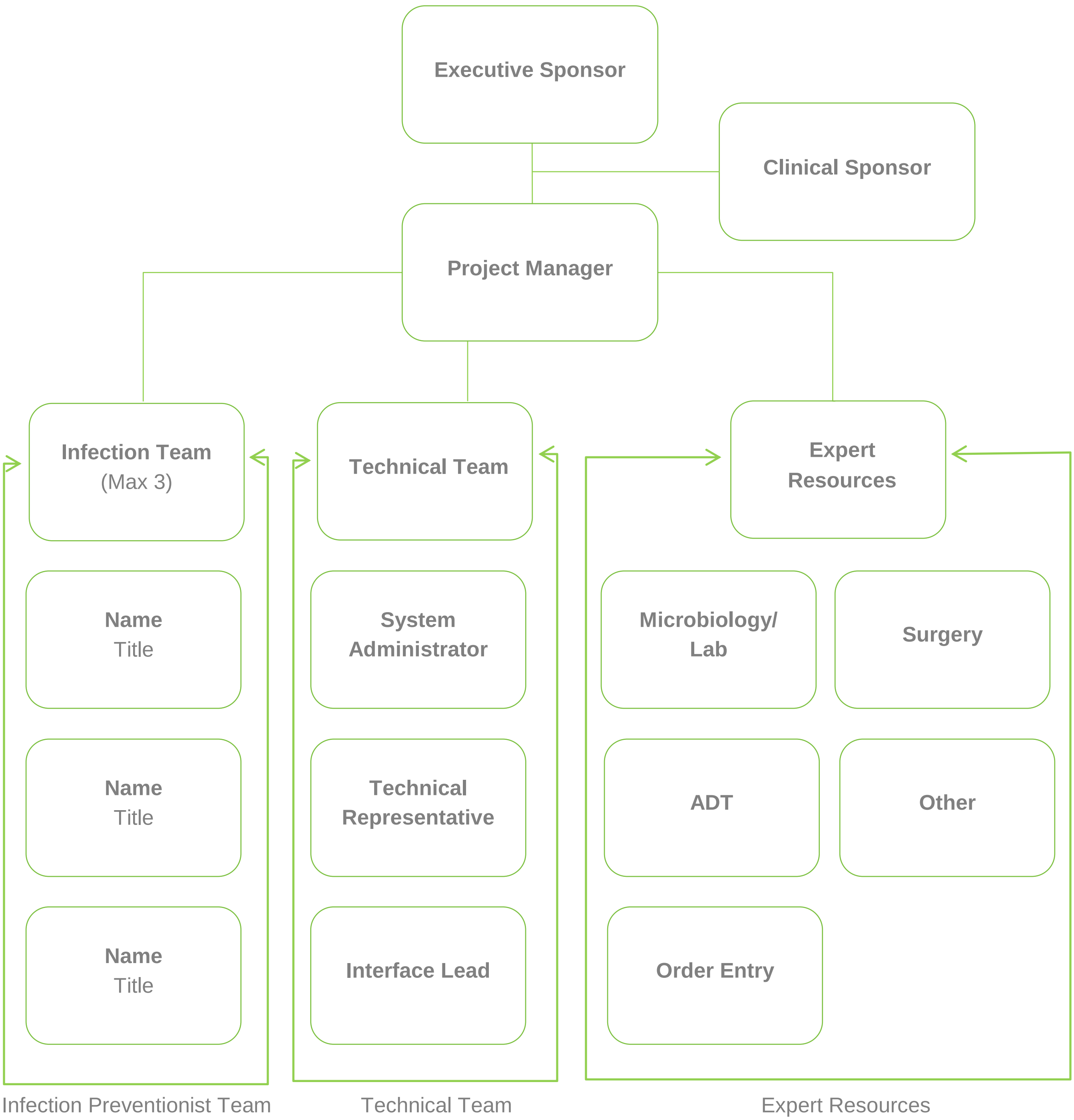
# Hospital

RL6:Infection Implementation Team – RL



# CLIENT NAME

## RL6:Infection Implementation Project – Authorization to Proceed

RL Solutions will provide services to <Client Name> to implement RL6:Infection successfully into production as outlined in this Statement of Work dated June 5, 2013.

The signature below indicates our agreement and acceptance of the proposed scope of work and authorizes RL Solutions to begin work on this project.

**<Client Name>**

Authorized Signature: ______________________________

Name: ______________________________

Title: ______________________________

Date: ______________________________

**RL Solutions**

Authorized Signature: ______________________________

Name: ______________________________

Title: ______________________________

Date: ______________________________