

# STATEMENT OF WORK

## CUSTOMER-STAFFED IMPLEMENTATION

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### Overview of Structure and Implementation

#### 1.0 Executive Summary

Collette Health offers a cloud-based patient observation platform. Able to aid medical staff in delivering care to patients through tools catered around focus, engagement and detection, and communication, Collette Health is designed to enhance any Patient Safety Observation program.

Collette Health will deliver the cloud service to the Customer for use by the Customer's medical staff. The standard Collette Health implementation will include the below:

- **Cloud Software Application** – Access to a Customer-specific Collette Health cloud tenant, hosted in a HIPAA-compliant infrastructure. Includes setup of initial tenant, named user accounts, and role configuration.
- **Software localization** - Access to Collette Health's current language packs is included as is access to future updates to the available list of languages.
- **Collette Health Configured Carts**- Default mobile carts configuration included.  
*Customizations, modifications, or deviations from the default configuration may incur additional cost.*
- **Collette Health Patient Observer Station Appliance** – Standard deployment of the Patient Safety Observer workstation provides the observation of up to 12 concurrent patients.
- **Management & Monitoring** – Management of system updates and validation of device patching, including scheduling and deployment. Remote monitoring of the appliances and Collette Health for alarms and alerts on performance and other potential issues.
- **Clinical Consulting Services** - Clinical product training, workflow consultation, Patient Safety Observation program development, and clinical go-live support.
- **Implementation** – Implementation, pre-assembled carts, and other project related activities are included.

#### 2.0 Terms

This Statement of Work shall be governed by the terms and conditions of the agreement executed between Collette Health and the Customer.

#### 3.0 Implementation

##### 3.1 Process

Collette Health's account team for implementation, which is comprised of *Director of Clinical Education, Customer Account Manager, Sales, Engineering, Customer Care Center and Project Management*, will be responsible for providing the services under this Statement of Work.

# Implementation Schedule

## Primary Customer Tasks and Requirements



### 3.2 Timeline

The below timeline highlights key events and durations based upon mutual partnership and showcases the speed to implement Collette Health.

- Week 0 – Pre-Contract Signature
  - o Customer assigns PM
  - o Joint Project Management call with both Customer and Collette Health PM's
- Week 1 – Post Contract Signature
  - o Collette Health Introduction call with Customer & Collette Health Project Managers
  - o Customer assembles project team
  - o Complete Clinical Questionnaire
  - o Complete Network Questionnaire
- Week 2 – Kickoff
  - o Customer & Collette Health Project team kickoff
  - o Configuration of customer equipment by Collette Health
  - o Weekly status calls scheduled
- Weeks 3-4 – Delivery and Setup
  - o Collette Health ships equipment to customer location(s)
  - o Customer receives equipment
  - o Customer network configurations completed
  - o Customer validation Observer Station location & Observer Cart storage facilities



- Weeks 5-6 – Staffing & Prep
  - Documentation of policies and procedures for Customer usage
  - Customer staffing finalized (identify, allocate, hire)
  - Develop Patient Safety Observer remote training schedule
- Week 7 – Workflow and Go-Live Preparation
  - Customer has finalized workflow
  - Draft policies finalized
  - Remote Patient Safety Observer Training
- Week 8 – Go-Live
  - Customer and Collette Health launch of the platform
  - Collette Health provided onsite training on solution for administrators, patient safety observers, floor staff and educators.

### 3.3 Customer Responsibilities

A successful implementation is an all-around team effort. To help the Collette Health team be successful in meeting the project's objectives, Customer's team will be responsible for the following:

- **Power** - The Customer will need to ensure that suitable access to power is available for the in-room patient equipment.
- **Network** - The Customer will need to ensure its network is ready for video traffic (which by its nature is bandwidth intensive), as well as any credentials the solution may need.
- **Equipment Space** - The Customer will need to provide space for the devices and equipment whether active or storage of.
- **Firewall Traversal** - The Customer may need to make changes to its firewall to accommodate video and application traffic to the outside world. Collette Health can provide further details on access needs.
- **Network or Firewall Special Notice** - The Customer will need to advise Collette Health of special programs, software, or initiatives that may inhibit communication with external or cloud-based services prior to Collette Health's arrival for implementation.
- **IT Team Access** - The Customer must provide Collette Health with access to local IT staff for local support and troubleshooting.
- **Patient Safety Observer Staffing** - at all times, the Customer shall be responsible for all clinical staff, including but not limited to, patient safety observers.
- **Clinical Success Point of Contact** - The Customer must provide Collette Health a designated Clinical Success point of contact(s) for regular review and follow-up.
- **Accounts Payable Contact** - The Customer must provide Collette Health with accounts payable contact.

Any failure on the Customer's part to fulfill its responsibilities under this Statement of Work may result in delays and require a change order to address adjustments in timelines and/or fees.

## 3.4 Implementation

### 3.4.1 Mutual Technology Validation

The Collette Health technology validation phase consists of deploying the Collette Health software solution as well as Observer Carts for placement within patient rooms. As part of the technology validation phase, Collette Health will work with Customer's IT personnel to validate proper network configurations are in place prior to delivering equipment for on-site setup. This validation will include providing network diagrams, required port lists, website whitelists, and required network bandwidth for the video streaming. Setup of the Customer's network must be completed prior to on-site delivery of equipment.

Prior to implementation, the Customer must confirm that it has completed all necessary pre-implementation security screenings and has engaged appropriate internal resources for network review and considerations. Delays caused by additional security screenings may affect the Go-Live date of the project.

#### **Milestones:**

- Customer setup network
  - Ports
  - IP Whitelisting
- Collette Health validation of Customer's network configuration
- Customer deploys technology in conjunction with bedside sitters (optional)
- Testing and validation of on-site components and services

#### **Mutual Installation & Testing of Collette Health Equipment**

Collette Health will provide appliance-based systems for the Collette Health observer carts and the patient observation stations that will be connected to the Customer's network. These systems will allow the Customer's Patient Safety Observers to view the appropriate number of carts as decided upon within the workflow. The Customer will be required to supply a quiet work environment for the patient safety observers, power and network connectivity for the system to function appropriately. This technology supporting the patient observation service will be remotely managed and monitored by Collette Health; the Customer will monitor their patient safety observers.

Once all devices are installed, Collette Health will test and verify the final configuration of all components. The tests will include the following:

- Log into the system remotely from Collette Health's Customer Care Center to verify monitoring capability (if required)
- Connect to the Collette Health application as a Remote Observer and connect to Patient Observer Carts
- Verify that audio and video and other Collette Health controls are working properly according to testing documentation
- Verify system updates can be performed

The Customer and Collette Health will need to determine the contact methodology when a system has triggered a monitoring threshold. Typically, Collette Health will contact the local system administrator when a device has triggered a monitoring threshold within one (1) hour of the trigger.

Collette Health will provide call flow diagrams and firewall port requirements for the Collette Health application and Collette Health's monitoring service prior to implementation. These documents may need to be reviewed with the Customer security team and/or firewall team.

**Objectives:**

- Technology deployed, installed, and tested by Collette Health in conjunction with the IT, Desktop, and Network team from the Customer's organization.
- Convert and codify draft policy based upon needs identified during the Validation phase.
- Project champion enablement, with the goal of increasing awareness of the Patient Safety Observation program and ensure effective adoption
  - o Identification
  - o Education
  - o Training
  - o Patient Safety Program Rollout
- Build confidence among Customer's floor staff

**3.4.2 Clinical Implementation & Support**

**Implementation Meetings, Project Coordination, Communication and Scheduling**

A Collette Health Project Manager will be assigned to the project, and a sales team hand-off will be conducted to debrief on the project details and introduce the Customer to the assigned Project Manager. Collette Health Project Management will coordinate both technical and clinical aspects of the Collette Health project including:

- Initial introduction to the Collette Health Project Executive Sponsor & extended Customer project team
- Project kick-off teleconference call
- Recurring teleconference project implementation meetings

**Clinical Program Development**

Collette Health Clinical Services shall provide Patient Safety Observation program development consultation representing best practices in the remote patient safety observation industry, a customized plan and electronic template program documents, including, but not limited to:

- Clinical staff provides electronic reference material templates
- Troubleshooting and user guides
- Patient monitoring selection guides
- Remote Patient Safety Observation policies and procedure templates
- Patient education electronic reference material templates
- Internal marketing and awareness plan and associated electronic template materials

**Remote Clinical Pre-Go-Live Training Services**

Collette Health Clinical Services shall conduct remote clinical pre-training sessions at the patient

during normal business hours. Remote training will be conducted via video/web conference. Requests for evening and/or weekend remote training hours will be considered and accommodated whenever possible and may be subject to additional fees to the extent such fees are agreed to in advance in writing by Client. Each Remote Clinical Training Session will include the following:

- One-hour remote sessions the week prior to go live
- Introduction to Remote Patient Safety Monitoring
- Software feature navigation demonstration and support of individual patient safety observer practice

### **Go-Live Support**

Standard Go-Live support will be scheduled for a period of three days, Tuesday through Thursday, between the hours of 7:00 am and 9:00 pm (local time). Monday and Friday hours are subject to available travel arrangements. Additional Go-Live support hours and/or days requested will be accommodated as availability allows and may be subject to additional fees. Standard Go-Live Support will include the following:

- Global Hospital Awareness (ancillary department rounds, huddles, staffing meeting(s))
- Onsite support of Patient Safety Observation staff
- Onsite support of Patient Safety Observation Administrator
- Instructions for modifying Customer admin settings within system
- Review of processes for adding and deleting users, enabling, and disabling features
- Creation of patient specific reports
- Introduction of Customer specific policy and workflow
- Clinical and technical support of floor nursing staff on the onboarding process and system administrator

### **Post-Implementation Clinical Services Support**

Scheduled weekly follow-up teleconference meetings and clinical support throughout the Pilot Phase, transitioning to a monthly cadence once the Collette Health solution has been implemented.

- Monthly Clinical and Customer Account Manager Program Analytics Support
- Instruct on how to create analytics reports, recurring and on demand.
- Remedial remote training of the Customer Patient Safety Observers
- Education on new application software updates and features

Ongoing Clinical Services Support –participation by Collette Health staff in Customer steering committee or monitor staff meetings, as mutually agreed.

This Statement of Work is subject to the terms of Customer’s agreement with Collette Health.