



# Our Hospital Healthcare Organization and RL Solutions

Contract negotiation  
June 2, 2010

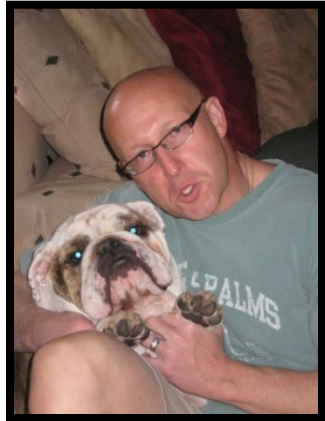
# Background

- ▶ Adverse Events (“never events”) are higher than benchmark levels
- ▶ CMS implementing a system of declining reimbursement for “never events”
- ▶ Patient Safety
- ▶ Hospital reputation
- ▶ Maintain revenue stream for OHHCO



# OHHCO & RL Solutions Negotiations

RL Solutions

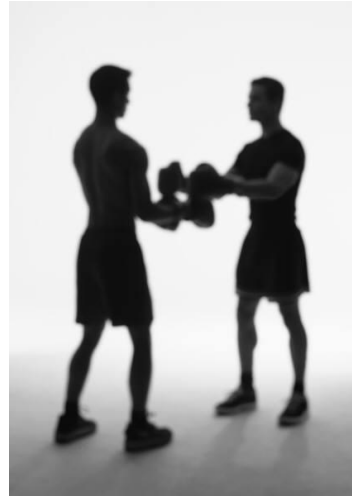


Michael



Kary

VS.



OHHCO



Connie



Michelle



# Critical Negotiation Point # 1

## ► Timeline

- OHHCO urgent need to improve. Wants 6–9month maximum timeline with full implementation by January 31, 2011
- RL solutions has a 12 month implementation strategy but cannot begin work with OHHCO until 3 months from contract signing due to other commitments with full implementation date of June 7, 2011



# Critical Negotiation Point #2

- ▶ Implementation Strategy and Payment Plan
  - OHHCO would like to use a milestone based payment plan with 50% up front, 25% after installation and training and the final 25% after acceptance testing
  - RL solutions would like a lump sum payment within 10 days of contract execution to assemble the necessary front loaded resources for implementation





# Critical Negotiation Point #3

## ▶ Support Agreement

- OHHCO would like 24/7 unlimited tech support for this brand new system and unknown vendor
- RL Solutions offers tech support per the contract by phone or email M–F 8a–5p Central time with a 20 contact limit in the first year post implementation and 10 contacts per year thereafter





# Wrap-up & Questions





# Thank-you

