



Service Description: Cisco Optimization Service for Connected Health

This document describes Cisco Optimization Service for Connected Health

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions: (1) Glossary of Terms; (2) List of Services Not Covered; (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco: If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern.

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This Cisco Optimization Service for Connected Health is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network is supported through a minimum of core services such as Cisco's Smart Net Total Care and Software Application Services, as applicable. Where available, Cisco shall provide the Cisco Optimization Service for Connected Health described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Optimization Service for Connected Health

Service Overview

Cisco Optimization Service for Connected Health is intended to provide ongoing evaluation, guidance, advice, assessments and expert support to the IT staff in a Healthcare company through Proactive Assessments and Optimization of Healthcare IT Infrastructure, Clinical Applications, Change Management and Consulting/General Advice and Escalation Support.

An initial site visit is conducted to introduce Customer to an engineer ("Connected Health Services Engineer") to act as the primary interface with Customer for engagement of activities described below for its Network. The Connected Health Services Engineer, part of Cisco Advanced Services will conduct interviews and administer a questionnaire to get information on Customer's Network as well as what technologies are deployed.

The service provides a recurring forum for collaboration, allowing the achievement of clinical goals through expanded use of technology. Cisco will provide a quarterly assessment of the tactical and strategic progress achieved on a quarterly basis. Cisco will summarize the progress toward all business and technical goals, and provide opportunity to refocus efforts toward emerging priorities.

Deliverables covered by this optimization service includes:

Healthcare Strategy:

- Connected Health Strategy & Planning Service
- Support for Healthcare Mergers and Acquisition
- Healthcare Access/Experience Business Strategy

- Healthcare Business Value Justification Service
- Healthcare Process and Workflow Development Service

Design Strategy:

- Healthcare Security, Datacenter, Mobility & BYOD Design Support
- Healthcare Intelligent Contact Center Design & Workflow Support
- Design Support for Patient Experience Solutions
- Design Support for Virtual Patient Observation Solutions
- Medical-Grade Network Architecture & Blueprint Design for Greenfield Hospitals
- Validation and Testing Support

Change Management Strategy:

- Medical-Grade Network Assessment
- MGN Security Design Assessment
- MGN Datacenter Assessment
- MGN Wireless Design Assessment
- MGN Core Network & QoS Assessment
- Incident and Problem Management for Healthcare
- Connected Health Compliance Management Service
- Technical Remediation Support

Cisco Responsibilities:

The Cisco Optimization Service for Connected Health consists of the provision of Services described below, where available, Cisco shall provide the services during Standard Business Hours (unless stated otherwise). Services provided by Cisco are remotely delivered unless otherwise noted. Cisco shall provide the following General Support provisions across all activities in this Service:

Connected Health Strategy and Planning

Explore high value technology use cases that are relevant to the business strategy of the organization

Methodology:

- Onsite workshop to understand the current business challenges and requirements
- Understand clinical, business and IT stakeholder requirements in the organization
- Prioritize the use cases on the basis of their business impact and implementation complexity (Strategy, Structure, Process, Systems and People)
- Identify ways in which technology could help address the business challenges (use cases)
- Sustainability strategies for the use case (reimbursement, revenue generation, cost saving)

Deliverables:

- Use cases relevant to the organization's strategy
- Prioritization of the use cases – Identify top 2-3 high value opportunities

Healthcare Mergers and Acquisitions (M&A) Support

- Cisco will assign specialists to understand the challenges and provide recommendations based on best practices in healthcare for managing M&A from a technology perspective.
- Document current state architecture of entities which are being merged, discuss benefits and deficiencies in the architecture as compared to Cisco's Medical Grade Network reference architecture requirements and Customer's strategic goals.
- Identify optimal approach for future state architecture for the combined technology entity. Recommend migration plan to achieve the future state architecture in according to Customer's strategic technology goals and Cisco's Medical Grade Network reference architecture principles.

Healthcare Access/Experience Business Strategy

Explore how technology can help enhance patient experience and engagement throughout the patient's journey in and outside the hospital system

Methodology:

- Understand the business challenges and requirements
- Assess the current state of patient experience at various patient touch-points, pre-hospitalization, during hospitalization and post-hospitalization
- Gap assessment between the current and desired state of patient experience

Deliverables:

- As-Is state of patient experience
- Technology recommendations and prioritization to bridge the gap between current and desired state
- High level use case assessment for the identified technology

Healthcare Business Value Justification

Provide comprehensive cost-benefit analysis to justify investment in technology to meet business goals

Methodology:

- Assess the impact of technology on the clinical (re-admissions, HCAHPS, emergency wait time) and business (marketing impact) metrics
- Financial impact (Increase in revenue vs cost savings)
- Cost of implementation: Capital expenditure and operational expenditure
- Cost-Benefit and ROI Analysis

Deliverables:

- Comprehensive business case for the investment in technology
- Automated what-if decision making tool to dynamically change the assumptions and assess the impact on outcomes

Healthcare Process and Workflow Development

Provides technology recommendations to enhance Customer experience by shadowing the hospital staff in-action and analyzing their communication processes

Methodology:

- Onsite shadowing of healthcare staff
- Gather data around collaboration and communication processes
- Identify opportunities to optimize communication processes with the use of technology
- Assess communication and collaboration pathways, process decomposition, failure modes, experience, access, flows

- Redesign optimized process for solutions, system integration needs

Deliverables:

- Technology recommendations to enhance collaboration
- Optimized workflows
- Lean process design

Ongoing Design Support for Connected Health Mobility rollout

- Cisco will assign a Medical-Grade Network mobility specialist, to address the challenges and provide recommendations based on best practices in for deploying mobility technology in the healthcare industry.
- Cisco will work with Customer to identify enterprise mobility use cases and help in prioritizing them.
- Provide ongoing support in optimizing mobility rollout and deployment including patient & clinical mobility workflow, Identify Services Engine, Cisco Wireless infrastructure and Bring Your Own Device (BYOD) rollout.

Connected Health MGN Design Review and Documentation Support

Cisco will consult with Customer via a series of meetings to develop a thorough understanding of Customer's healthcare IT infrastructure design requirements and provide support for incremental changes to the MGN architecture.

Support may include;

- Review of Customer's healthcare IT infrastructure design requirements, priorities, and goals.
- Analysis of impact of new requirements on care delivery and existing network.
- Review of network architecture and topology against Cisco MGN recommendations.
- Address MGN design related questions.
- Review of security and compliance considerations.
- Cisco will assign a Medical-Grade Network architect, to review Customer network design and provide recommendations based on best practices for deploying network technology in the healthcare industry.
- Helping Customer resolve minor design-related issues.
- Assist with High Level Design document creation.

Ongoing Design and Implementation Support for Virtual Patient Observation (VPO)

- Cisco will provide design and implementation support for Virtual Patient Observation solution for up to 24 patient cameras.
- Cisco will work with Customer to design a VPO clinical workflow, and provide configuration and deployment support for a single observation platform and up to 24 patient cameras.

Ongoing Design and Implementation Support for Cisco Patient Connect

- Cisco will assign an engineer to design and implement up to ten (10) patient experience endpoints and a single instance of the associated server platforms.
- Cisco will work with Customer identify clinical workflow requirements, document them and train the clinical staff on usage of the solution.

Validation and Testing Support

- Cisco will consult with Customer via a series of meetings to develop a thorough understanding of Customer's solution-oriented testing goals and requirements. Cisco will execute networking tests and report findings to Customer.
- Validation and Testing Support may include, among other information, the following:
 - Review of Customer's testing goals and business objectives;
 - Test Plan development or review/refine existing test plan;
 - Schedule facilities, equipment and resources;
 - Test Set Up – Perform the Physical Lab Setup;
 - Test Execution – Execute the Test Plan; and,
 - Test Results Analysis – Document the results in a Test Report.
 - Validation and Testing Support is only available to certain geographic locations and will be specified in the Quote for Services.

MGN Architecture and Blueprint Design for Greenfield

- Cisco will conduct onsite requirement gathering workshop to understand business, technical and clinical requirements and document it as part of Customer Requirement Document (CRD).
- Cisco will provide a high level blueprint of the new healthcare facility design based on Cisco's Medical Grade Network reference architecture best practices.
- Leveraging the MGN reference design, Cisco will collaborate with Customer to provide high level design, low level design, as well as remote or on site implementation support.

Connected Health Medical Grade Network (MGN) Assessment

Perform technology readiness assessment of IT network infrastructure to adopt and/or sustain business use cases.

Methodology:

- Identify and prioritize with Customer, the business use cases to be assessed for
- Conduct an onsite discovery workshop to gather information required for the assessment from business, clinical and technical stakeholders.
- Document the information gathered in a Customer Information Document.
- Assess the IT architecture against readiness for identified use cases
- Document the current state architecture; gaps, recommendations and future state Connected Health Architecture leveraging Cisco's Medical Grade Network Architecture guidelines and supporting compliance requirements such as HIPAA. Cisco Medical Grade Network is a set of Cisco recommended guidelines for building an optimal healthcare network.
- Provide a conceptual future state architecture based on business requirement and Cisco MGN guidelines.

Deliverables:

- Onsite Discovery Workshop (Up to 2 days)
- MGN Assessment Report
- Executive out brief presentation (Up to 4 hours)

Connected Health MGN Security Detailed Assessment

- Conduct an onsite security workshop to gather network, business, compliance and organizational policy information.
- Conduct a security assessment of the network components, with special focus on compliance with HIPAA standards and best practices. Assessment is done against Cisco's Medical Grade Network Security

requirements, which include healthcare industry security best practices, Cisco Security Control Framework recommendations, and healthcare compliance requirements.

- Assess organization process, procedures and technology against HIPAA security rule requirement.
- Cisco healthcare security experts will work with Customer to identify the critical assets in the environment. Cisco evaluates the capabilities of the network infrastructure to protect an identified business critical asset and provide a set of recommendations to remediate the identified security gaps for that business critical asset.
- Document the recommendations to include improvements to topology, protocols, device configurations and security controls.
- The Security Design and Compliance Assessment include one business critical asset and sampling of devices from one each of the following network areas: data center, internal network, and perimeter network.
- Perform an onsite executive and technical briefing.

Connected Health MGN Wireless Detailed Assessment

- Cisco performs in-depth performance troubleshooting and analysis on a specific portion of Wireless LAN network as well as consulting with Customer to develop a thorough understanding of Customer's wireless design requirements and provide support for incremental changes to the wireless architecture.
- Assess the wireless infrastructure against Medical Grade Network wireless architecture and best practices.
- Service performed for up to 10 wireless LAN controllers and at one site up to 100,000 square feet area.
- Document the detailed findings and recommendations. Provide executive and technical out brief.

Connected Health MGN Data Center Detailed Assessment

- Provide an onsite data center discovery session to understand business, clinical and technical information, challenges and future plans.
- Cisco performs an assessment of the data center architecture, focusing on a single business asset, or facility.
- Cisco will provide a gap analysis between the reference Medical Grade Network (MGN) data center design and Customer network.
- Cisco will document the findings and recommendations in detail.
- Provide an onsite executive and technical out brief of the findings and recommendations.

Ongoing Incident and Problem Management for Healthcare Deployments

- Cisco will provide a single point of support to drive the tracking and resolution of tactical issues with up to 100 Cisco devices.

Further details on the service are described in the Remote Management Service (RMS) specific Service Description at www.cisco.com/go/servicedescriptions/, incorporated herein by reference.

Connected Health Compliance Management Service

- Cisco will monitor and manage up to 2500 network elements for compliance with both regulatory (HIPAA/PCI etc.) and Customer-defined policies, helping to provide best practices, and policy adherence. Increasing the quantity of the service can support additional network devices.
- Cisco will work with Customer stakeholders to identify the compliance requirements, gaps in existing compliance implementation, identify gaps and recommend changes in configurations. Security Design and Compliance Assessment service to be included to address this requirement.

Further details on the service are described in the Compliance Management Configuration Service specific Service Description at www.cisco.com/go/servicedescriptions/, incorporated herein by reference.

Ongoing Medical Grade Network (MGN) Technical Remediation, Design, Implementation Support

- Designate a Connected Health Services Engineer to act as the primary interface with Customer for its Network.
- Schedule with Customer up to four (4) quarterly visits per year (not to exceed eight (8) days in aggregate) to Customer's site to review Deliverables and Activities and plan for the next quarter. Additional visits will be mutually agreed upon at Cisco's then-current travel and labor rates.
- Schedule periodic (typically weekly) conference calls to review Customer's Network status, performance of clinical applications and provide any support, consulting or change management advise as needed planning, and the Services being provided.
- Provide the Quarterly Reports and schedule a quarterly review with identified Customer contacts and key stakeholder
- Make collaboration tools available for hosting meetings, managing documentation, instant messaging, desktop sharing, and collaborative spaces.
- Establish a Customer-specific Cisco email alias to facilitate communication with Connected Health Services Engineer.
- Provide certain Data Collection Tools that Cisco has identified as appropriate for Network data collection during the Term of the Services, provided that all fees due and owing to Cisco under this Service Description have been paid. Data Collection Tools may or may not include hardware or software. Customer acknowledges and agrees Cisco shall retain full right, title, and interest to the Data Collection Tools. In addition to Cisco provided tools, the Connected Health Services Engineer may utilize Customer provided data, scripts, or internal tools to assist in collecting data from Customer Network.
- The quantity of any reporting and efforts for ongoing activities described herein will vary depending on Customer requirements and what Customer and Cisco mutually agree upon when Services are purchased as identified in the Quote provided by Cisco.

Customer Responsibilities:

Customer shall comply with the following obligations:

- Designate at least two (2) but not more than six (6) technical representatives, who must be Customer's employees in a Network security engineer or administrator role, to act as the primary technical interface to the Cisco designated engineer(s). Customer will designate as contacts senior engineers with the authority to make any necessary changes to the Network configuration. One individual, who is a senior member of management or technical staff, will be designated as Customer's primary point of contact to manage the implementation of services under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).
- Facilitate and engage third party vendors of clinical applications for answering technical questions as and if needed
- Ensure key engineering, networking and operational personnel are available to participate in interview sessions and review reports as required by Cisco in support of Service.
- Customer's technical assistance center shall maintain centralized Network management for its Network supported under this Service Description, capable of providing Level 1 and Level 2 support.
- Provide reasonable electronic access to Customer's Network to allow the Cisco designated engineer to provide support.
- Customer agrees to make its production, and if applicable, test Network environment available for installation of Data Collection Tools. Customer shall ensure that Cisco has all relevant Product information needed for an assessment.

- If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.
- Provide a Network topology map, configuration information, and information of new features being implemented as needed.
- Provide requirements documentation, low-level and high-level designs, implementations plans, and test plans as required for specific services.
- Notify Cisco immediately of any major Network changes (e.g.; topology; configuration; new IOS releases; moves, adds, changes and deletes of devices.).
- In the event the Network composition is altered, after this Service Description is in effect, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the Network composition has increased beyond the original pricing quote for Services.
- Create and manage an internal email alias for communication with Cisco.
- Retain overall responsibility for any business process impact and any process change implementations.
- Services described in this document are delivered onsite or remotely as defined in each service execution methodology
- Supply the workplace policies, conditions and environment in effect at Customer's facility.
- Provide proper security clearances and/or escorts as required to access Customer's facility.
- Customer agrees that it will not hire a current or former employee of Cisco, who is involved in the Services under this Service Description, during the term of the Service and for a period of one (1) year after the termination of the Service. As liquidated damages, and not as a penalty, should Customer hire a current or former Cisco employee who is involved in the Services under this Service Description, Customer shall pay to Cisco three (3) times the annual compensation of such employee on the date the employee is hired. If payment is not made on such date, the liquidated damage payment shall be six (6) times the annual compensation of such employee.