

# Provation Cardiology

## Licensee Responsibilities, as applicable:

1. Provide sufficient qualified resources to perform its obligations hereunder (estimate of resources are outlined below in the Implementation Project Resource Grid)
2. Access to facilities
3. Cooperation as needed to enable Provation to fulfil its obligations under this Agreement
4. Without limiting the generality of the foregoing, the following activities:

### Implementation Planning

- Participate in planning meeting with Provation representatives
- Identify Licensee project team members and communicate roles & responsibilities
- Participate in regular conference calls and follow up on action items as needed
- Obtain approval of Provation MultiCaregiver notes by Medical Records department (if purchased)
- Collect Provation MultiCaregiver notes work flow paperwork (if purchased)
- Utilize Basecamp (web-based project tracking application)

### Interface Implementation (if purchased)

- Receive and review interface specifications
- Participate in interface specification review call with Provation
- Sign-off on interface specifications
- Design & build test environment
- Define test plan and scenarios
- Conduct interface testing
- Complete necessary interface modifications to system Provation is interfacing with
- Clinical and IS involvement and verification of interface functionality
- Deploy interface code to production environment

### Technical Preparation

- Review Provation hardware & third party software requirements
- Review cabling requirements; Order scope processor cables from scope vendor if applicable
- Provide remote access for Provation support via secure high speed internet connection prior to software installation date
- Order hardware & ensure delivery by date that meets timeline (if hardware not ordered through Provation)
- Operating systems installed on server & workstations
- Servers installed on network, OS patches and service packs applied
- Local administrator account available on servers and workstations prior to software installation date
- Install image capture cards in the Provation procedure room workstations and travel carts
- Workstations installed on network and communicating with server prior to Provation installation
- Fax modem and analog phone line installed prior to software installation if applicable
- Access to procedure rooms and equipment including cabling necessary to test image capture during software installation
- Backup protocol established and ready to be tested at install
- Ongoing deployment of Provation software updates
- Third party hardware items available for software installation including but not limited to signature pad, scanners, printers, label printers, Adobe Acrobat, foot pedals, etc.

### Trainer and End User Education

- Minimum of one full-time equivalent Power User committed at the time of the planning meeting and continuing through such time that end users are able to use the Provation software independently
- Power-User co-trains nurses alongside Provation staff
- Power-User co-trains administrative staff alongside Provation staff
- Power-User co-trains physicians alongside Provation staff
- Power User and Software Administrator attend Power User and Software Administrator classroom training
- Ensure end users are informed of on-site Provation visits and are scheduled and available to work with Provation staff during such on-site visits
- Power User scheduled to be available to work with Provation staff at all times during on-site visits
- Power User is responsible for all ongoing end user training after services in Exhibit A have been delivered including but not limited to training new users and refresher training for existing users as needed. Such additional services can be purchased from Provation if so desired.

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## EXHIBIT E: PROVATION MD IMPLEMENTATION PROJECT RESOURCE GRID, AS APPLICABLE

Description of Role	*Estimated % of FTE required for implementation	*Estimated % of FTE required for ongoing maintenance	Description of Responsibilities	Description of Requirements
Project Manager	30%	0%	Participate in regularly scheduled project conference calls; complete follow up tasks as needed to ensure customer project tasks are completed on-schedule	Leadership and organizational skills; strong attention to detail; availability to meet necessary time commitments during the implementation project; ability to make decisions and coordinate efforts of all team members
Power User(s) / Nurse Manager	100%	25%	Clinical application expert; 100% availability required during end user training phase to develop training plan and provide training to end users including physicians; 20% long term to assist new physicians and infrequent users and to optimize use of advanced software functions	Knowledge of medical procedures and terminology; computer aptitude; ability to learn new software and teach others; ability to develop positive rapport with physicians who may be resistant to change; must have time available to work one-on-one with physicians
Software Administrator	20%	15%	Establish and maintain stable, secure environment for software installation and ongoing operation; responsible for hardware, network, operating system, remote support access, and network security including operating system security updates and antivirus protection. Ongoing software maintenance and in-house technical assistance with software updates and technical troubleshooting including integration with associated medical equipment (scopes, cameras, etc.)	Hardware, software and some biomedical expertise; troubleshooting skills; available during hours when procedures are scheduled
Champion Physician	5%	5%	Work with peers to gain buy-in and acceptance; enforce training requirements and implementation processes as defined by Provation; provide physician input regarding workflow decisions	Leadership skills and well-respected within the organization
Executive Sponsor	5%	5%	Review software implementation plan and executive project summary reports (if applicable); participate in executive review meetings/ calls as needed; assist in eliminating obstacles to project success	Authority to allocate resources; ability to gain support of key constituents such as HIM, physician end users, etc.
HIM Representative	20%	10%	Make decisions needed to incorporate Provation documentation and coding software into coding/billing workflow; establish feedback loop to communicate documentation needs to physicians	Understanding of current coding and billing procedures; ability to gain buy-in and compliance with new workflow
Biomed Specialist	20%	5%	Assist with scope and other imaging testing and ongoing support. Responsible for procuring any additional cabling needed for image capture	Biomedical expertise; troubleshooting skills; available during hours when procedures are scheduled
Interface Analyst(s)	20%	5%	Building, testing, implementation and support of HL7 interfaces	General HL7 interface expertise

\*Actual required hours will vary depending on the size of the facility and the scope of the project.