

RECIPIENT NAME: Central Iowa Hospital Corporation

AWARD NUMBER: 19-43-B10575

DATE: 11/14/2011

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

General Information

| | | |
|---|---|------------------------------------|
| 1. Federal Agency and Organizational Element to Which Report is Submitted Department of Commerce, National Telecommunications and Information Administration | 2. Award Identification Number 19-43-B10575 | 3. DUNS Number 075844548 |
| 4. Recipient Organization Central Iowa Hospital Corporation 1200 Pleasant St, Des Moines, IA 503091406 | | |
| 5. Current Reporting Period End Date (MM/DD/YYYY) 09-30-2011 | 6. Is this the last Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> No | |
| 7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents. | | |
| 7a. Typed or Printed Name and Title of Certifying Official Stephanie Young | 7c. Telephone (area code, number and extension) X | |
| | 7d. Email Address YoungSJ@ihs.org | |
| 7b. Signature of Certifying Official Submitted Electronically | 7e. Date Report Submitted (MM/DD/YYYY): 11-14-2011 | |

Project Indicators (This Quarter)

1. Please describe significant project accomplishments completed during this quarter (600 words or less).

Iowa Health Des Moines (IH-DM) and Guthrie County Hospital (GCH) are discussing the installation of base equipment regarding specific end points that both IH-DM and GCH will pursue through October. A strategy will be put in place to plan for neighboring, registration and address blocks and the continuation of installing the telemedicine equipment and testing for issues are major activities. Greene County Medical Center (GCMC) Executed three contracts this quarter with CAI targets. Equipment was deployed in two of the three sites and additional staff training is being planned with each of these CAI's. GCMC continue to test, order and install equipment as well. GCMC also secured a nurse presenter for the program that will begin working in the program during the next quarter. GCMC specific outreach activities included: 1) Presentation to three person surgical group and three additional clinical staff; 2) Presentation to eastern Iowa physician consortium (8 people); 3) Prepared and submitted a proposal to the governor's office relating to our placement of equipment with Homeland Security and it's network; 4) Grant Administrator took part in ATA Annual Fall Forum via simulcast; 5) Met with the City Council of Jefferson to discuss our agreement and equipment configuration (15 People); 6) Conducted a telemedicine presentation for McFarland Clinic physicians at our facility (5 people); 7) Hosted and transmitted an educational session from our hospital meeting room to an additional room, to allow additional employees to access the presentation, and also coordinated the recording of this presentation with Clarke County for future usage (54 people were in attendance); 8) Telehealth presentation to Multidisciplinary Team during their meeting and presentation to emergency response personnel from Greene County for a "September 11th Anniversary" celebration to honor them (28 people); 9) Video conference with Jeff Kennedy, Project Manager Consultant with Iowa Health System to discuss the overall global technical structure for the telehealth initiatives that are underway through the BTOP grant. 10) Four nurses on staff at GCMC trained on utilization of 3M Littmann Stethoscopes (4 people); 11) Telehealth Presentation to Public Health staff (7 people); 12) Prepared press release and photos for story in the local newspaper regarding the BTOP telehealth initiative. Grundy County Memorial Hospital (GCMH) focused heavily on outreach and planning activities with their local school systems. Meetings were held with school administrators from five school districts to discuss the opportunities to utilize the equipment to enhance educational services in the area. GCMH successfully deployed equipment to four of the eight school systems in the area (Gladbrook-Reinbeck, Aplington-Parkersburg, Grundy Center, and Dike-New Hartford). Within the four school systems, GCMH implemented equipment at eight individual school buildings in various communities spanning a 21-mile radius around the hospital. The GCMH Telehealth Manager held two public outreach sessions in the quarter to raise community awareness of the project. Approximately 245 community members were educated about the hospital's telemedicine project. A significant amount of effort was devoted in the quarter to working with the Allen Hospital Emergency Department staff to plan and prepare for implementing the technology in the GCMH and Allen Emergency Departments to facilitate the patient transfer process. This work involved testing and researching equipment options, identifying processes, developing documentation, and conducting extensive training of staff and providers. Additionally, a Telehealth Nurse was hired, which is a new position created through the BTOP grant. Clarke County Hospital (CCH) continues to support demonstrations, needs assessments, planning, set-up, education, orientation, and assistance.

2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (300 words or less).

| | Milestone | Percent Complete | Narrative (describe reasons for any variance from baseline plan or any other relevant information) |
|------|------------------------------|------------------|---|
| 2.a. | Overall Project | 40 | The variance from the baseline is due to the length of time to generate interest and implement technology at the projected community anchor institutions. |
| 2.b. | Equipment / Supply Purchases | - | Progress reported in Question 4 below |
| 2.c. | Awareness Campaigns | - | Progress reported in Question 4 below |
| 2.d. | Outreach Activities | - | Progress reported in Question 4 below |
| 2.e. | Training Programs | - | Progress reported in Question 4 below |
| 2.f. | Other (please specify): | - | Progress reported in Question 4 below |

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

The overall technology change has created a challenge and IH-DM is currently working through a budget revision to submit to NIST next quarter. Grundy Center Medical Hospital (GCMH) did not encounter any additional challenges this quarter. Guthrie County Hospital (GCH) did not encounter any challenges this quarter. The extended negotiating timeframe caused Greene County Medical

Center (GCMC) from completing the installation with the designated CAI targets this quarter. The contracts required to execute with CAI targets continue to present delays as the legal departments of the CAI often requests modifications or a complete rewrite of the agreement. Through testing of equipment placed at CAI's, GCMC was able to identify that two of their CAI targets had inadequate internet speeds that would not allow video transmittal. The turn around time on equipment and supply orders has created challenges. IH-DM did not encounter any additional challenges this quarter.

4a. In the chart below, please provide the requested information on your BTOP grant-funded SBA activities. Please also provide a short description of the activity (600 words or less). Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please ensure that the numbers of new household subscribers and business or community anchor institution (CAI) subscribers reflected in the "Total" row represent the unduplicated number of new subscribers that can be attributed to your SBA project as a whole.

| Name of the SBA Activity | Location of SBA Activity | Description of Activity (600 words or less) | Size of Target Audience | Actual Number of Participants | New Subscribers: Households | New Subscribers: Businesses and/or CAIs |
|----------------------------|--|---|-------------------------|-------------------------------|-----------------------------|---|
| Training-Distance Learning | Iowa Health-Des Moines | Lecture on Hispanic culture, and how it pertains to patient care situations, and how their culture affects patient care. | 100 | 8 | 0 | 0 |
| Training-Telehealth | Clarke County Hospital | Four consecutive week course on cardiac rhythms, offered at Clarke County via videoconferencing equipment. | 6 | 6 | 0 | 0 |
| Training-Telehealth | Iowa Health Psychiatry Services | Demonstration/discussion of telemental health to a group of four psychiatrists and two nurses. | 6 | 6 | 0 | 0 |
| Training-Telehealth | Iowa Health-Des Moines | Demonstration/discussion of use of videoconferencing capabilities to a group of four employee assistance counselors, one Psychologist, one receptionist. Discussion included how employee assistance services could be delivered to employees, thereby increasing access to these services. | 7 | 7 | 0 | 0 |
| N/A | N/A | N/A | 0 | 0 | 0 | 0 |
| Community Awareness | Greene County Medical Center and Community Sites | Community Awareness programming reached 161 people this quarter. 1) Presentation on BTOP to the Jefferson Kiwanis (35 people); 2) Took part in the | 281 | 161 | 0 | 0 |
| Training-Telehealth | Greene County Medical Center | Greene County Medical Center (GCMC) IT staff provided training to GCMC employees on McKesson Pharmacy System, Radiology/Lab Interfaces and Paragon Records System. | 124 | 124 | 0 | 0 |
| Outreach to End Points | Greene County Medical Center | Continue to explore and promote the sustainability of the program through research and discussions with potential partners. | 0 | 0 | 0 | 0 |
| Community Awareness | Toledo, IA | Meeting with MTHC Director of Administrative Services regarding telehealth partnership with GCMH. | 1 | 1 | 0 | 0 |
| Outreach to End Points | Grundy Center Memorial Hospital | Telephone conversation with Iowa Health System Information Technology regarding plan for telehealth implementation as it relates to Allen Memorial Hospital. | 1 | 1 | 0 | 0 |
| Outreach to End Points | Eldora, IA | Discussion of telehealth opportunity & uses with Dr. Teresa Brown, D.O. | 2 | 2 | 0 | 0 |
| Community Awareness | Reinbeck, IA | Discussion of Telehealth opportunity/uses with Superintendent & High School principal | 2 | 2 | 0 | 0 |
| Training-Telehealth | Waterloo, IA | Presentation to Occupational Health | 4 | 4 | 0 | 0 |
| Community Awareness | Reinbeck, IA | Discussion with Superintendent & Information Technology Coordinator regarding equipment & implementation | 2 | 2 | 0 | 0 |
| Community Awareness | Grundy Center, IA | Discussion of Telehealth opportunity/uses with Superintendent, High School Principal, and Information Technology Coordinator | 3 | 3 | 0 | 0 |
| Outreach to End Points | Grundy Center Memorial Hospital | Introduction to GCMH Telehealth program and discussion of use in the Emergency Room with Dr. Kerr | 1 | 1 | 0 | 0 |
| Community Awareness | Grundy Center, IA | Introduction to BTOP grant, discussion of Public Health potential use | 2 | 2 | 0 | 0 |
| Community Awareness | Toledo, IA | Discussion of diabetic education and other potential applications for Tribal Health Clinic | 8 | 8 | 0 | 0 |
| Training-Telehealth | Guthrie County Hospital | Training on video conferencing equipment and the telemedicine peripherals. | 35 | 18 | 0 | 0 |

| Name of the SBA Activity | Location of SBA Activity | Description of Activity (600 words or less) | Size of Target Audience | Actual Number of Participants | New Subscribers: Households | New Subscribers: Businesses and/or CAIs |
|--------------------------------------|---------------------------------|---|-------------------------|-------------------------------|-----------------------------|---|
| N/A | N/A | N/A | 0 | 0 | 0 | 0 |
| Media Coverage | Clarke County Hospital | On 1-6-11, local television station KCCI filed a spot on CCH telemedicine activities which was broadcast on the evening news. | 100,000 | 100,000 | 0 | 0 |
| Training-Distance Learning | Clarke County Hospital | On 3-29-11, Dr. Belz, a Des Moines-based nephrologist, presented education on chronic renal failure, via telehealth, to a group of local community participants. | 11 | 11 | 0 | 0 |
| outreach to end points/ demonsration | Clarke County Hospital | CCH hosted a discussion and demonstration of telehealth technology. | 107 | 107 | 0 | 0 |
| Training | Guthrie County Hospital | GCH trained its internal users on the newly installed nurse call system. | 15 | 10 | 0 | 0 |
| outreach to end points | Grundy County Memorial Hospital | Discussion with Director of Occupational Health at Allen Hospital regarding partnership opportunities with telehealth; telehealth introduction to GCMH medical staff at February meeting | 14 | 10 | 0 | 0 |
| installation of equipment | Grundy County Memorial Hospital | Installed video communication infrastructure and installed several pieces of video conferencing equipment in the facility | 247 | 144 | 0 | 0 |
| Community Awareness | Greene County Medical Center | Presentations were made to Rotary, Community Health Planning Group, Hospital Strategic Planning Committee, hospital board, county board of health, county board of supervisors, multidisciplinary group including area agency on aging, law enforcement and emergency management. | 0 | 0 | 0 | 1 |
| Outreach to end points | Greene County Medical Center | GCMC participated in demonstrations with McFarland clinic staff, physician and regional manager, law enforcement staff, ambulance and emergency manager, the Iowa Department of Public Health, and Region 12 Council of Governments Regional Planner. | 598 | 598 | 0 | 0 |
| Training | Greene County Medical Center | IT staff provided training to GCMC employees on the McKesson Pharmacy system, radiology/lab interfaces and Paragon Records System. | 37 | 37 | 0 | 0 |
| Installation of Equipment | Waterloo, IA | Implementation of Allen Pharmacy equipment | 4 | 4 | 0 | 1 |
| Installation of Equipment | Guthrie County Hospital | Installed community infrastructure equipment and video conferencing equipment in the facility | 0 | 0 | 0 | 1 |
| Nurse Call | Guthrie County Hospital | Training on Equipment | 35 | 20 | 0 | 0 |
| Education | Guthrie County Hospital | Using Telemedicine Equipment for Staff Education | 1 | 1 | 0 | 0 |
| Telemedicine | Guthrie County Hospital | Training on Equipment | 38 | 8 | 0 | 0 |
| Total: | | | 101,692 | 101,306 | 0 | 3 |

4b. Please describe your method for determining the number of households, businesses, and/or (CAIs) subscribing to broadband as a result of your SBA programs (600 words or less).

The number of CAIs subscribing to broadband is determined by the number of points of presence where video-conferencing technology has been implemented as a result of SBA activities.

4c. Please provide a narrative explanation if the total number of new subscribers is different from the targets provided in your baseline plan (600 words or less).

IH-DM Director was on medical leave causing a delay in decisions. The timeline between purchase orders and equipment deliveries typically is 8 weeks, in return, has caused a delay in the ability to gain the targeted number of new subscribers this quarter for the project.

4d. Please provide the number of households and the number of businesses and CAIs receiving discounted broadband service as result of BTOP funds.

| | |
|----------------------|--------------------------------|
| Households: 0 | Businesses and CAIs : 0 |
|----------------------|--------------------------------|

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).

Guthrie County Hospital hopes to start offering a Neurology Telemedicine Clinic. We are continuing to work on other clinics to set up and get staff familiar with the equipment. Greene County Medical Center (GCMC) will begin training their health care providers on the use of telehealth equipment and protocols. The telehealth R.N. will begin planning and coordinating specialty clinics with the network of providers. GCMC will continue to pursue the required contractual agreements with the CAI targets so they can be linked to our network and deliver telehealth. Clarke County will continue to conduct planning activities related to the implementation of a several new specialty clinics. These include: Vascular Surgery, Occupational Medicine, Emergency Medicine, Psychiatric Services, Pediatrics, Gynecology, Plastic Surgery. Planning for miscellaneous community agency activities will occur: Osceola Senior Services, Clarke Emergency Disaster, Iowa Alliance Ambulance. Implementation of telemedicine equipment at the Osceola campus of Southwest Community College (SWiCC) should be finalized, as well as implementation of Telepharmacy at Clarke County which is to occur on October 11, 2011. There are ongoing activities surrounding marketing and education of telemedicine to staff at Clarke County Hospital. Grundy Center Medical Hospital (GCMH) plans to continue outreach and implementation efforts with our local EMS crews in the next quarter. This will entail reaching out to members of six local EMS crews to discuss the opportunity to use the equipment for education and communication purposes. One potential obstacle we anticipate with a number of these groups is internet accessibility and performance at their facilities. The GCMH Information Technology (IT) staff will be researching various wireless configurations and other equipment options to utilize when we encounter internet speed and accessibility issues. GCMH will be testing the peripheral diagnostic accessories with the providers, and working with them to develop policies and procedures for providing telemedicine services at GCMH. GCMH also will begin working on curriculum and/or programming that we will offer to the school districts, and hope to have conducted several sessions by the end of the coming quarter. The newly created Telehealth Nurse position will begin in this quarter, and our plan is to dedicate time to orienting this individual to the grant, the video and diagnostic equipment, and to the clinical processes at GCMH. GCMH is projecting 16 new anchor institutions for the next quarter.

2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).

| | Milestone | Percent Complete | Narrative (describe reasons for any variance from baseline plan or any other relevant information) |
|------|-------------------------|------------------|--|
| 2.a. | Overall Project | 47 | Due to the timeline between purchase orders and equipment deliveries and installation. |
| 2.b. | Equipment Purchases | - | Milestone Data Not Required |
| 2.c. | Awareness Campaigns | - | Milestone Data Not Required |
| 2.d. | Outreach Activities | - | Milestone Data Not Required |
| 2.e. | Training Programs | - | Milestone Data Not Required |
| 2.f. | Other (please specify): | - | Milestone Data Not Required |

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

IH-DM, Clarke County Hospital, Greene County Medical Center, Guthrie County Hospital, and Grundy Center Medical Hospital anticipate a challenges in the next quarter of the migration of technology, and the learning curve associated with the replacement of existing equipment, and the incorporation of the new technology, including documentation and education on process changes.

Sustainable Broadband Adoption Budget Execution Details

Activity Based Expenditures (Sustainable Broadband Adoption)

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

| Budget for Entire Project | | | | Actuals from Project Inception through End of Current Reporting Period | | | Anticipated Actuals from Project Inception through End of Next Reporting Period | | |
|---|-------------------|-----------------------|----------------------|--|----------------|---------------|---|----------------|---------------|
| Cost Classification | Total Cost (plan) | Matching Funds (plan) | Federal Funds (plan) | Total Cost | Matching Funds | Federal Funds | Total Costs | Matching Funds | Federal Funds |
| a. Personnel | \$2,472,276 | \$754,475 | \$1,717,801 | \$514,744 | \$237,895 | \$276,849 | \$809,942 | \$514,030 | \$295,912 |
| b. Fringe Benefits | \$667,515 | \$355,261 | \$312,254 | \$130,257 | \$78,634 | \$51,623 | \$166,167 | \$108,208 | \$57,959 |
| c. Travel | \$148,046 | \$18,989 | \$129,057 | \$30,205 | \$3,075 | \$27,130 | \$30,254 | \$3,124 | \$27,130 |
| d. Equipment | \$10,847,584 | \$4,929,263 | \$5,918,321 | \$4,539,809 | \$1,903,041 | \$2,636,768 | \$5,524,996 | \$2,714,144 | \$2,810,852 |
| e. Supplies | \$197,085 | \$17,703 | \$179,382 | \$136,745 | \$6,697 | \$130,048 | \$370,650 | \$6,814 | \$363,836 |
| f. Contractual | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| g. Construction | \$85,958 | \$85,958 | \$0 | \$86,737 | \$86,737 | \$0 | \$86,737 | \$86,737 | \$0 |
| h. Other | \$128,280 | \$63,280 | \$65,000 | \$73,713 | \$36,177 | \$37,536 | \$80,360 | \$42,824 | \$37,536 |
| i. Total Direct Charges (sum of a through h) | \$14,546,744 | \$6,224,929 | \$8,321,815 | \$5,512,210 | \$2,352,256 | \$3,159,954 | \$7,069,106 | \$3,475,881 | \$3,593,225 |
| j. Indirect Charges | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| k. TOTALS (sum of i and j) | \$14,546,744 | \$6,224,929 | \$8,321,815 | \$5,512,210 | \$2,352,256 | \$3,159,954 | \$7,069,106 | \$3,475,881 | \$3,593,225 |

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

| | |
|--|---------------------------------------|
| a. Application Budget Program Income: \$0 | b. Program Income to Date: \$0 |
|--|---------------------------------------|