

MCHD Service Contract Evaluation Tool

Evaluation Period: 2025

Contractor: Physician Angels Written Contract ? ☐ YES ☐ NO

Contractor Liaison Name: Kevin Brady

Title: CEO Telephone Number: _____

Service Provided: Physician Scribes

Director/ Manager Responsible for Contractor Performance: Connie

EVALUATION

Degree to which the contractor is flexible and responsive to requests for service.

1 2 3 4 5
Poor Excellent

Comment

Degree to which the contractor meets its contractual obligations.

1 2 3 4 5
Poor Excellent

Comment

Degree to which the contractor has outlined and meets its performance expectations.

1 2 3 4 5
Poor Excellent

Comment

Degree to which the contractor has identified, monitored and provided data regarding QAPI activities (indicators) to the organization's QAPI program (reporting per organization's schedule/designation).

1 2 3 4 5
Poor Excellent

Comment

As appropriate to the contracted service: Degree to which the contractor meets CIHQ and CMS standards and regulations related to provision of care, treatment and services, human resources and medical staff requirements.

1 2 3 4 5
Poor Excellent

Comment

Overall, does the contractor provide the level of service consistent with meeting patient need and complying with external requirements, including the Medicare Conditions of Participation?

☒ Yes ☐ No (If no, document the actions taken to compensate for the gap in performance on back of sheet or in attached memorandum)

Connie Flores 1-30-26

EVALUATOR SIGNATURE/ DATE

MCHD Service Contract Evaluation Tool

Evaluation Period: 2025

Contractor: Quadris Written Contract ? ☐ YES ☐ NO

Contractor Liaison Name: Renea Dodson

Title: _____ Telephone Number: _____

Service Provided: Credentialing/Coding

Director/ Manager Responsible for Contractor Performance: Connie

EVALUATION

Degree to which the contractor is flexible and responsive to requests for service.

1 2 3 4 5
Poor Excellent

Comment

Degree to which the contractor meets its contractual obligations.

1 2 3 4 5
Poor Excellent

Comment

Degree to which the contractor has outlined and meets its performance expectations.

1 2 3 4 5
Poor Excellent

Comment

Degree to which the contractor has identified, monitored and provided data regarding QAPI activities (indicators) to the organization's QAPI program (reporting per organization's schedule/designation).

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Poor Excellent

Comment

As appropriate to the contracted service: Degree to which the contractor meets CIHQ and CMS standards and regulations related to provision of care, treatment and services, human resources and medical staff requirements.

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Poor Excellent

Comment

Overall, does the contractor provide the level of service consistent with meeting patient need and complying with external requirements, including the Medicare Conditions of Participation?

☒ Yes ☐ No (If no, document the actions taken to compensate for the gap in performance on back of sheet or in attached memorandum)

Connie Flores 01-30-26

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Contractor: Unidine Written Contract ? ☒ YES ☐ NO

Contractor Liaison Name: Chef Buddy Wheeler

Title: Dir of Dining Services Telephone Number: (985)515-1817

Service Provided: Hospitalist Services

Director/ Manager Responsible for Contractor Performance: Audra McComas

EVALUATION

Degree to which the contractor is flexible and responsive to requests for service.

1 2 3 4 ☒ 5
Poor Excellent

Comment Any limitations on flexibility are specific to online dietary platforms, which work-arounds are being explored.

Degree to which the contractor meets its contractual obligations.

1 2 3 4 ☒ 5
Poor Excellent

Comment

Degree to which the contractor has outlined and meets its performance expectations.

1 2 3 4 ☒ 5
Poor Excellent

Comment

Degree to which the contractor has identified, monitored and provided data regarding QAPI activities (indicators) to the organization's QAPI program (reporting per organization's schedule/designation).

1 2 3 ☒ 4 5
Poor Excellent

Comment During the course of 2025, there was a turnover in the Director of Dining Services' position within Unidine, There was a brief lapse in consistency regarding QAPI data submission/ meeting participation. This was resolved once Chef Wheeler was in place. All data was submitted. Audra and Chef Buddy are in routine meetings to ensure on-going compliance.

As appropriate to the contracted service: Degree to which the contractor meets CIHQ and CMS standards and regulations related to provision of care, treatment and services, human resources and medical staff requirements.

1 2 3 4 ☒ 5
Poor Excellent

Comment

Overall, does the contractor provide the level of service consistent with meeting patient need and complying with external requirements, including the Medicare Conditions of Participation?

☒ Yes ☐ No (If no, document the actions taken to compensate for the gap in performance on back of sheet or in attached memorandum)

Audra McComas, LNFA
EVALUATOR SIGNATURE/ DATE

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Contractor: <u>Concord</u>	Written Contract ? <input type="checkbox"/> YES <input type="checkbox"/> NO
Contractor Liaison Name: <u>Phillip Beasley</u>	
Title: <u>Regional Director</u>	Telephone Number: <u>888-264-0330</u>

Service Provided: Hospitalist Services

Director/ Manager Responsible for Contractor Performance: Jeff

EVALUATION	
Degree to which the contractor is flexible and responsive to requests for service.	
1	2
Poor	Excellent
Comment: <u>generally good. Some issues with scheduling and difficulty working some providers off the schedule, when requested.</u>	
Degree to which the contractor meets its contractual obligations.	
1	2
Poor	Excellent
Comment:	
Degree to which the contractor has outlined and meets its performance expectations.	
1	2
Poor	Excellent
Comment: <u>Some issues getting Death Certificates signed.</u>	
Degree to which the contractor has identified, monitored and provided data regarding QAPI activities (indicators) to the organization's QAPI program (reporting per organization's schedule/designation).	
1	2
Poor	Excellent
Comment:	
As appropriate to the contracted service: Degree to which the contractor meets CIHQ and CMS standards and regulations related to provision of care, treatment and services, human resources and medical staff requirements.	
1	2
Poor	Excellent
Comment:	

Overall, does the contractor provide the level of service consistent with meeting patient need and complying with external requirements, including the Medicare Conditions of Participation?

☒ Yes ☐ No (If no, document the actions taken to compensate for the gap in performance on back of sheet or in attached memorandum)

[Signature]
EVALUATOR SIGNATURE/ DATE

- Contractor has been good to work with as MCHD has begun to employ our own hospitalists.
- Very satisfied with Dr. Lauren Knight, MCHD Medical Director.
- Overall, satisfied with Concord.

MCHD Service Contract Evaluation Tool

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Contractor: <u>Amarillo Pathology Group</u>	Written Contract ? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Contractor Liaison Name: <u>Michael Sennett MD</u>	
Title: _____ Telephone Number: <u>(NWTN) 354-1754</u>	

Service Provided: Lab/Pathology Services

Director/ Manager Responsible for Contractor Performance: Amanda

EVALUATION	
<p>Degree to which the contractor is flexible and responsive to requests for service.</p> <p>1 2 3 4 5 <input checked="" type="checkbox"/></p> <p>Poor Excellent</p> <p>Comment _____</p>	
<p>Degree to which the contractor meets its contractual obligations.</p> <p>1 2 3 4 5 <input checked="" type="checkbox"/></p> <p>Poor Excellent</p> <p>Comment _____</p>	
<p>Degree to which the contractor has outlined and meets its performance expectations.</p> <p>1 2 3 4 5 <input checked="" type="checkbox"/></p> <p>Poor Excellent</p> <p>Comment _____</p>	
<p>Degree to which the contractor has identified, monitored and provided data regarding QAPI activities (indicators) to the organization's QAPI program (reporting per organization's schedule/designation).</p> <p>1 2 3 4 5 <input checked="" type="checkbox"/></p> <p>Poor Excellent</p> <p>Comment _____</p>	
<p>As appropriate to the contracted service: Degree to which the contractor meets Joint Commission, CIHQ, and CMS standards and regulations related to provision of care, treatment and services, human resources and medical staff requirements.</p> <p>1 2 3 4 5 <input checked="" type="checkbox"/></p> <p>Poor Excellent</p> <p>Comment _____</p>	

Overall, does the contractor provide the level of service consistent with meeting patient need and complying with external requirements, including the Medicare Conditions of Participation?

☒ Yes ☐ No (If no, document the actions taken to compensate for the gap in performance on back of sheet or in attached memorandum)

Amanda Pons 1/7/26
EVALUATOR SIGNATURE/ DATE

Evaluation Period: 2025

Written Contract ? ☒ YES ☐ NO

Title: _____ Telephone Number: _____

Director/ Manager Responsible for Contractor Performance: Zane

Degree to which the contractor is flexible and responsive to requests for service.

Comment

Comment

Comment

Comment

Comment

1-6-26

EVALUATOR SIGNATURE/ DATE

Evaluation Period: 2024 2025

Contractor Liaison Name: Carol Waddell

Service Provided: Nuclear Imaging

EVALUATION

Comment

Comment

Comment

Comment

Comment

EVALUATOR SIGNATURE/ DATE

MCHD Service Contract Evaluation Tool

Evaluation Period: 2025

Contractor: <u>High Plains Radiology Associates</u>	Written Contract ? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Contractor Liaison Name: <u>Toni Connelly</u>	
Title: <u>Practice Manager</u>	Telephone Number: <u>806-355-3352</u>

Service Provided: Radiologist Imaging Readings

Director/ Manager Responsible for Contractor Performance: Zane

EVALUATION	
Degree to which the contractor is flexible and responsive to requests for service.	
1	2
Poor	Excellent
Comment <u>Does well with STAT exams</u> <u>Does not meet Responsive needs for Routine exams</u>	
Degree to which the contractor meets its contractual obligations.	
1	2
Poor	Excellent
Comment <u>Meets Stat exam requirements but Routine exam Requirements are Not being met</u>	
Degree to which the contractor has outlined and meets its performance expectations.	
1	2
Poor	Excellent
Comment <u>Falls short with Mamm QC/QA Requirements</u>	
Degree to which the contractor has identified, monitored and provided data regarding QAPI activities (indicators) to the organization's QAPI program (reporting per organization's schedule/designation).	
1	2
Poor	Excellent
Comment <u>As appropriate to the contracted service: Degree to which the contractor meets CIHQ and CMS standards and regulations related to provision of care, treatment and services, human resources and medical staff requirements.</u>	
1	2
Poor	Excellent
Comment <u>Due to National Shortage of Radiologist we have Continued with HPRA. We have been & are continuously Looking for a Company</u>	

We have to make multiple calls/emails to get what we need.

Overall, does the contractor provide the level of service consistent with meeting patient need and complying with external requirements, including the Medicare Conditions of Participation?
To Provide better Service

☒ Yes ☐ No (If no, document the actions taken to compensate for the gap in performance on back of sheet or in attached memorandum)

[Signature] 1-7-26

EVALUATOR SIGNATURE/ DATE

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Evaluation Period: 2025

Contractor: NWTH Written Contract ? ☒ YES ☐ NO

Contractor Liaison Name: Mark Crawford

Title: CEO/Managing Director Telephone Number: 354-1250

Service Provided: Telemedicine-Stroke

Director/ Manager Responsible for Contractor Performance: Yessenia

EVALUATION

Degree to which the contractor is flexible and responsive to requests for service.

1 2 3 4X 5
Poor Excellent

Comment

Degree to which the contractor meets its contractual obligations.

1 2 3X 4 5
Poor Excellent

Comment

Degree to which the contractor has outlined and meets its performance expectations.

1 2 3X 4 5
Poor Excellent

Comment

Degree to which the contractor has identified, monitored and provided data regarding QAPI activities (indicators) to the organization's QAPI program (reporting per organization's schedule/designation).

1 2 3X 4 5
Poor Excellent

Comment

As appropriate to the contracted service: Degree to which the contractor meets CIHQ and CMS standards and regulations related to provision of care, treatment and services, human resources and medical staff requirements.

1 2 3 4X 5
Poor Excellent

Comment

Overall, does the contractor provide the level of service consistent with meeting patient need and complying with external requirements, including the Medicare Conditions of Participation? Yes. Meets. Would be open to explore BSA options when they have capability. We struggle to receive QAPI related feedback. Responses are not always timely.

☒ Yes ☐ No (If no, document the actions taken to compensate for the gap in performance on back of sheet or in attached memorandum)

Yessenia Longoria

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MCHD Service Contract Evaluation Tool

Evaluation Period: 2025

Contractor: Texas A&M Rural and Community Health Written Contract ? ☐ YES ☐ NO

Contractor Liaison Name: Tammy Weigand

Title: Program Manager Telephone Number: 979-436-0411

Service Provided: Physician Peer Review

Director/ Manager Responsible for Contractor Performance: Cody

EVALUATION

Degree to which the contractor is flexible and responsive to requests for service.

1 2 3 4 5
Poor Excellent

Comment

Degree to which the contractor meets its contractual obligations.

1 2 3 4 5
Poor Excellent

Comment

Degree to which the contractor has outlined and meets its performance expectations.

1 2 3 4 5
Poor Excellent

Comment

Degree to which the contractor has identified, monitored and provided data regarding QAPI activities (indicators) to the organization's QAPI program (reporting per organization's schedule/designation).

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