

MĀRAMA Client Experience Real Time Feedback Service Agreement

Between CBG Health Research Ltd and **NAME (TEMPLATE)**

CBG Health Research (CBG) has been contracted by the Health and Disability Commission (HDC) to develop and implement the Mārama service for collecting and analysing real time feedback (RTF) from patients and their support people about their experience of mental health and addiction services. The project is overseen by an Advisory Group that is coordinated by the HDC. This group provides advice on survey design and questionnaire content. Reports of aggregated data from Mārama users may be made available on a public website and aggregate reporting to the HDC and the MoH, however individual service providers are anonymous.

Under this agreement CBG will provide a Site License and additional services as requested. The Site License provides for:

- Use of Mārama RTF survey software
- Unlimited data collection from 5 devices (**sites purchase own hardware**)
- Up to 2500 web based results via a URL link
- One survey - HDC RTF question set*
- Mārama RTF live results dashboard
- Set of organisational detailed reports
- Provision of html code for embedding reports in third party applications or websites.
- Access to Business Intelligence tool for developing and distributing your own reports
- Training and support in loading and using the survey with one identified DHB/NGO representative (train the trainer)
- 0800 help line and website resources

*option of adding 2 additional questions into HDC survey - \$150 set up fee per additional question applies and organisations are responsible for own translations and analysis.

General information about Mārama and access to supporting tools is available at:

<http://hdcrtf.co.nz/> and includes:

- FAQ's – including and data security and hardware recommendations
- Pilot evaluation reports, HDC literature review and background literature
- Pricing calculator – instant quote for additional surveys/questions
- Link to detailed organisational analytics log in page
- Link to online support as below

Training and Support

CBG agree to provide, develop and support an online support portal
<https://marama.freshdesk.com/support/login>

- Help ticket system and tracking of communications
- Survey installation and training resources
- Patient/service information and resources, leaflet and posters
- Current and past newsletters
- Shared solutions and resources

Depending on demand, we will be holding a series of webinars throughout the year demonstrating the survey designer and the BI tool for the analytics. 0800 support will also be provided.

CBG will work with one key identified person for each site licence to ensure they are able to use the software and are able to load and run the survey(s). Your organisation is responsible for purchasing their own devices and wider staff training unless otherwise arranged with CBG.

CBG can provide a quote for additional support, training days, and development of additional analytics, question/survey design and writing if required. Higher level support may incur additional costs at the discretion of CBG and in negotiation with the client.

Responsibility of Free Text Editor

Mārama supports three client data analysis roles: Report Designers, Report Viewers and Free Text Editors.

A Report Designer can build new reports from tables of survey responses. Report Designers do not automatically have access to free text data unless they are also a Free Text Editor.

A Report Viewer may login to Mārama Reports and access reports.

A Free Text Editor can access the free text data collected by Mārama. The Free Text Editor can download the data and is then responsible that confidentiality and clinical risk is appropriately managed.

Agreement

CBG reserves the right to vary or terminate this agreement and will provide notice of this where possible. The client may also terminate this agreement at any time.

Our Free Text Editor is...(please print)

Name:

Designation:

Email:

Free text responses can be released to this person above. They are responsible for managing confidentiality and any clinical risk.

We agree with the terms in this agreement and the attached pricing schedule.

Signature:

Name:

Designation:

Date:

Pricing Schedule

Each site License is anniversary based. On the 12 month anniversary a renewal fee is due. This fee is set at \$2,800 plus GST per site. Additional on-going costs e.g. additional surveys will be invoiced monthly. Additional training or services are also available.

Organisations are responsible for purchasing their own hardware (devices)

Site Licence and devices	(Exclusive of GST)
From 1 November 2014 – 31 October 2015	
Site licence (including 5 devices, 2500 URL results and the HDC RTF question set), renewable on annual anniversary	\$2,800 pa
Additional 2500 URL results	\$100 set fee per bulk 2500 results
Additional devices	\$100 per device pa (charged pm)
Additional surveys	\$1000 pa (charged pm)

Services	(Exclusive of GST)
Additional/new two site specific questions to the HDC base question set	\$300.00 set fee
Ad-hoc support, e.g. programming a new survey if help is required, adding additional questions to base survey, modifications to dashboards, separation / aggregation of reporting statistics, etc.	\$150.00/Hour