

RECIPIENT NAME:University of California, Davis

AWARD NUMBER: 06-43-B10584

DATE: 11/22/2011

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

### QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

#### General Information

<b>1. Federal Agency and Organizational Element to Which Report is Submitted</b> Department of Commerce, National Telecommunications and Information Administration	<b>2. Award Identification Number</b> 06-43-B10584	<b>3. DUNS Number</b> 047120084
<b>4. Recipient Organization</b>  University of California, Davis 1850 Research Park Drive, STE 300, Davis, CA 95618		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b> 09-30-2011	<b>6. Is this the last Report of the Award Period?</b>  <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>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.</b>		
<b>7a. Typed or Printed Name and Title of Certifying Official</b>  Sandra Stevens	<b>7c. Telephone (area code, number and extension)</b>	
	<b>7d. Email Address</b>  smstevens@ucdavis.edu	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  11-22-2011	

**Project Indicators (This Quarter)**

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

During 2011 Q3 the following activities were initiated for the California Telehealth Network eHealth Broadband Adoption project. Access to Broadband Network: The California Telehealth Network (CTN) continues to make progress towards its mission of expanding access to broadband in underserved regions in the state. CTN site installations and membership enrollment continues to grow. The counts for membership enrollments are not always additive due to the dynamic changes that occur throughout the quarter. Each month there can be an increase in new agreements, as well as a decrease due to the number of organizations that decline or postpone membership. The total number of signed membership agreements grew in Q3 2011 to 165 sites; 85 sites currently have access to the network, of these 55 sites have direct CTN connections while an additional 30 sites have access through CENIC connections. The transition to an independent 501c3 has been completed; additional funding to advance the CTN has been received. In July CTN began generating membership fee revenues from member sites an important component of the sustainability plan; in August relocation to an independent office location was completed and in September business plan recommendations were presented to the CTN Executive Board.

Comprehensive eHealth training: At the end of Q3 2011, 45 lessons, representing 75% of the course content are available online. The courses address telehealth, clinical and consumer informatics, electronic health records and health information exchange and orientation to the California Telehealth Network. Production for the remaining Telehealth lessons and the Change Management course, including audio recording and integrating course content into the online course delivery structure, continues as content is finalized. The online eHealth Adoption Training courses went "live" in August 2011. Promotional materials to raise awareness of the online training have been provided to project partners. At the end of quarter three, 117 individuals had registered for access to the online training.

Model eHealth Communities: This quarter, the 15 selected communities submitted final approved equipment lists. Scopes of work were developed with the Lead Agency in each Model eHealth Community. UC Davis will contract with each entity receiving equipment as part of the Model eHealth Community. The contracts will be sent out from UC Davis by the end of September. Once fully executed, equipment will be ordered and distributed. Equipment will be purchased through UC Davis purchasing, following University of CA procurement policies. Customized data collection tools for quarterly reporting were developed during this quarter.

The Model eHealth Community awardees span 26 counties in rural, urban and suburban regions, as well areas in Northern, Central and Southern California and represent a spectrum of local organizations including rural and urban clinics and hospitals, libraries, county public health departments, mental health departments, public libraries, community colleges, universities, senior housing, low-income housing, and Indian Health programs, among others. Plans are under way to adopt such diverse eHealth applications as remote specialty and critical care consultations, telemedicine health management, consumer-health education, continuing education, and health-care workforce development.

**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	18	Equipment purchases are a significant portion of expected expenditures and are based on the equipment needs specific to each MC's proposed activities. Detailed analysis was required to ensure the needs of the individual communities were resolved and that all equipment purchases adhere to UC Davis procurement policies and procedures. This required additional time and therefore the projected milestone target of 30% was not met. The purchase of equipment for the Model eHealth Communities is proceeding and will be reflected in the report for the next quarter.
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

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
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).**

Comprehensive eHealth Training: The eHealth learning site launched as planned in August 2011 with all six core courses: CTN Orientation, Broadband Adoption, Electronic Health Records/ Health Information Exchange Adoption, Telehealth, Consumer Informatics and Clinical Informatics. As with any major launch, there were a few system glitches to work through in the initial two weeks. Project staff worked with the learning site partners to resolve these systematic problems expeditiously when identified.

Model eHealth Communities: Finalizing equipment lists with each community took longer than anticipated, due in part to the number of partner sites in each project and the challenges each project faced in developing equipment lists within their allocated project budgets. As noted in #2 above, detailed analysis was needed to ensure the needs of the individual communities were resolved and that all equipment purchases adhere to UC Davis procurement policies and procedures. The purchase of equipment for the Model eHealth Communities is proceeding and will be reflected in the report for the next quarter.

Access to Broadband Network: As noted in #1 above, the California Telehealth Network's (CTN) transition to an independent 501c3 has been completed. CTN continues to experience delays executing the expected number of new monthly CTN membership agreements. Once membership agreements are in place, CTN is also experiencing deployment delays as CTN sites struggle to complete on-premise wiring tasks. The current CTN membership agreements require each CTN site to take responsibility for all on-premise wiring upgrades. As of the end of Q3 2011, over 20 sites were experiencing delays completing on-premise wiring, with delays ranging up to 120 days.

**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
See attached Addendum	See Attached Addendum	Activities have been reported on the attached addendum	0	0	0	0
<b>Total:</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**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).**

As stated in the original proposal, funding from the Federal Communications Commission (FCC) will allow us to enroll 863 Community Anchor healthcare sites to the California Telehealth Network (CTN) for medical grade, secure access. Of these, 575 will be medical and healthcare providers, 262 will be public safety entities, and 26 will be institutions of higher education. In addition to these healthcare sites, 55 community colleges and 480 libraries will be involved with the eHealth Training component.

**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).**

The targeted number of new subscribers (as defined in number 4b above) noted in the baseline plan for Q3 2011 was 250. At the end of September 2011, our total has grown to 164 sites signed to membership agreements. CTN continues to experience delays executing the expected number of membership agreements. Additional outreach efforts are planned to increase awareness of the benefits of medical grade broadband services.

**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
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**Project Indicators (Next Quarter)**

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

Comprehensive eHealth Training: Faculty who have significant experience in telehealth topics of importance will be identified to develop content for the second phase of the Telehealth course curriculum. During Q4 2011, production activity will also commence on the second phase of the Telehealth course curriculum. The Community Change Management module of the eHealth training will go

live early in the quarter. Additionally a new reporting and certification system will be established to facilitate (1) basic reporting of site usage statistics, and (2) verification of course "completers". Individuals completing all 60 hours of the course content will receive a certificate of completion. Beginning in Q4 2011, and in collaboration with California community colleges and public libraries, the course materials will be retooled and adapted for the consumer audience.

Model eHealth Communities: Contracts with the Model eHealth Community (MC) sites will be executed and the equipment ordered. Each MC will develop and submit a training plan for their project partners. The MC will begin baseline data collection. Project partners (CalHIPSO and UC Department of Agriculture and Natural Resources) will develop tools to begin an assessment of the public and consumers' eHealth education needs within the Model eHealth Communities.

Access to Broadband Network: The CTN plans to implement an awareness campaign targeting potential Federal Communications Commission (FCC) Rural Health Care Pilot Program (RHPPC) eligible sites. Testimonial videos will be created to highlight the benefits of CTN's medical grade broadband services in the words of individuals from actual CTN member sites.

**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	40	The overall project baseline milestone was projected to be 40% complete by the end of Q2 Year 2 (December 2011). The projected completion percentage (40%) is on target with the baseline.
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).**

CTN is exploring expanding site outreach relationships with Regional Extension Centers in the State to leverage existing relationships and expertise in driving adoption. In an effort to address deployment delays, plans are also being developed to expand on-premise wiring assistance to CTN sites.

