Reviewed 12/5/2025 Attachment A

STATEMENT OF WORK (SOW)

Scope of Work:

This is a service contract for The Hardenbergh Group, Inc. to perform On-going Professional Practice Evaluation (OPPE) and external peer review as needed on inpatient and outpatient medical chart reviews for Shiprock Service Unit, Shiprock, NM. Shiprock Service Unit consists of three facilities. Northern Navajo Medical Center (NNMC) is a hospital-based 24/7 facility, Four Corners Regional Health Center and DZ Health Center are ambulatory care health care facilities operating Monday-Friday 8AM to 430PM. The medical chart reviews will be completed by board certified physician in the applicable specialty. The reviews will be done in the expedited time frame agreed upon by Northern Navajo Medical Center and the contractor.

Deliverables:

To review medical records for the Inpatient and Outpatient departments. The review of medical records is a focused chart review for OPPE, routine quarterly provider review that Standard of Care is followed. The deliverables also include external peer review as needed. NNMC can deliver medical charts either electronically (preferred) or by paper. Charts to be reviewed will be from May 2026 to May 2027 year one, May 2027 to May 2028 year two, and May 2028 to May 2029 year three.

Manufacturer:

MD Review, A Hardenbergh Company
https://www.md-review.com/
MD Review, A Hardenbergh Company
Attn: Contracts Administrator
141 Union Boulevard, Suite 120
Lakewood, CO 80228

Contacts:
Patty Woosley, Operations Manager
Sharon Beckwith, CEO

Cost Summary:

See attached fee schedule.
Approximately 500-600 charts will be submitted to perform the chart review. These medical record review types are the Inpatient and Outpatient from fourteen clinical departments. The reviews will be done urgently (within one week) to 21-day timeframe.

Statement of Work:

The Contractor agrees to the following:

a. The contractor shall designate an independent physician consistent with a profile delineated by Hospital. This physician must be board certified and have no conflicts of interest or bias of any kind with any physician pertaining to the case(s) under review. This physician will perform reviews under the terms of this Statement of Work.

b. The contractor will provide Initial Professional Practice Evaluations, Ongoing Professional Practice Evaluations and Peer Review or Peer Review as requested in any of the following professional disciplines: Emergency Medicine, Pediatrics, Internal Medicine, Rheumatology, Family Medicine, General Surgery, Obstetrics and Gynecology, Orthopedics, Podiatry and Wound Care, Optometry, Neurology, Pathology, Radiology, Rehabilitation (Physical Therapy and Occupational Therapy), Psychiatry and Radiology

c. The contractor, upon acceptance and receipt of case(s) for review, shall establish a due date to submit its completed reviews to Hospital. If the hospital specifies an urgent review, which is likely, the due date for submission will be twenty-one (21) days (or earlier if the review is finished) from the contractor's receipt of the relevant records.

d. Upon completion of each review, Contractor will return or destroy all documents, records, and reports provided to the Contractor within one hundred twenty (120) days after each review is deemed complete by Hospital, unless the hospital specifies a different timeframe.

e. The contractor shall coordinate direct communication between agents of Hospital and the designated Physician Reviewer. If the designated physician reviewer needs any additional clarifying information or documents, they will let the hospital contact (in this case Dr. Jean Howe, Chief of Staff and/or Dr. Patrick Murphy, Vice Chief of Staff) or other MD/DO/DDS or DPM elected to the position of Chief of Staff during the periods of performance, know as soon as possible. The contractor will be available by telephone if there are any additional questions.

f. The contractor and hospital will mutually agree upon all fees related to additional services. The contractor can decline requests for additional services.

g. The contractor will have a delineated set of procedures for case reviews. These can be made available to the hospital by request.

h. The contractor will provide the CV of the staff assigned specific Peer Review cases.

i. The contractor shall indemnify, hold harmless and defend Hospital from and against any and all claims, causes of action, liabilities, losses, damages, penalties, assessments, judgments, awards or costs, including reasonable attorney's fees and costs, arising out of, resulting from, or relating to any negligence of the contractor or the Physician Reviewer.

j. The contractor agrees that it is a "Business Associate" and that Hospital, when receiving services from the contractor under this Agreement, is a "Covered Entity" as such terms are defined under HIPAA. The contractor agrees to be bound by and to bind each Physician Reviewer in writing to the obligations of a Business Associate under HIPAA.

k. Contractor shall review Inpatient and Outpatient medical records and the provider follows the specialties standard of care.

Performance:

10.0 Performance – Based Matrix				
Performance-based Task	Indicator	Standard	Quality Assurance	Incentives
State the end results or outputs that you, the customer shall formally accept or reject.	For the requirement, state the feature(s) of end result that shall be surveilled.	For each "indicator," state a performance level that, when met, means the task has been performed satisfactorily. This Standard describes "What Success Looks Like."	For each "Standard", state the method used to check performance (i.e. random sampling, 100% inspection, periodic inspection, customer complaints).	List Positive and Negative Incentives. Address method of linking payment to quality of service.

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Contractor shall provide IPPE, OPPE and Peer Review Services	Competency	Perform 100% required tasks	See QASP. Surveillance systems shall include periodic inspections and customer complaints.	Payment of contract price for satisfactory service. No payment for incomplete work. Contractor performance shall be evaluated using the Contractor's Performance Assessment Report (CPAR). The evaluation shall be considered when future IHS contract selections are made.
	Compliance	100% compliance with accepted Standards of Care;		
	Professionalism	100% of reviews will be conducted using professional, non-inflammatory language		
	Credentialing	100% of staff assigned to reviews will be Board Certified in their respective Discipline		
	Documentation	Reports are complete and reach a conclusion regarding care reviewed		