



Submitted Date September 6, 2023

Order Number ORD-0789903

P.O. Number

Tax Exempt? No

Customer Information
Name Clinton Regional Hospital
Address 100 N 30th St
 Clinton, OK 73601-3117

Primary Contact
Name Janae Chittum
Email janae.chittum@crhaok.onmicrosoft.com
Phone 5803317523

Billing Contact
Name Janae Chittum
Email janae.chittum@crhaok.onmicrosoft.com
Phone 5803317523

HealthStream Information
Name HealthStream, Inc.
Address 500 11th Avenue North
 Suite 1000
 Nashville, TN 37203

HealthStream Contact
Name Victor Derosé
Email victor.derosé@healthstream.com
Phone

ORDER DETAILS – The pricing set forth in this Order Form, including any applicable discounts, shall expire if this Order Form is not signed and returned to HealthStream on or before 5:00PM Central Time on October 21, 2023.

Billing Frequency: Quarterly

Software	Quantity	Unit Price	Term ¹ (Months)	Total
hStream	100	\$6.21	36	\$621.00
HealthStream ePortfolio (Complimentary)	100	\$0.00	36	\$0.00
HealthStream Learning Center (HLC)	100	\$7.38	36	\$738.00
HealthStream Analytics	1	\$0.00	36	\$0.00
HealthStream SafetyQ	100	\$7.46	36	\$746.00
HealthStream ComplyQ	100	\$10.62	36	\$1,062.00

¹ For the Software above with a thirty-six (36) month Term, the Unit Price set forth herein represents the unit price for the first year of the Term. The Unit Price shall increase by five (5%) percent at the beginning of each year of the Term.

Checklist Management	100	\$9.02	36	\$902.00
CE Unlimited	100	\$33.36	36	\$3,336.00
Dynamic Health Skills & Decision Support - Year 1	22	\$403.00	12	\$8,866.00
Dynamic Health Skills & Decision Support - Year 2	22	\$417.00	12	\$9,174.00
Dynamic Health Skills & Decision Support - Year 3	22	\$432.00	12	\$9,504.00
Subtotal:				\$50,870.00

Billing Frequency: UpFront

Product, Software, or Service	Quantity	Unit Price	Term (Months)	Total
HLC Standard Implementation - Professional Services	1	N/A	4	\$2,000.00
HLC Administrator Training - Web-Based	2	\$0.00	1	\$0.00
HLC Administrator Training - Web-Based	1	\$1,200.00	1	\$1,200.00
Subtotal:				\$3,200.00

Grand Total: \$54,070.00

Unless set forth in the Order Details above, the Term and invoicing under this Order Form of each Product, Software, or Service commences on the earlier of the Activation (as defined herein) or the six (6) month anniversary of the later of the signatures below. "Activation" shall mean that the Product or Software is first made available by HealthStream for use and is accessible by Customer or its Users. For existing HealthStream platform customers, invoicing will begin during the next billing cycle after the later of the two signatures below, unless this is a renewal of an existing subscription. If this is a renewal of an existing subscription, the Term and invoicing will begin following the expiration of the then current term.

Product, Software, or Service Specific Terms

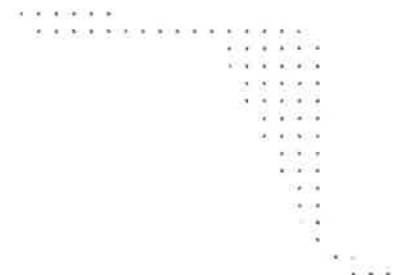
hStream

hStream is the essential technology that enables:

- Access to and among ecosystem applications, content, and services
- Identity and permission management
- Data storage and back-up
- Security protection

A subscription to hStream is required for each User accessing any application on the HealthStream Platform and provides Membership benefits, such as:

- New functionality within existing applications
- Pricing discounts
- Free and optional access to certain hStream enabled tools, applications, and content
- Facilitation of certain content delivery
- Access to selected free content, such as certain continuing education courses and the medical product training library



HealthStream ePortfolio

HealthStream ePortfolio is an expanded User profile that collects and stores individual User learning, education and employment data to, among other things, render a digital portfolio for the benefit of the Customer and each individual User. Specific features of ePortfolio include, but are not limited to:

- Expanded "Profile" to allow Users to input education, experience, membership and other personal data as part of each User's ePortfolio
- Move and hide sections within the overall profile
- Integration with the HealthStream Learning Center and HealthStream Core Foundations allows system data to directly populate a User's ePortfolio profile
- Ability to generate and format a resume based on ePortfolio User data
- Document management – allows Users to upload documents and link files to profile elements

Customer acknowledges that HealthStream may provide Users with a copy of their individual ePortfolio profile data for accreditation, licensing and the User's personal use.

HealthStream Learning Center with Authoring Center and SCORM Import Tool (HLC)

HealthStream Learning Center ('HLC') shall mean access by Customer to HealthStream's web-based Learning Management System. This Learning Management System enables Customer to deliver a variety of learning activities, create assignments, and generate configurable reports.

Specific features of the HLC include:

- Software as a Service ('SaaS') delivery model where HealthStream provides hardware, hosting, and site maintenance
- Authoring Center (see details below)
- SCORM Import Tool (see details below)
- Ability to create, distribute, and manage on-line content
- Ability to schedule and manage live events such as classroom-based education
- Group courses into curriculums
- Customizable catalog functionality
- Assignment engine that enables administrators to assign learning to various users
- Assessment tool for creating tests and evaluations
- Customizable CE certificate creation
- Transcript functionality
- Configurable and schedulable reports
- Support Services provided via email and telephone between the hours of 7 am and 7 pm Central time Monday through Friday, excluding HealthStream published holidays

The Authoring Center product includes the following items:

- Access to a secure hosting environment integrated into the HealthStream Learning Center for storing and launching HTML and other web enabled content. A list of supported file types is listed in the Authoring Center Policies attached below.
- Access to HealthStream's HTML Editor tool for creating HTML course pages that can be played and distributed through the HealthStream learning Center.
- Access to the Content Management feature that allows the organization to manage and create content for use in the HealthStream Authoring Center.
- Access to HealthStream's Public Courseware Exchange that enables an organization to post and make copies of courses created by other organizations.

By purchasing the HLC, Customer agrees to abide by HealthStream's Authoring Center policies. HealthStream reserves the right to amend and update these policies from time to time and will communicate any changes to Customer as appropriate.

HealthStream Authoring Center Policies and Guidelines As of March, 2014

To ensure high performance standards for clients, HealthStream has adopted the following policies and guidelines for our HLC platform to:

- Protect all customers from loading files that could threaten the integrity of the HLC.
- Ensure the highest performance possible for our customer's authoring experience.

- Prevent unauthorized use of the site, such as posting protected intellectual property without the owner's permission, use of the FTP site as non-authoring asset file storage, or use of files that are, in general, not being used in authored courses.

These guidelines and policies will protect your organization's investment in authored courses and provide for the best possible end-user experience.

Policies

- No single file uploaded to the HealthStream authoring servers may be larger than 25 megabytes. Also, no course 'page' can contain assets that total more than 25 megabytes. The total disk space required by the entire course may be larger than 25 megabytes, but no single file or page can be. This policy ensures that course pages load in a timely manner for an optimal end user experience.
- All files uploaded to HealthStream's authoring servers (authoring FTP sites) must be on the HealthStream approved file types list. This policy exists to protect all users of the HLC from the potential damage caused by malicious or carelessly constructed content. HealthStream amends our list of allowable file types from time to time and will communicate any additions or deletions from the list by updating a copy of these Authoring Policies found in the on-line help section of the HLC. Please see 'Allowable file types for authored content' below for the current list of allowable files.
- All content must be self-authored and for internal purposes only. Except for content from the A.D.A.M. resource library, content may not be purchased from a third party and uploaded to the Authoring Center without prior written approval from HealthStream, which will be in HealthStream's sole discretion. Further, content uploaded to the Authoring Center should be for internal business purposes only and not for any commercial purposes related to your organization. HealthStream makes no representations or warranties regarding the availability, functionality, security, or performance of any third party content uploaded to or accessed via the Authoring Center as permitted by these policies.
- Only assets that will be used in authored courses may be uploaded to the HealthStream servers. Do not use HealthStream's Authoring Center for general file storage or for other unauthorized purposes.
- Any assets loaded to HealthStream's servers that are or may be out of compliance with the policies detailed above may be deleted at HealthStream's sole discretion.
- Courses that invoke communication features, such as email or ftp, must use standard http/https and sftp/ftp ports and must require no server side technologies such as smtp, asp, Cold Fusion, etc.
- Customers are responsible for keeping back-up copies of all assets published to the Authoring Center. In the event that HealthStream deletes a needed file for a policy violation, restoring this file is the responsibility of the customer. Authoring servers should be used for content delivery and should NOT be the only servers where your files exist.

Allowable file types for authored content

HealthStream reserves the right to delete files that are not of these types for the protection of all authoring customers. Please contact HealthStream Customer Service if you have any questions about these allowable file types.

- .au, audio/basic
- .css, text/css
- .doc, .
- .docm;
- .docx,
- .dotm application/vnd.msword
- .dotx
- .flv, video/x-flv
- .gif, image/gif
- .htm, text/html
- .html, text/html
- .jar, application/java-archive
- .jpe, image/jpeg
- .jpeg, image/jpeg
- .jpg, image/jpeg
- .js, application/x-javascript
- .mov - quicktime movie

- .mp2, video/mpeg
- .mp3, audio/mpeg
- .mp4
- .mpa, video/mpeg
- .mpv2, video/mpeg
- .pdf, application/pdf
- .png, image/png
- .potm - PowerPoint 2007 Macro-Enabled XML Template
- .potx - PowerPoint 2007 XML Template
- .ppam - PowerPoint 2007 Macro-Enabled XML Add-In
- .ppsm - PowerPoint 2007 Macro-Enabled XML Show
- .ppsx - PowerPoint 2007 XML Show
- .ppt, .pptx, application/vnd.ms-powerpoint
- .pptm - PowerPoint 2007 Macro-Enabled XML Presentation
- .pptx - PowerPoint 2007 XML Presentation
- .swf, application/x-shockwave-flash
- .txt, text/plain
- .vsd, .vss, application/visio
- .xhtml, text/html
- .xlam - Excel 2007 XML Macro-Enabled Add-In
- .xls, .xlsx, application/vnd.ms-excel
- .xlsb - Excel 2007 binary workbook (BIFF12)
- .xlsm - Excel 2007 XML Macro-Enabled Workbook
- .xlsx - Excel 2007 XML-Enabled Sheet
- .xltm - Excel 2007 XML Macro-Enabled Template
- .ltx - Excel 2007 XML Template
- .xml, text/html
- .xsd, text/html
- .zip, application/zip (Only when transporting SCORM packages)

SCORM Import Tool Policies and Guidelines

HealthStream's SCORM Import Tool allows Customers to import SCORM conformant content packages to the HLC for use as course material. SCORM is an acronym for 'Sharable Content Object Reference Model.' This learning industry standard is overseen by Advanced Distributed Learning, a research group sponsored by the United States Department of Defense. After import, SCORM content objects are available from the HLC as an Authored SCORM Learning Activity.

Usage Restrictions

- SCORM packages must be standard zip files
- SCORM packages must be less than 100 megabytes.
- The SCORM Package Import Feature may not be used to import 3rd party courses without express written permission from HealthStream.
- The Customer is responsible for providing conformant SCORM packages prior to using the SCORM Package Import Feature. HealthStream strongly recommends that the Customer use the free SCORM package testing application called 'TestTrack' that is available at www.scorm.com to test SCORM packages for conformance prior to using HealthStream's SCORM Import Tool.

HealthStream does not provide support for content created using instructional design creation tools not sold and provided by HealthStream.

HealthStream Learning Standard Implementation Services

HealthStream Learning Standard Implementation Services shall include:

- Designated HealthStream Onboarding Manager
- Product training for two (2) administrators (additional administrators may attend training for additional fees)
- Provision of Technical Specifications and Configuration settings options documentation
- Explanation of HealthStream Import File Specifications requirements
- Implementation timeline with activities
- Site, feature, and administrative role activation

- Demographic updates
- Three (3) milestone meetings, via Teams or other mutually agreed upon remote option
- If desired, import Student Demographics data provided by Customer in HealthStream's standard format
- If desired, import Student Education History data provided by Customer in HealthStream's standard format, for current active students' last 3 years of Transcript-only data*
- Demonstration of final site and content
- Product user guides and help documentation
- Launch package with marketing materials
- Post-launch customer support

Customer responsibilities shall include:

- Complete Show-Me-How modules
- Review present business processes and be prepared to make decisions in a timely manner
- Identify members of Customer's Learning implementation team and at least one Customer Learning Administrator for each facility
- Participate in conference calls to discuss project kickoff, import files and other topics as needed
- Complete project tasks as identified in work plan in a timely manner
- Complete HealthStream Learning Site Configuration settings worksheet
- Validate and approve HealthStream Learning site design
- Build student demographic import file according to HealthStream's specifications
- Build job title to job category mapping import file to HealthStream's specifications
- If desired, provide Student Education History import file for current active students' last 3 years of course completion data according to HealthStream's specifications*
- Approve HealthStream Learning site configuration
- Attend HealthStream Learning Administrator training as set forth in the Order Details above
- Develop HealthStream Learning launch communication plan
- Launch HealthStream Learning for staff and leadership

ADDITIONAL INFORMATION:

*Imported Education History data appears on individual Student Transcripts as Learning Records only. Imported Learning Records are not associated to courses in the platform, will not satisfy rebuilt assignments, will not include Continuing Education data, and will not re-launch the course from the student transcript.

HealthStream Administrator Training – Learning (Webinar)

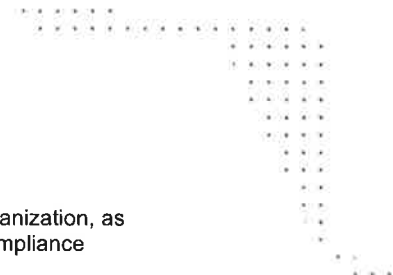
HealthStream will provide training seats via Webinar format as set forth in the Order Details above. Customer may send additional personnel at the standard fee per person or purchase additional seats for training during the term of this Order Form.

Customer may enroll administrators in HealthStream Learning Administrator Training via webinar. Webinar training consists of 15 hours of webinar instruction broken into several topic areas, with recommended participation in the following order:

- HealthStream Learning - Fundamentals (two (2) two (2)-hour sessions)
- HealthStream Learning - Learning Development (two (2) two (2)-hour sessions)
- HealthStream Learning - Class Management (one (1) two (2)-hour session)
- HealthStream Learning - Enterprise Functionality (one (1) one (1)-hour session)
- HealthStream Learning - Authoring Center (one (1) two (2)-hour session)
- HealthStream Learning - CE Credit Management (one (1) two (2)-hour session)

SafetyQ by HealthStream

Regulatory compliance requirements can vary across healthcare organizations. Provision of information on regulatory standards in these courses does not certify that the courses wholly or partially address all respective guidelines, standards, and measures that affect a given organization. This courseware is intended to provide a foundation for mandatory clinical and non-clinical training to healthcare employees, however it is the responsibility of each organization to review all regulatory courses to determine how the information meets their respective needs. HealthStream makes no representations or warranties that any



particular course fulfills the regulatory compliance requirement of any particular healthcare organization, as it is the organization's responsibility to make such final determinations regarding regulatory compliance requirements.

HealthStream ComplyQ

HealthStream ComplyQ provides data-driven actionable insights to identify risk areas and address critical compliance outcomes. Optional assessments identify compliance gaps and areas of risk at the individual level and automatically assign compliance content based on assessment performance.

Compliance requirements can vary across healthcare organizations. Provision of information on regulatory standards in these courses does not certify that the courses wholly or partially address all respective guidelines, standards, and measures that affect a given organization. This courseware is intended to provide a foundation for compliance training to healthcare employees, however it is the responsibility of each organization to review all regulatory courses to determine how the information meets their respective needs. HealthStream makes no representations or warranties that any particular course fulfills the regulatory compliance requirement of any particular healthcare organization, as it is the organization's responsibility to make such final determinations regarding regulatory compliance requirements.

Checklist Management

HealthStream **Checklist Management** is a skills validation tool that can help ensure safe, quality care and improve patient outcomes at any healthcare organization.

With Checklist Management, healthcare organizations can –

- **Standardize & Validate Skills** - Automatically assign electronic, standardized checklists throughout your organization. Associate pre-screened, qualified evaluators with each checklist to ensure that each step is validated upon completion.
- **Contextualize & Remediate Skills** – Add checklists to any course or curriculum to reinforce skills knowledge obtained in course content. And assign checklists to staff who may need additional practice.
- **Report & Track** – Centralize documentation of validated skills and track student progress on checklists through a variety of different reports.
- **Meet Compliance** – Pull from a variety of different reports and view student transcripts no matter when the Joint Commission is at your door.

CE Unlimited

CE Unlimited shall mean a collection of courseware offering continuing education ("CE") credit from multiple content partners.

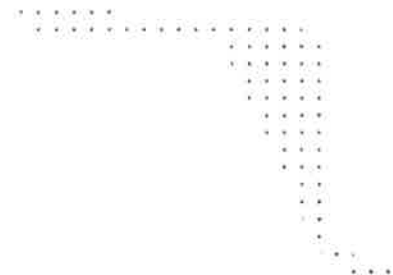
Specific features of CE Unlimited include:

- Integration with the HealthStream Learning Center and hStream platform for unified administrator reporting and assignments, as well as User My Learning and My Transcript.
- Management of the courseware collection by HealthStream with quarterly, Customer communication outlining updates.
- A welcome toolkit including various tutorials, educator tools and internal marketing support materials to assist with User adoption and utilization.
- User access to the CE Center transcript.

EBSCO Dynamic Health Skills

The Minimum Browser Requirements for EBSCO interfaces are as follows:

- Internet Explorer 8.0 or later. Effective July 1, 2017, EBSCO will stop supporting Internet Explorer 8.0 and 9.0, due to security risks. Until 2017 all currently existing functionality, as of May 2016, that is supported in IE 8.0 and 9.0 will continue to be supported, however all newly released services and features will only be supported in IE 10.0 or higher.
- FireFox Latest version plus one previous version
- Safari Latest version plus one previous version



- Google Chrome Latest version plus one previous version
- *JavaScript and cookies need to be enabled

Additional information related to technical requirements can be found here:http://support.ebsco.com/knowledge_base/detail.php?id=25

There are a number methods for authentication that an institution can be chose from:

- IP Address
- Patterned IDs
- Patron ID files
- Referring URL
- User ID and Password
- Cookie
- OpenAthens
- Shibboleth
- HTTPS
- Personal User
- Guest Access

Additional information related to authentication can be found here:http://support.ebscohost.com/knowledge_base/detail.php?topic=996&id=3572&page=1.

Training

HealthStream will provide the following onboarding and training materials for both administrators and end users –

- Customer Toolkit – delivered in activation letter form the HealthStream Onboarding Specialist
- eLearning Training Modules (available as HealthStream courseware)
- Training tutorial for EBSCO Health native application (available as HealthStream courseware)

EBSCO Health provides training the following training options on their native application. These can be planned and coordinated with the EBSCO Health Success Manager or by contacting customersuccess@ebsco.com.

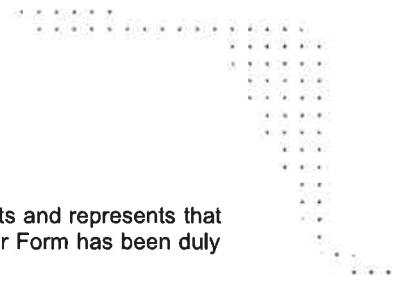
- On-Demand Training
- Regularly Scheduled WebEx Training Sessions
- Customized WebEx Training Sessions

Additional Terms and Conditions

1. Notwithstanding the applicable section of the Agreement (as defined below and including agreements between Customer and a HealthStream-owned entity) outlining payment terms, the cure period for a Customer's failure to make payment within the payment deadline as outlined in the applicable Agreement shall be thirty (30) days.

This Order Form, including all attachments and exhibits hereto, and the use of the Service(s) ordered shall be governed in all cases by the Master Services Agreement (the "Agreement" or "MSA") between Customer and HealthStream, Inc., as amended.

This Order Form is intended by both parties to run for the full term as set forth in the Order Details table above, and the parties acknowledge they are aware of the current expiration date of this Order Form and the provisions for renewal and termination set forth in the Agreement. If applicable, third-party courseware runs for the full term set forth herein and is not subject to any renewal provisions set forth in the Agreement. In the event the Agreement is terminated or expires prior to the expiration of the full term set forth above for each Software or Service, the term of each Software or Service license, or the subscription to the Software or Services shall also expire at that time and the Customer will not recover any fees paid in advance for the applicable Product(s), Software, or Service(s) for any part of the term or quantity for that Software, Service(s), or Product(s) that go unused, except as otherwise provided in the Agreement.



IN WITNESS WHEREOF, and intending to be legally bound hereby, each party hereto warrants and represents that this Order Form has been duly authorized by all necessary corporate action and that this Order Form has been duly executed by and constitutes a valid and binding agreement of that party.

HealthStream Inc.

Clinton Regional Hospital

By: _____

By: _____

Print Name: _____

Print Name: _____

Print Title: _____

Print Title: _____

Date: _____

Date: _____