



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Health System



**Date:** April 16, 2014  
**Board Meeting Date:** June 17, 2014  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Jean S. Fraser, Chief of the Health System  
Susan Ehrlich, MD, MPP, Chief Executive Officer, San Mateo Medical Center

**Subject:** Agreement with Optum Clinical Solutions, Inc.

**RECOMMENDATION:**

Adopt a Resolution authorizing an agreement with Optum Clinical Solutions, Inc. to continue to maintain, support and service the Emergency Department electronic health record system at the San Mateo Medical Center for the term of July 1, 2014 through June 30, 2017, in an amount not to exceed \$255,000.

**BACKGROUND:**

Since 2005, the Emergency Department (ED) at the San Mateo Medical Center (SMMC) has used the electronic health record (EHR) system called PulseCheck. Pulsecheck performs ED patient tracking from admission through discharge, electronic prescribing; automated dose, allergy, and drug interaction checking; charting; and clinical decision support. Pulsecheck also integrates with SMMC's other clinical information systems so that patient information captured in the ED is immediately available for other healthcare providers at SMMC.

PulseCheck is a proprietary software application exclusively licensed and supported through the contractor named in this agreement, Optum Clinical Solutions, Inc. (formerly known as Picis Inc.). Without Optum support, the County is prevented by the license agreement from using PulseCheck.

**DISCUSSION:**

The previous agreement with the contractor expired in 2012. In 2013, responsibility for SMMC IT software and systems moved from the County's Information Services Department to the Health IT (HIT) Division. Since that time, HIT has been working with County Counsel to put a contract in place for the ongoing use and support of the PulseCheck application.

By entering into a three-year agreement, the contractor will waive any cost increases during the new term. This represents a savings to the County as the contractor would normally increase contract costs on an annual basis by the Consumer Price Index.

A waiver request has been approved by the Chief of the Health System regarding compliance with County non-discrimination guidelines. The contractor complies with the non-discrimination regulations of the State of Delaware where it is incorporated.

SMMC requests that your Board authorize the Chief of the Health System or designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate) and /or modify the contract term and/or services so long as the modified term or service(s) is/are within the current or revised fiscal provisions.

The agreement and Resolution have been reviewed and approved by County Counsel as to form. The contractor meets insurance certification requirements.

The contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

Approval of this agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by continuing to provide and support a critical EHR system for the SMMC ED, which provides 24-7 emergency medical services to San Mateo County residents. By using Pulsecheck, it is anticipated that 99% of ED physicians' notes will be entered electronically.

**PERFORMANCE MEASURE(S):**

Measure	FY 2014-15 Projected	FY 2015-16 Projected
Percent of Physician's notes entered electronically	99%	99%

**FISCAL IMPACT:**

The term of this agreement is July 1, 2014 through June 30, 2017. The total agreement amount is not to exceed \$255,000 for a three-year term. Funds in the amount of \$85,000 are included in the SMMC FY2014-15 Recommended Budget. Funds in the amount of \$85,000 are included in the SMMC FY2015-16 Recommended Budget. Similar arrangements will be made for future budget years. The payment provisions and levels of service in this contract are essentially the same as the prior contract.

Expenses at SMMC are covered by fees for services or third-party payors whenever possible. The portion of expenses for services provided to the medically indigent or to those covered by programs that do not meet the full costs of care are covered by the

County's General Fund contribution to SMMC, and are within the existing annual appropriation.