



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: August 27, 2014
Board Meeting Date: September 30, 2014
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

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

Subject: Amendment to the agreement with RCG Architecture

RECOMMENDATION:

Adopt a Resolution authorizing an amendment to the agreement with RCG Architecture to provide architectural services, increasing the amount by \$25,000 to an amount not to exceed \$125,000.

BACKGROUND:

On February 25, 2013, the Chief Executive Officer of the San Mateo Medical Center (SMMC) approved an agreement with RCG Architecture (RCG) to provide architectural services for SMMC. An independent case study conducted by patient access staff confirmed that only 20% of the visitors coming to SMMC to make payments could find the billing office without asking for directions. As a result, it was decided to relocate the cashier's office to hospital lobby. RCG has extensive knowledge of the requirements of the Office of Statewide Health Planning Department (OSHPD) and has provided SMMC architectural services since 2010.

DISCUSSION:

RCG provided the architectural designs for the relocation of the SMMC Cashier's Office. Once the project began, unforeseen structural issues required RCG to modify their original architectural plans. This amendment will enable SMMC to fund the cost of the design modifications.

Given RCG's prior involvement with the Cashier's Office relocation, SMMC recommends a waiver of the Request for Proposals (RFP) process for RCG to continue to provide architectural services to support the completion of the Cashier's Office relocation.

The Resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The amendment and Resolution have been reviewed and approved by County Counsel as to form.

Approval of this amendment contributes to the Shared Vision 2025 outcome of a Healthy Community by enabling SMMC to meet OSHPD regulations and provide a safe environment for patients and visitors. It is anticipated that the design of the relocated cashier's office will improve patient access by 80%.

PERFORMANCE MEASURE:

Measure	FY 2013-14 Actual	FY 2014-15 Projected
Improved patient access to the relocated cashier's office	N/A*	80%

*New performance measure

FISCAL IMPACT:

The term of the agreement is January 1, 2013, through December 31, 2014, in an amount not to exceed \$125,000. Funds in the amount of \$25,000 are included in the SMMC FY 2014-15 Recommended Budget.

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.