



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: January 14, 2015
Board Meeting Date: March 17, 2015
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: Agreement with Blue Jay Consulting, LLC for nurse practice standards consulting

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Blue Jay Consulting, LLC, to provide consulting services on nurse practice standards for the term of March 1, 2015 through February 28, 2017, in an amount not to exceed \$280,000.

BACKGROUND:

On November 20, 2014, the Chief Executive Officer of the San Mateo Medical Center (SMMC) approved an agreement with Blue Jay Consulting, LLC (Blue Jay) to conduct a performance optimization assessment at SMMC's Emergency Department (ED). The assessment was needed to investigate concerns related to the staff environment and to nursing practices. The assessment focused on validating nursing practices, communication and teamwork. Blue Jay's completed assessment was that the ED was not using best practice nursing standards, particularly in the area of triaging of patients coming to the ED.

DISCUSSION:

SMMC reviewed the assessment and concurs with Blue Jay's recommendations that the ED nursing environment needs improvement. Through this agreement, Blue Jay's expert nurses will support SMMC's nurses, physicians, and leadership team in implementing best practice nursing standards in the ED, with a particular focus on triage practices.

SMMC recommends a waiver of the Request for Proposals process to continue collaborating with Blue Jay and assist SMMC in implementing best practices.

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

This agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by partnering with SMMC's leadership team, physicians, and nurses to improve the SMMC ED patient experience. It is anticipated that patients who choose "likely to recommend" when rating the services received at SMMC's ED will increase by more than 5 percentile points between Q1-Q3 2015.

PERFORMANCE MEASURE:

Measure	FY 2013-14 Actual	FY 2014-15 Projected
Patients who choose "likely to recommend" when rating the services received at SMMC's ED	46 Percentile	51 Percentile

FISCAL IMPACT:

The term of the agreement is March 1, 2015, through February 28, 2017, in an amount not to exceed \$280,000. Funds in the amount of \$46,668 are included in the SMMC FY2014-15 Adopted Budget. Similar arrangements will be made for future budget years.

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.