



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



**Date:** March 3, 2017  
**Board Meeting Date:** April 11, 2017  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Louise Rogers, Chief, Health System  
Chester J. Kunnappilly, MD, Chief Executive Officer, San Mateo Medical Center

**Subject:** Amendment to Agreement with Nuance Communications, Inc. to Provide Additional Support and Maintenance Services

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Nuance Communications, Inc. to provide additional support and maintenance services, increasing the amount by \$125,000, to an amount not to exceed \$275,000.

**BACKGROUND:**

Nuance Communication Inc. (Nuance) has been supporting and maintaining the San Mateo Medical Center's (SMMC) transcription equipment since 2006. On June 21, 2016, your Board approved an agreement with Nuance Communications, Inc. to add support and maintenance of radiology transcription software and equipment services. The radiology transcription software in particular allows SMMC's radiologists to pull up an image electronically and verbally annotate a diagnosis and other related comments. The annotated image can then be sent to any facility via email.

**DISCUSSION:**

The current agreement added the PowerShare license, support, and maintenance for the term of the agreement, and one year of support and maintenance for the existing applications PowerScribe360 and PowerMics. This amendment will extend the licenses, support, and maintenance for the PowerScribe360 and PowerMics applications through the term of the agreement.

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 maintaining SMMC's digital radiographic equipment in optimal condition and providing telephone and remote support 24 hours a day, 7 days a week. It is anticipated that the vendor will dispatch a field engineer within 4 hours of SMMC's request 90% of the time.

**PERFORMANCE MEASURE:**

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Percent of time that the vendor's dispatch of a field engineer will be within 4 hours of SMMC's request.	90%	90%

**FISCAL IMPACT:**

The term of the revised agreement is June 1, 2016, through May 31, 2021. The amount not to exceed \$275,000. This amendment increases the amount by \$125,000. Funds in the amount of \$25,000 are included in the SMMC FY 2016-17 Adopted Budget. Funds in the amount of \$25,000 are included in the SMMC FY 2017-18 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.