



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: October 7, 2016
Board Meeting Date: December 6, 2016
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise Rogers, Chief, Health System
Eric Raffin, Chief Information Officer, Health System

Subject: Agreement with Gartner, Inc. to Provide Consulting Services for an Enterprise Electronic Health Record Assessment and Plan

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Gartner, Inc. to provide consulting services for an enterprise electronic health record assessment and plan, for the term of December 6, 2016 through December 5, 2018, in an amount not to exceed \$1,600,000.

BACKGROUND:

San Mateo County Health System (SMCHS) providers and staff document healthcare encounters through the use of several electronic health record (EHR) systems. SMCHS has reached a critical juncture regarding the use of these EHR systems: information exists for the same patient or client in multiple systems and is not easily accessible to providers. SMCHS must maintain regulatory compliance by using EHR systems, but faces risks such as obsolete software and a growing trend where providers spend more time entering data into EHR systems than engaging directly with their clients or patients.

In 2015, Health System leaders recommended conducting a robust EHR assessment as the first step to unifying our disparate EHR systems into an Enterprise EHR solution.

DISCUSSION:

On March 8, 2016, the Health Information Technology (HIT) Division issued an RFP for an Enterprise Electronic Health Record Assessment and Plan and ultimately selected Gartner, Inc. to provide objective and unbiased consulting services to meet SMCHS' requirements and goals. An EHR assessment is an industry standard approach to preparing a healthcare organization to implement an Enterprise EHR solution on point, on time, and on budget.

Gartner, Inc. will work alongside SMCHS to complete a readiness assessment and set of implementation plans for the Enterprise EHR framework. Gartner will also support the development and management of the Enterprise EHR RFP and subsequent negotiation process.

HIT requests that your Board authorize the Chief of the Health System or designee to execute this agreement and additional amendments thereto and on behalf of the County. The Resolution contains the County's standard provisions allowing amendment of the County fiscal obligations by a maximum \$25,000 (in aggregate).

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

The agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by enhancing the use of EHR technology to ensure clients/patients receive the right service, at the right time, and in the right setting. By addressing the seven critical tasks in the assessment, SMCHS will have identified all of the functional, technical, and implementation requirements for the Enterprise EHR solution. It is anticipated that by the end of FY 2017-18, all seven tasks will be completed and a selection for the Enterprise EHR solution will be ready based on a completed RFP evaluation.

PERFORMANCE MEASURE(S):

Measure	FY 2016-17 Estimated	FY 2017-18 Projected
Seven critical tasks outlined in the assessment and plan will be completed.	3 of 7 tasks completed	7 of 7 tasks completed

FISCAL IMPACT:

The term of the agreement is December 6, 2016 through December 5, 2018. The amount is not to exceed \$1,600,000 for the two-year term. The agreement is broken into several phases, including an operational readiness assessment, requirements gathering and prioritization, budget planning, RFP design and contract negotiation support.

The cost will be covered by charges to the Health System divisions, 1991 Realignment funds, and the Medi-Cal Administrative Activities fund. Funds in the amount of \$1,190,000 are included in the Health System FY 2016-17 Adopted Budget. Funds in the amount of \$410,000 will be included in the Health System FY 2017-18 Recommended Budget.

Request for Proposals – Matrix

1	Where was the RFP advertised?	The RFP was listed in the website PublicPurchase.org
2	In addition to any advertisement, list others to whom the RFP announcement was sent:	<p>The RFP announcement was sent directly to:</p> <ol style="list-style-type: none"> 1) HCigroup 2) EHR & Practice Management Consultants 3) Prescott Solutions 4) Pinnacle 5) HealthNET 6) Leidos 7) Accenture
3	State the total number of RFP's sent to prospective proposers:	One RFP was sent directly to seven prospective proposers.
4	How many proposals did you receive?	We received seven proposals.
5	List in alphabetical order the names of the proposers (or finalists, if applicable) and the location:	<p>The proposals we received were from:</p> <ol style="list-style-type: none"> 1. eCare Managed Inc., Carmel Valley, CA 2. Gartner, Inc., Santa Clara, CA ** 3. Health IT2, Trabuco Canyon, CA 4. HealthNET System Consultant, Inc. Burlington, MA ** 5. PCG Health, Boston, MA 6. RSM US, LLP., McLean, VA 7. T2C – Top Tier Consulting, Woodland Hills, CA <p>* * = Finalists</p>