



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: May 5, 2015
Board Meeting Date: June 16, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Jean S. Fraser, Chief, Health System
Eric Raffin, Chief Information Officer, Health System

Subject: Agreement with NextGate Solutions, Inc. for an Enterprise Master Person Index

RECOMMENDATION:

Adopt a resolution authorizing an agreement with NextGate Solutions, Inc., to provide implementation and ongoing support for an Enterprise Master Person Index that will serve all Health System divisions for the term of June 16, 2015 through June 15, 2025, in an amount not to exceed \$1,083,392.

BACKGROUND:

The San Mateo County Health System (SMCHS) has multiple electronic health record (EHR) systems that do not maintain a unified and accurate demographic profile of our patients and clients. Changes to demographic information in one system are not automatically made in the other systems, leading to inconsistencies in how we identify our patients and clients. SMCHS will address this problem by implementing an Enterprise Master Person Index (EMPI). The EMPI will produce and maintain a single best demographic record for every person registered in our EHRs.

In March 2015, SMCHS sent out a request for proposal (RFP) for the selection of a provider or providers for an EMPI solution. The process concluded with the selection of NextGate Solutions, Inc. (NextGate) for its EMPI product.

DISCUSSION:

NextGate's EMPI will provide a solution to maintain a single best demographic record for each patient/client in our EHR systems. Planning and full implementation will take 6-12 months. In the coming six years, four of SMCHS' EHR systems will need to be upgraded or replaced, and the EMPI will serve as the single demographic record that will survive any changes to these systems. A contract term of ten years provides continuity through these expected changes, as well as supports our plans to match our demographic records with additional systems such as Medi-Cal.

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

ISD has reviewed and approved the IT component of this agreement.

The County's Contract Compliance Committee has approved a waiver request to extend the agreement to a total of ten years.

The 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 positively identifying SMCHS patients/clients across multiple EHR systems and supporting the capability to alert healthcare providers across SMCHS divisions to healthcare encounters that occur outside of their respective division. This work represents the first step in achieving our care coordination goals of high quality care at the right time, the right setting, with the right intervention.

The American Health Information Management Association has identified the average percentage of duplicate patient registrations within EHR systems with an EMPI as 3% or less. We predict 12% of approximately 200,000 active SMCHS patient/client EHR registrations are duplicates, which equates to 24,000 potentially duplicate records. It is anticipated that the EMPI solution will reduce duplicate records to 3% in FY 2015-16 and to 2% by the end of FY 2016-17. Reducing duplicate records positively impacts patient safety as the risk of rendering a diagnostic or therapeutic decision for a duplicate instance of a patient's record is virtually eliminated; thereby assuring that the right care is rendered to the right patient. Duplicate records also pose a significant revenue risk as stale demographic information from duplicate registrations raises the rejection rate of claims from payers.

PERFORMANCE MEASURE(S):

Measure	FY 2015-16 Estimated	FY 2016-17 Projected
Operate with no more than a 2% rate of duplicate registration records	18,000 duplicates resolved	2,000 duplicates resolved

FISCAL IMPACT:

The term of the agreement is June 16, 2015 through June 15, 2025. The amount of the agreement is not to exceed \$1,083,392 for the ten-year term. Funding is budgeted at the System level to support this agreement for implementation across all divisions over the contract term. There will be no net county cost. The cost will be covered by charges to the Health System divisions and the Medi-Cal Administrative Activities fund. Funds in the amount of \$56,000 are included in the Health System FY 2014-15 Adopted Budget. Funds in the amount of \$289,380 are included in the Health System FY 2015-16 Recommended Budget. Similar arrangements will be made for future budget years.