



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 23-1004

Board Meeting Date: 12/12/2023

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**Special Notice / Hearing:** None

**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Louise F. Rogers, Chief, San Mateo County Health  
Stephen Dean, Chief Information Officer, San Mateo County Health

**Subject:** Agreement with Hyland Software Inc. to Provide a Document Management System

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Hyland Software Inc. to provide a Document Management System that includes Cloud Services, Intelligent MedRecords-as-a-Service, Intelligent MedRecords, and Managed Services (Integration to Electronic Health Record Solution, and Policy and Procedures) for San Mateo County Health for the term December 12, 2023, through December 11, 2028, in an amount not to exceed \$6,945,785.

**BACKGROUND:**

The new Electronic Health Record (EHR) solution from Epic requires a Document Management System (DMS) that will integrate into the new solution. The existing DMSs are application-specific and unable to connect to Epic to provide seamless interaction with the EHR.

**DISCUSSION:**

With the selection of Epic as San Mateo County Health's (SMCH's) new integrated EHR system, it is necessary to utilize Hyland Software Inc. (Hyland) DMS, which allows SMCH to become much more automated and efficient utilizing the new EHR solution.

The Hyland DMS enables health systems to accelerate business processes, decrease errors, streamline workflows, and provide better decision insight. Health systems using Epic also have leveraged content services platforms across their enterprise to cost-effectively capture, manage, and process records spanning patient care, accounts payable, human resources, legal, compliance, supply chain, and more.

SMCH/Health Information Technology completed a Request for Proposals in February 2023 for a DMS that is fully integrated with Epic. Hyland was selected due to demonstrated integration experience with Epic, substantial references from similar public safety-net hospitals, and subject matter expert feedback.

The County Attorney’s Office has reviewed and approved the resolution and agreement as to form.

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 Information Services Department has reviewed and approved the IT component of this agreement.

It is anticipated that with the implementation of these Hyland DMS solutions, 95% of scanned documents will be available to all users who need to review them within 24 hours of form completion and 95% of signed patient consents will be available to all users within 24 hours of admission.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2023-24 Estimated</b>	<b>FY 2024-25 Projected</b>
Percentage of scanned documents that are available to all users who need to review them within 24 hours of form completion	0%	95%
Percentage of signed patient consents that are available to users within 24 hours of admission	0%	95%

**FISCAL IMPACT:**

The term of this agreement is December 12, 2023, through December 11, 2028 The amount of the agreement is not to exceed \$6,945,785 for the five-year term.

Funds in the amount of \$2,291,691 are included in County Health’s FY 2023-24 Adopted Budget. Future year costs will be covered by proportional contributions from all County Health divisions, which may include some Net County Cost, depending on the composition of each division’s contribution.