



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 18-062

Board Meeting Date: 1/23/2018

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**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:** Agreement with Siemens Medical Solutions USA, Inc. for an Upgrade and Ongoing Support of the Radiology Information System also known as syngo Workflow

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Siemens Medical Solutions USA, Inc. for an upgrade and ongoing support of the Siemens Radiology Information System also known as syngo Workflow, for the term of February 1, 2018 through December 31, 2020, in amount not to exceed \$300,000.

**BACKGROUND:**

On September 3, 2003, your Board approved an agreement with Siemens Medical Solutions USA, Inc. (Siemens), for ongoing support and additional applications at the San Mateo Medical Center (SMMC). Included in that agreement is syngo Workflow.

Effective February 1, 2015, Siemens was acquired by Cerner Health Services, Inc. (Cerner), and the agreement between Siemens and the County of San Mateo was assigned to Cerner. In the assignment, Cerner assumed all responsibilities and obligations of Siemens under the new agreement including support for syngo Workflow. While Cerner will continue to provide support for syngo Workflow, it will no longer provide new syngo Workflow services, such as new applications, licenses and professional services. As a result, SMMC must enter into a separate agreement with Siemens for those services.

**DISCUSSION:**

Due to its age, the version of syngo Workflow currently in use at SMMC is now out of warranty support (as of December 31, 2017). Cerner will continue to provide warranty support as long as an agreement for the upgrade is being developed with Siemens. The new agreement with Siemens provides for the upgrade of syngo Workflow to the most current version. The term of the new Siemens agreement will be February 1, 2018 thru December 31, 2020, the same end date as the

Cerner agreement. SMMC will also be replacing the current servers on which syngo Workflow resides.

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

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

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

The agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by providing our radiology department staff and physicians with software to manage, interpret and report imaging studies efficiently and securely, thereby enabling County residents access to quality health care and seamless services. It is anticipated that the number of service calls for support will be reduced from 15 to 7 calls due to Siemens upgraded software.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2016-17 Actual</b>	<b>FY 2017-18 Projected</b>
Number of service calls for support will be reduced due to the Siemens upgraded software.	15	7

**FISCAL IMPACT:**

The term of the agreement is February 1, 2018 through December 31, 2020. The amount of the agreement is not to exceed \$300,000 for the 35-month term. Funds in the amount of \$42,857 are included in the SMMC FY 2017-18 Adopted Budget. Funds in the amount of \$102,857 will be included in the SMMC FY 2018-19 Recommended Budget. Similar arrangements will be made in future year budgets.

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.