



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 18-490

Board Meeting Date: 6/19/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

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

Subject: Agreement with Kronos Incorporated to Provide a Workforce Management Scheduling System

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Kronos Incorporated to provide a workforce management staff scheduling system for the term July 1, 2018, through June 30, 2021, in an amount not to exceed \$325,000.

BACKGROUND:

San Mateo Medical Center's (SMMC) current staff scheduling system Res-Q, has reached the end of its useful life and the vendor no longer supports the software. As such, a new automated staff scheduling system is required to replace the existing unsupported system.

DISCUSSION:

In November 2016, SMMC's Health Information Technology department conducted a Request for Proposals for a software system that would support staff schedules across SMMC's departments. SMMC chose Kronos Incorporated because of their innovative approach as a leader in this industry, significant healthcare industry experience, and ability to interface with both the County's automated timekeeping system and its patient acuity software QuadraMed.

The agreement includes a provision that commits the County to pay the full amount payable under the contract (i.e., \$325,000) in the event the County terminates the agreement for convenience prior to the end of the contract term on June 30, 2021. SMMC has discussed this provision at length with County Counsel, and concluded that the risk of this provision is effectively mitigated by the following: Kronos' track record with other client implementations, its reputation as an industry leader in hospital scheduling and timekeeping systems, and the short contract term (which limits the total payable liability).

While the Contractor has assured compliance with the County's non-discrimination policy,

modifications to the non-discrimination reporting policy have been made. A department level waiver request memo has been completed and approved by the department head or their designee.

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 this agreement.

The agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by improving SMMC's ability to accurately schedule its workforce to meet patient demands. It is anticipated that this software will reduce scheduling errors by 95%.

PERFORMANCE MEASURE:

Measure	FY 2016-17 Actual	FY 2017-18 Projected
Percent reduction in scheduling errors	75%	95%.

FISCAL IMPACT:

The term of the agreement is July 1, 2018 through June 30, 2021. The amount of the agreement is not to exceed \$325,000 for the three-year term. Funds in the amount of \$200,000 are included in the SMMC FY 2018-19 Recommended Budget. Similar arrangements will be made for future years.

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.

Attachment:

RFP Matrix