



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 18-1139

Board Meeting Date: 12/11/2018

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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  
Carlos Morales, Director, Correctional Health Services  
Chester J. Kunnappilly, MD, Chief Executive Officer, San Mateo Medical Center  
Eric Raffin, Chief Information Officer, Health Information Technology

**Subject:** Amendment to the Agreement with Cerner Health Services, Inc. to Implement an Electronic Health Record Solution at San Mateo County's Correctional Health Facilities

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Cerner Health Services, Inc. to implement an electronic health record solution at San Mateo County's correctional health facilities, increasing the amount by \$870,000, to an amount not to exceed \$30,488,914.

**BACKGROUND:**

On September 23, 2003, your Board approved an agreement with Siemens Health Solutions, USA, Inc. (Siemens) for ongoing information technology support and applications at San Mateo Medical Center (SMMC). On February 1, 2015, Siemens was acquired by Cerner Health Services, Inc. (Cerner) and the agreement was assigned to Cerner. The agreement has been amended multiple times since.

**DISCUSSION:**

Currently, Correctional Health Services (CHS) care providers document patient medical information on paper charts. When patients are transported between facilities e.g., for housing and medical appointments, their charts are transferred with them to the new facility. This may cause critical medical information to be lost or not available to providers at the moment they are needed, thus negatively impacting the quality or appropriateness of care. In addition, CHS employees spend significant time tracking paper patient health records because only one care provider can access the paper chart at any given time. Furthermore, physician's orders, including pharmacy orders, are manually transcribed onto paper forms, which increases the chance of transcription errors.

Incorporating the Cerner Invision/Soarian Electronic Health Record (CISEHR) solution at CHS

facilities will allow multiple CHS and SMMC care providers to simultaneously and immediately access health records, which eliminates delays in care, thereby expanding the amount of time a provider services a patient.

This amendment provides for CHS access to the CISEHR solution for the period of December 11, 2018 to December 31, 2020.

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

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

This amendment contributes to the Shared Vision 2025 outcome of a Healthy Community by improving patient and provider experience and promoting patient safety by reducing medication errors caused by transcribing medications on multiple paper forms. Between January and August 2018, there were 42 medication errors observed out of 225,984 medications dispensed. It is anticipated that the rate of medication errors will be reduced by half.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2018-2019 Estimated</b>	<b>FY 2019-2020 Projected</b>
Number of Medication Errors	42	21

**FISCAL IMPACT:**

The term of the revised agreement remains July 1, 2012 through December 31, 2020. The amount is being increased by \$870,000 to a new amount not to exceed \$30,488,914. There will be no new Net County Cost. The cost will be covered by categorical funds from the Whole Person Care program through FY 2019-20 and by 1991 Realignment funds for ongoing support through the remainder of the agreement. Funds in the amount of \$650,000 are included in the Health System FY 2018-19 Adopted Budget and will be included in future budget years for ongoing annual costs and rollover funds if needed.