



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 19-094

Board Meeting Date: 1/29/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

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

Subject: Agreement with Nuance Communications, Inc. to Provide Transcription Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Nuance Communications, Inc. for the term of September 1, 2018 through August 31, 2021, in an amount not to exceed \$675,000.

BACKGROUND:

Transcribing medical reports makes patient information available throughout San Mateo Medical Center (SMMC). Transcription supports information continuity and providers are encouraged to dictate patient reports to increase communication across the Health department. SMMC completed a Request for Proposals for medical transcription services in August 2018. Nuance Communications Inc. was chosen because of the adaptability of its software to support SMMC as it prepares for the EHR 2.0 implementation.

DISCUSSION:

SMMC has a critical and continuing need for transcription services. This agreement will include traditional transcription as well as back end speech recognition, which will streamline the transcription process.

The agreement and Resolution have been reviewed and approved by County Counsel as to form. This agreement is coming to your Board late due to protracted negotiations.

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 supporting information continuity and quality of patient care at SMMC. It is anticipated that

transcribed reports will be available 99% of the time within the following expected turnaround times: STAT reports 3 hours; History & Physical (H&P) exam and Pre-op reports 12 hours; and all other reports 24 hours.

PERFORMANCE MEASURE:

Measure	FY 2017-18 Actual	FY 2018-19 Estimated
Percent of time that transcribed reports are available within expected turnaround times: STAT reports 3 hours; H&P and Pre-op reports 12 hours; and all other reports 24 hours	99%	99%

FISCAL IMPACT:

The term of the agreement is September 1, 2018 through August 31, 2021. The amount of the agreement is not to exceed \$675,000 for the 3 year-term. Funds in the amount of \$187,500 are included in the SMMC FY 2018-19 Adopted Budget. Funds in the amount of \$225,000 will be included in the SMMC FY 2019-20 Recommended Budget.

The payment provisions are essentially the same as the previous agreement.

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