



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 20-274

Board Meeting Date: 5/5/2020

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: Amendment to the Agreement with Zen Healthcare IT to Provide Technical and Strategic Consulting for Health Information Exchange

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Zen Healthcare IT to provide technical and strategic consulting for Health Information Exchange, extending the term of the agreement through May 13, 2022 and increasing the maximum amount by \$371,000 to an amount not to exceed \$469,000.

BACKGROUND:

San Mateo County Health's (SMCH) Health Information Exchange (HIE) was launched in April 2018. SMCH's supporting team needed technical and strategic consulting assistance to support the HIE, improve data quality, and expand services. Through a Request for Information process, Zen Healthcare IT (Zen) was selected to provide: technical and strategic consulting, data integration project completion, user interface modifications, data integrity support, and technical support for the HIE. Zen is the only company that is authorized by the HIE vendor to provide software support.

On May 14, 2019, a one-year agreement with Zen was approved with the not-to-exceed amount of \$98,000. This amendment will continue Zen's services required for the HIE.

DISCUSSION:

The current agreement with Zen expires May 13, 2020. This amendment will extend Zen's services for two additional years at a cost of \$371,000.

Under this amendment, Zen will continue to provide the support services that were started in the FY2019-20 and continue to provide strategic assistance to improve HIE's data quality and interoperability within the San Francisco Bay Area. HIE plans to meet its goal of adding more providers and hospitals to its existing infrastructure by using Zen and their additional expertise. This will help HIE expand its capabilities as it becomes a Health Information Organization to support patients and the growth needs of San Mateo County. It is important that a high level of data quality is maintained in order to make connections with other Bay Area Medical Providers.

SMCH is requesting your Board waive the Request for Proposals process to allow Zen to continue to provide these services and increase the funding through the end of the term.

The amendment 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.

It is anticipated that by continuing to contract with Zen, HIE's data quality and interoperability will increase by 30%.

PERFORMANCE MEASURE:

Measure	FY 2019-20 Estimated	FY 2020-21 Projected
Percentage of increase in data quality and interoperability by continuing to contract with Zen	0%	30%

FISCAL IMPACT:

The term of the agreement is May 14, 2019 through May 13, 2022. The amount of the agreement is not to exceed \$469,000 for the three-year term. Funding for this agreement is covered by the Whole Person Care grant and the C19-032 Emergency Medical Services Agency grant and has been included in FY 2019-20 and FY 2020-21 Health IT Recommended Budget.