



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 21-647

Board Meeting Date: 8/3/2021

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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  
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, increasing the maximum amount by \$283,000 to an amount not to exceed \$777,000.

### **BACKGROUND:**

In April 2018, San Mateo County Health (SMCH) launched a Health Information Exchange (HIE). The HIE centralizes medical data from multiple electronic medical record systems allowing for interoperability and access across multiple health systems. SMCH 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. Additionally, 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 agreement has been amended multiple times to continue Zen's services required for the HIE.

### **DISCUSSION:**

The current agreement with Zen expires May 13, 2022. This amendment will increase the maximum amount by \$283,000 with no change to the term of the agreement.

Under this amendment, Zen will continue to provide the strategic assistance and support services that were started in FY2020-21. Additionally, this amendment expands the scope of work to improve the HIE's data quality and interoperability within the San Francisco Bay Area. The HIE plans to add more providers and hospitals to its existing infrastructure by using Zen and their expertise. This will

help SMCH expand its capabilities as it becomes a California Qualified 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.

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's 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, the HIE's data quality and interoperability will increase by 30%.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2020-21 Actual</b>	<b>FY 2021-22 Projected</b>
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. This amendment increases the agreement amount by \$283,000 to an amount not to exceed \$777,000 for the three-year term. Funding for this agreement is covered by the Whole Person Care grant, C19-032 Emergency Medical Services Agency grant, Controlled Substance Utilization Review and Eligibility System Grant, and charges to Health divisions. This amount has been included in FY2020-21 and FY2021-22 Health IT Recommended Budget.