



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 22-847

Board Meeting Date: 11/1/2022

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, Health IT

Subject: Amendment to the Agreement with Michigan Medical Advantage, Inc. to Provide Workflow Analysis Support Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Michigan Medical Advantage, Inc. to provide workflow analysis support services, extending the term through January 31, 2024, and increasing the maximum amount by \$415,000 to an amount not to exceed \$615,000.

BACKGROUND:

San Mateo County Health (SMCH) has previously contracted with Michigan Medical Advantage, Inc. (Medical Advantage) to provide expert training and support pertaining to the use of eClinicalWorks (eCW) in SMCH's clinical workflows.

SMCH identified a need to improve utilization, training, and understanding of eCW's use within the clinics. As the Outpatient Electronic Health Record (EHR) utilized by SMCH, this system is central to the clinic's ability to provide and document care to all patients across the County. Appropriate training and use ensure proper documentation, timely patient/clinic communication and enables providers to offer the best care possible.

Medical Advantage has been identified as a leading organization in the optimization and training of eCW. Medical Advantage was selected to support San Mateo Medical Center (SMMC) based not only on their eCW expertise, but deep knowledge of clinical workflows, operations, and clinical performance improvement.

On February 1, 2022, the Chief Information Officer (CIO) of SMHC approved an agreement with Medical Advantage for the purpose of providing workflow analysis support services for the term of February 1, 2022, through January 31, 2023, in an amount not to exceed \$100,000.

On April 22, 2022, the CIO of SMCH approved an amendment to request additional services from

Medical Advantage with no change to the not to exceed amount.

On June 28, 2022, the CIO of SMCH approved an amendment to increase the contract amount by \$100,000 to an amount not to exceed \$200,000 and to amend the contract terms in the agreement.

DISCUSSION:

The current agreement with Medical Advantage expires on January 31, 2023.

Continuing the relationship with Medical Advantage allows SMCH providers and staff access expert support on their EHR, receive customized trainings that suit their unique needs and challenges and ensure all constituents can perform their best clinical work possible with supportive technology.

This amendment will increase the maximum amount by \$415,000 and extend the term of the agreement by one year from February 1, 2022, through January 31, 2023, to February 1, 2022, through January 31, 2024.

The amendment and resolution have been reviewed and approved by the County Attorney 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).

It is anticipated that by continuing to contract with Medical Advantage, the percentage of vaccines administered to patients successfully transmitted to the State registry through primary clinical documentation system, eCW, will increase to 100%

PERFORMANCE MEASURE:

Measure	FY 2022-23 Estimated	FY 2023-24 Projected
Percentage of vaccines administered to patients successfully transmitted to State registry through primary clinical documentation system, eCW	0% *	100%

- New performance measure.

FISCAL IMPACT:

The term of the amended agreement is February 1, 2022, through January 31, 2024. This amendment increases the agreement amount by \$415,000 to an amount not to exceed \$615,000 for the two-year term. This amount will be included in FY 2023-24 SMMC Recommended Budget.

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 those covered by programs that do not meet the full costs of care is covered by the County's General Fund contribution to SMMC and is within the existing annual appropriation.