



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 22-941

Board Meeting Date: 12/6/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health

Chester J. Kunnappilly, MD, Chief Executive Officer, San Mateo Medical Center

Stephen Dean, Chief Information Officer, San Mateo County Health

Lisa Mancini, Interim Director, Behavioral Health and Recovery Services

Subject: Amendment to the Agreement with KaiNexus, Inc.

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with KaiNexus, Inc. to provide an information system for tracking problem identification and resolution while caring for clients with complex needs throughout San Mateo County Health, extending the term through December 9, 2025, and increasing the maximum amount by \$364,680 to an amount not to exceed \$681,480.

BACKGROUND:

In December 12, 2019, this Board approved an agreement with KaiNexus, Inc. to provide a software-as-a-service (SaaS) platform that facilitates, supports, tracks, and reports on San Mateo County Health (SMCH) improvement work for the term of December 10, 2019, through December 9, 2022, in an amount not to exceed \$316,800.

This platform effectively manages all problem-solving activities, such that all problems are seen and solved to root, and solutions are spread systematically.

The current agreement with KaiNexus, Inc. expires on December 9, 2022.

DISCUSSION:

Continuing the relationship with KaiNexus, Inc. allows SMCH divisions to continue to utilize the customizable technology platform to track problem identification and resolution, for ongoing support, and meet the existing goal of improving outcomes for clients with complex needs.

This amendment will increase the maximum amount by \$364,680 and extend the term of the agreement by three years through December 9, 2025.

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).

San Mateo Medical Center (SMMC) is currently manually collecting data and reports, with 33.3% of July 2021 to October 2022 Safety Alert from Employees (SAFEs) resolved to Level 4 problem solving (i.e. solved to root). It is anticipated that by continuing to contract with KaiNexus, Inc, the percentage of SAFEs resolved to Level 4 problem solving will be 40%.

PERFORMANCE MEASURE:

Measure	FY 2022-23 Estimated	FY 2023-24 Projected
Percentage of SAFEs solved to Level 4 problem solving	33.3%	40%

FISCAL IMPACT:

The term of the amended agreement is December 10, 2019 through December 9, 2025. This amendment increases the agreement amount by \$364,680 to an amount not to exceed \$681,480 for the six-year term. One hundred percent of this amount will be funded by Mental Health Services Act funds, with no Net County Cost associated with this agreement.