



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 23-817

Board Meeting Date: 10/3/2023

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

Subject: Amendment to the Agreement with Picis Clinical Solutions, Inc. to Provide Emergency Department Application Support Services and Operating Room Application Support Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Picis Clinical Solutions, Inc. to provide Emergency Department Application Support Services, and Operating Room Application Support Services, increasing the maximum amount payable by \$505,000 to an amount not to exceed \$3,789,668.

BACKGROUND:

In June 2014, this Board approved an agreement with Optum Clinical Solutions, Inc. (Optum) for PulseCheck, an electronic health record (EHR) system for San Mateo Medical Center's (SMMC) Emergency Department, for the term of July 1, 2014, through July 30, 2017, in an amount not to exceed \$255,000.

In March 2015, this Board approved an amendment to the agreement to include the PulseCheck software functionality for SMMC's Operating Room (OR), extending the term of the agreement by one year through June 30, 2018, and increasing the contract amount by \$1,298,000 to an amount not to exceed \$1,553,000.

In July 2015, Optum changed its name to Picis Clinical Solutions, Inc. (Picis).

The agreement has been amended several times, and the most recent amendment extended the term through December 31, 2025, with a maximum County fiscal obligation of \$3,284,668.

DISCUSSION:

As part of San Mateo County Health's (SMCH) transition to the new electronic health record Epic, several HIT staff that normally provide application support to SMCH will be switching to support Epic,

and as a result, have begun training and certification to prepare for the transition. In order to ensure that support for other applications remains sufficient while HIT staff train for Epic, SMCH is adding temporary staffing resources to their support model; under this amendment, Picis will provide application support services.

SMMC and SMCH request this Board to waive the Request for Proposals process to allow Picis to provide the application support services to continue daily operations while HIT support teams transition to the Epic implementation project. This amendment will increase the maximum County fiscal obligation amount by \$505,000 to provide additional, temporary resources with no change to the current term of the agreement of July 1, 2014, through December 31, 2025.

The amendment and resolution have been reviewed and approved by the County Attorney as to form.

The Information Services Department has reviewed and approved the IT components of this agreement.

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 the Pulse Check / OR users' satisfaction score will be maintained at 100% while Picis provides application support services during the Epic transition.

PERFORMANCE MEASURE:

Measure	FY 2022-23 Actual	FY 2023-24 Estimated
User satisfaction score of Pulse Check / OR while Picis provides application support services	n/a*	100%

*The FY 2022-23 user satisfaction score is not applicable because HIT staff, not Picis, were providing application support services.

FISCAL IMPACT:

The term of this amended agreement is July 1, 2014, through December 31, 2025. This amendment increases the contract amount by \$505,000 to an amount not to exceed \$3,789,668 for the 11-year and 5-months term. Funds in the amount of \$252,500 are included in the SMMC FY 2023-24 Adopted Budget. Similar arrangements will be made for future years.

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 is covered by the County's General Fund contribution to SMMC and is within the existing annual appropriation.