



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 23-819

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
Stephen Dean, Chief Information Officer, San Mateo County Health

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

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Michigan Medical Advantage, Inc. to provide workflow analysis application support services, extending the term through September 5, 2025, and increasing the maximum amount by \$2,863,992 to an amount not to exceed \$3,478,992.

BACKGROUND:

On February 1, 2022, the Chief Information Officer (CIO) of San Mateo County Health (SMCH) approved an agreement with Michigan Medical Advantage, Inc. (Medical Advantage) to provide consulting, optimization, support with workflow event(s), improved utilization, expert training, and understanding pertaining to the use of eClinicalWorks (eCW) with SMCH's clinical workflows, 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 contract term or 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.

On November 11, 2022, this Board approved an amendment to increase the contract amount by \$415,000 to an amount not to exceed \$615,000 and extend the term by one year through January 31, 2024.

DISCUSSION:

As part of SMCH's 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, Medical Advantage will provide eCW application support services.

SMMC and SMCH request this Board to waive the Request for Proposals process to allow Medical Advantage to provide the eCW 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 \$2,863,992 to an amount not to exceed \$3,478,992 to provide additional, temporary resources and extend the term of the through September 5, 2025.

The County Contract Compliance Committee has approved a waiver request to extend the agreement for a forty-three-month term.

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

The County Attorney has reviewed and approved the resolution and amendment 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).

During the Epic implementation, SMMC existing systems/applications/ departments such as: Ambulatory, Ancillary, In-Patient, HIM, Population Health for SMMC's 1200+ users need to continue to be supported. It is anticipated that by continuing to contract with Medical Advantage, all SMMC existing system/applications will be 100% supported, keeping SMMC operations running in order to care for patients.

PERFORMANCE MEASURE:

Measure	FY 2022-23 Actual	FY 2023-24 Estimated
Percentage of SMMC existing systems/applications that are supported by continuing to contract with Medical Advantage	100%	100%

FISCAL IMPACT:

The term of the amended agreement is February 1, 2022, through September 5, 2025. This amendment increases the contract amount payable by \$2,863,992 to an amount not to exceed \$3,478,992 for the 43-month term. Funds in the amount of \$954,664 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.