



COUNTY OF SAN MATEO
Inter-Departmental Correspondence

Information Services Department
San Mateo Medical Center

DATE: November 26, 2008,
BOARD MEETING DATE: December 16, 2008
SPECIAL NOTICE/HEARING: None
VOTE REQUIRED: Majority

TO: Honorable Board of Supervisors

FROM: Chris Flatmoe, CIO/Director of Information Services
Sang-ick Chang, MD/CEO, San Mateo Medical Center

SUBJECT: Amendment No. 1 to the Agreement with Interactive Global
Communications Network, Inc. (IGCN)

RECOMMENDATION:

Adopt a Resolution:

1. Authorizing the President of the Board to execute Amendment No. 1 to the Agreement with Interactive Global Communications Network, Inc. (IGCN) for continued operation of and enhancements to the current San Mateo Medical Center (SMMC) public-facing website, development of a staff portal (Intranet), extension of the term end date to June 28, 2010, and addition of up to \$325,080 for a new total maximum fiscal obligation of \$420,080;
2. Authorizing the Purchasing Agent to purchase ongoing maintenance and support for this project (with such maintenance and support not subject to the Agreement's not-to-exceed amount); and
3. Authorizing the Chief Information Officer or his designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate) and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

VISION ALIGNMENT:

Commitment: Ensure basic health and safety for all.

Goal 5: Residents have access to healthcare and preventive care.

This amended Agreement contributes to this commitment by providing residents and patients with Internet access to the Medical Center. Online access can improve customer service by increasing access to patient and physician information.

Performance Measure(s):

Measure	FY 2008-09 Actual	FY 2009-10 Target
Health Information: Percentage of visitors to the site who access health information (personal and general)	25%	50%

BACKGROUND:

The future of healthcare includes an increasingly important role for the Internet in making services more accessible and in transforming the way healthcare is delivered to the public. Included as a top priority in SMMC's Information Technology Strategic Plan (ITSP) is an improved internet presence. In early 2007, SMMC met with the Information Services Department's (ISD) web development staff. It was determined that an improved website must include healthcare-specific content and functionality and must interact with the current Electronic Medical Records application at SMMC. A Request for Proposals (RFP) was completed, and IGCN was selected based on their expertise in developing health-related websites. On June 28, 2007, SMMC entered into a \$95,000 Agreement with IGCN to develop, host, and maintain its public-facing website, in an amount not to exceed \$95,000, for the term June 28, 2007, through December 31, 2008.

DISCUSSION:

The current website provides comprehensive health information as well as information about the Medical Center's locations, services, physicians, and careers. With the Board's approval, IGCN and the County will increase the functionality of SMMC's Internet presence to include: translation services; a crisis communication function; and a portal that gives patients the ability to schedule appointments online, receive lab and radiology results, fill prescriptions, pay bills, and communicate with their healthcare team. This Amendment also includes the development of an Intranet-based staff portal to improve workflow. This additional functionality was included in the original RFP and was intended to be part of the original SMMC Internet Presence work plan. However, due to fiscal limitations, this work included in this Amendment was not included in the original Agreement. As funding became available, it was decided to proceed with this additional work. Finally, this amendment includes licensing, maintenance and support fees, with such maintenance and support not subject to the Agreement's not-to-exceed amount.

County Counsel has reviewed and approved the Amendment and Resolution as to form. The Contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

FISCAL IMPACT:

The amended term of this Agreement is from June 28, 2007, through June 28, 2010. The new total maximum fiscal obligation under this Agreement is \$420,080. Funds have been included in the Medical Center's FY2008-09 Approved Budget and will be included in the Recommended FY 2009-10 Budget.