



**COUNTY OF SAN MATEO**  
**Inter-Departmental Correspondence**

Health System

**DATE:** July 20, 2009  
**BOARD MEETING DATE:** September 15, 2009  
**SPECIAL NOTICE/HEARING:** None  
**VOTE REQUIRED:** Majority

**TO:** Honorable Board of Supervisors

**FROM:** Jean S. Fraser, Chief, Health System  
Susan Ehrlich, MD, MPP, Interim Chief Executive Officer  
San Mateo Medical Center

**SUBJECT:** Agreement with Juliette Lee, MD

**RECOMMENDATION:**

Adopt a Resolution:

1. Authorizing the President of the Board to execute an Agreement with Juliette Lee, MD to provide dermatology services in the amount of \$150,000 for the term September 1, 2009 through August 31, 2010; and
2. Authorizing the Chief of the Health System or 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

**BACKGROUND:**

Dr. Lee has been the primary dermatologist for the San Mateo Medical Center (SMMC) Dermatology Clinic since September 2008. She provides services in the Dermatology Clinic two days per week and treats a minimum of 30 patients each week.

**DISCUSSION:**

Dr. Lee has dramatically reduced the waiting time for appointments in the clinic due to her effective clinical skills. Patients can now be seen within one week of making an appointment.

The Health System Redesign Initiative Team, County Counsel and Risk Management have reviewed and approved this Agreement.

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.

Approval of this Agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by providing access to Dermatology care for patients of SMMC. It is anticipated that 90% of all customer satisfaction surveys will provide an overall quality rating of 4 or higher on a 5 point scale. This rating is an indicator of quality patient care and meets Joint Commission of American Hospital guidelines for accreditation.

**Performance Measure(s):**

<b>Measure</b>	<b>FY 2008-09 Actual</b>	<b>FY 2009-10 Projected</b>
Internal Customer Satisfaction: Percentage of physician surveys of Dermatology Medical Services assessing communication, timeliness, and overall quality rated at levels 4 or 5 on a 5 point scale	<b>90%</b>	<b>90%</b>
External Customer Satisfaction: Percentage of patient satisfaction with clinic services survey assessing communication, respect, and overall quality rated at levels 4 or 5 on a 5 point scale	<b>90%</b>	<b>90%</b>

**FISCAL IMPACT:**

The term of this Agreement is September 1, 2009 through August 31, 2010. The maximum fiscal obligation is \$150,000. Funds to pay for these services are included in the SMMC tentatively Adopted FY 2009-10 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 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.