



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

Information Services Department

**DATE:** July 30, 2009  
**BOARD MEETING DATE:** September 22, 2009  
**SPECIAL NOTICE/HEARING:** None  
**VOTE REQUIRED:** Majority

**TO:** Honorable Board of Supervisors

**FROM:** Chris Flatmoe, CIO/Director, Information Services  
Jean S. Fraser, Chief, Health Systems  
Susan Ehrlich, MD, MPP, CEO/San Mateo Medical Center

**SUBJECT:** Amendment No. 2 to the Agreement with eClinicalWorks and Agreement with eClinicalWeb

**RECOMMENDATION:**

Adopt a Resolution:

1. Authorizing the President of the Board to execute Amendment No. 2 to the Agreement with eClinicalWorks (eCW) to provide the County with eClinicalMessenger Services (eCMS), an automated call system, increasing the contract amount by up to \$490,000 for a new total maximum fiscal obligation of \$2,990,000;
2. Waiving the Request for Proposal (RFP) Process for eClinicalWeb; and
3. Authorizing the President of the Board to execute an Agreement with eClinicalWeb for eCMS hosting services, for the term September 22, 2009 through January 7, 2015 (ending concurrently with the Agreement between the County and eCW).

**BACKGROUND:**

On January 8, 2008, your Board approved Resolution Number 069209, which authorized a seven-year Agreement with eCW to install and maintain an Ambulatory Electronic Medical Record (AEMR) system at San Mateo Medical Center (SMMC). Implementation of the AEMR is in progress. eCW was selected through the Request for Proposal process. On March 17, 2009, your Board approved Amendment #1 to the Agreement to provide additional licenses required for the implementation of the AEMR.



**DISCUSSION:**

Consistent with the multi-phase deployment plan for AEMR, we are now ready to add functionality to the system. eCMS, an automated patient notification module, will improve the current, stand-alone, patient notification system and is fully integrated with AEMR. Additionally, eCMS will cost the County less than the current system.

The current Agreement between the County and eCW allows the County to add additional eCW products and services that meet County requirements. The Medical Center, working with ISD, received and reviewed eCW's Functional Requirements, and has concluded they meet all of SMMC's needs for an efficient and cost effective patient notification system. Because eCMS is a module of our AEMR solution we are very confident we will not have integration problems we may otherwise experience if we were to have disparate vendors for our AEMR and automated patient notification systems. It is for this reason we feel it is in the best interest of the County to waive the RFP process and procure eCMS from eCW.

The Agreement with eClinicalWeb assures 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. Risk Management has reviewed and approved Contractor's insurance and County Counsel has reviewed and approved these documents as to form.

Approval of this agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by improving the process for notifying patients of upcoming clinic appointments and other important healthcare related notices. For essential clinical communications, it is anticipated that 85% of affected patients will be contacted successfully; an improvement from the current vendor's solution of 35%.

**Performance Measure(s):**

<b>Measure</b>	<b>FY 2008-09 Actual</b>	<b>FY 2009-10 Projected</b>
<b>Percentage of reminder phone calls successfully completed</b>	<b>35%</b>	<b>85%</b>

**FISCAL IMPACT:**

The new total fiscal obligation of the eCW Agreement is not to exceed \$2,990,000; of which \$490,000 (\$89,000 per year) will be used for eCMS services. This agreement will allow the County to realize a 60% savings, per call, compared to the current solution. No costs are associated with the Agreement with eClinicalWeb for hosting services. \$89,000 is included in the 2009-10 SMMC tentatively Adopted Budget. Expenses at SMMC are covered by fees for services or by 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 are covered by the County's General Fund contribution to SMMC.