

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

June 18, 2025

FROM

ANDREW GOLDFRACH, ARMC Chief Executive Officer, Arrowhead Regional Medical Center

SUBJECT

Agreement with HealthStream, Inc. for Subscription Based e-learning Education Programs

RECOMMENDATION(S)

Approve **Agreement No. 25-440** with HealthStream, Inc. for subscription based e-learning education programs for healthcare staff for the contract amount not-to-exceed \$2,820,402, and for a total term of July 1, 2025 through June 30, 2030.

(Presenter: Andrew Goldfrach, ARMC Chief Executive Officer, 580-6150)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Provide for the Safety, Health and Social Service Needs of County Residents.

FINANCIAL IMPACT

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). The cost of \$2,820,402 is funded by State Medi-Cal, Federal Medicare, private insurances, and other departmental revenue. Funding sources may change in the future pending any legislative activity related to the repeal and/or replacement of the Affordable Care Act. Adequate appropriation and revenue have been included in the Arrowhead Regional Medical Center (ARMC) 2025-26 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

Approval of the Agreement with HealthStream Inc. (Health Steam) will provide ARMC with software and licensing of the Health Stream system. Health Steam is a learning system that enables ARMC to comply with required regulatory training, maximize patient safety and quality initiatives, and optimize meaningful use and electronic documentation incentive by providing an online education library for staff. Through the Health Steam system, educators are able to administer and record continuing education ensuring staff are up-to-date on education requirements and are meeting regulatory requirements. Health Steam includes Core Regulatory Library, Safety Courses, and an In-service Center offering a vast library of free Continuing Education courses, and a premier library of high-quality, pre-integrated, evidence-based courseware for education and training of hospital staff.

Each ARMC employee is assigned a license where their education is completed and tracked in the Health Steam system. Employees can be assigned general education (required of all users) or department specific curriculum through the system as it relates to their specialty. This is an effective way to ensure information is being dispersed properly to all employees and medical staff as well as having detailed reports for compliance and regulatory purposes.

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ARMC recommends approval of this Agreement to provide for the safety and health needs of County residents by providing a tool that allows all employees and medical staff to complete and ensure they are up to date on their education and training requirements.

PROCUREMENT

The Request for Proposal (RFP) No. ARMC125-ARMC-5689 was released on January 6, 2025 for Learning Management System services through the County of San Bernardino's Electronic Procurement (ePro) network. Proposals were due from vendors on January 31, 2025.

Nine companies submitted proposals, and eight passed initial review. Company name and location for each is provided below.

Company	Location
A Cultivated Mindset	Charlotte, North Carolina
Absorb Software North America, LLC	Tampa, Florida
Deloitte Consulting LLP	Los Angeles, California
Envolvemdia, LLC	Bradenton, Florida
HealthStream, Inc	Nashville, Tennessee
ISYS Solutions, Inc, DBA CareerSmart Learning	Brea, California
Modern Training Solution, LLC	Huntingdon Valley, Pennsylvania
Smart IT Pros, Inc	Rockwall, Texas

Evaluation of the proposals was completed by a committee comprised of representatives from ARMC Administration, Information Management, and Education. Eight vendors were requested to provide presentations starting on the week of February 3, 2025.

All proposals were evaluated based on the criteria of qualification and experience, technical, references, presentation and cost. The evaluation committee determined, based on their presentation and proposal, that the top ranked vendor, HealthStream, Inc., met the needs of the County. HealthStream ranked the highest overall after all criteria's were submitted on County's evaluation platform Bonfire.

On May 16, 2025, a tentative award letter was sent to HealthStream, Inc., and on the same day the unsuccessful agencies were notified in writing that they may protest the qualification review by submitting a formal protest letter to ARMC within 10 calendar days of the date of the non-selection letters. No protests were received.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5487) on May 23, 2025; Purchasing (Veronica Pedace, Buyer III, 387-2464) on May 22, 2025; Innovation and Technology Department (Robert Pittman, Chief Information Security Officer, 388-5501) on May 22, 2025; ARMC Finance (Chen Wu, Finance Budget Officer, 580-3165) on May 27, 2025; Finance (Jenny Yang, Administrative Analyst, 387-4884) on May 29, 2025; and County Finance and Administration (Valerie Clay, Deputy Executive Officer, 387-5423) on June 2, 2025.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Joe Baca, Jr.
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: June 18, 2025



cc: ARMC - Goldfrach w/agree
Contractor - c/o ARMC w/agree
File - w/agree
CCM 06/25/2025