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

March 26, 2024

FROM

WILLIAM L. GILBERT, Director, Arrowhead Regional Medical Center

SUBJECT

Amendment to Agreement with HealthStream, Inc. for Addition of the hStream Federated Access Management Single Sign On

RECOMMENDATION(S)

Approve **Amendment No. 2 to the Agreement No. 20-143** with HealthStream, Inc. for addition of the hStream Federated Access Management Single Sign On service, with no change to the total amount of $2,367,928 or the term of April 1, 2020 through June 30, 2025.
(Presenter: William L. Gilbert, Director, 580-6150)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Create, Maintain and Grow Jobs and Economic Value in the County.
Operate in a Fiscally-Responsible and Business-Like Manner.

FINANCIAL IMPACT

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). The total agreement cost of $2,367,928 will be 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) 2023-24 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

The recommended amendment will provide Arrowhead Regional Medical Center (ARMC) the ability to use the hStream Federated Access Management Single Sign On (SSO) add-on, which is a new service from HealthStream Inc. (HealthStream) available for no additional cost. HealthStream is the Learning Management System (LMS) used for staff training, regulatory and compliance tracking, education electronic record keeping and reporting at ARMC. SSO for HealthStream will integrate with the hospital's existing SSO system, allowing staff to directly access HealthStream once signed on to the desktop, which reduces password fatigue, reduces service calls to ARMC's Information Management support desk and HealthStream administrator for password resets and account lockout, as well as enhancing system security by allowing for the use of Multi-Factor Authentication (MFA).

On March 24, 2020 (Item No. 7), as the result of a successful competitive procurement, the Board of Supervisors (Board) approved Agreement No. 20-143 with HealthStream, Inc. to

provide subscription-based e-learning education programs for healthcare staff, in the amount of $2,290,228 for a period of April 1, 2020 through June 30, 2025.

On February 28, 2023 (Item No. 16), the Board approved Amendment No. 1 to Agreement No. 20-143 with HealthStream, Inc. to add a new training course, Health Equity and Belonging, increasing the total contract amount by $77,700, from $2,290,228 to $2,367,928, with no change to the contract term of April 1, 2020 through June 30, 2025.

ARMC recommends approval of this amendment as the SSO will increase employee productivity by reducing login time; reduce support calls for password reset; improve user experience by reducing password fatigue; and improve security by allowing for integration into the existing federated access management system allowing for MFA. These benefits will aid in reducing the operating cost of our existing LMS by reducing the frequency of support requests for password reset, contributing to operating in a fiscally-responsible and business-like manner.

PROCUREMENT

The agreement is the result of a competitive procurement based on Request for Proposals No. ARMC120-ARMC-3449. The Purchasing Department continues to support the competitive nature of this procurement.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on February 26, 2024; Purchasing (Veronica Pedace, Buyer III, 387-2464) on February 27, 2024; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on March 1, 2024; Finance (Jenny Yang, Administrative Analyst, 387-4884) on March 4, 2024; and County Finance and Administration (Valerie Clay, Deputy Executive Officer, 387-5423) on March 5, 2024.

Amendment to Agreement with HealthStream, Inc. for Addition of the hStream Federated Access Management Single Sign On
March 26, 2024

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 Lynna Monell
DATED: March 26, 2024

cc: ARMC - Gilbert w/agree
Contractor - c/o ARMC w/agree
File - w/agree

CCM 03/26/2024