

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

May 23, 2023

FROM

WILLIAM L. GILBERT, Director, Arrowhead Regional Medical Center

SUBJECT

Amendment to Contract with Hyland Software, Inc. for the OnBase Upgrade and Epic Hyperdrive Integration

RECOMMENDATION(S)

Approve **Amendment No. 2 to Contract No. 21-148** with Hyland Software, Inc. for the OnBase Upgrade, including technical assessment and support for a system upgrade, and integration of Epic Hyperdrive into the OnBase document management system platform, increasing the contract amount by \$200,000, from \$1,967,788, to \$2,167,788, with no change to the contract period of March 2, 2021 through March 1, 2026.

(Presenter: William L. Gilbert, Director, 580-6150)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

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 cost of \$200,000 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) 2022-23 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

Amendment No. 2 to Contract No. 21-148 will upgrade ARMC's OnBase document management system software to be compatible with the change from the current Epic Hyperspace infrastructure to the new Epic Hyperdrive infrastructure. Epic Hyperdrive and OnBase are two software systems used by healthcare providers to manage patient information and workflows.

The current document management system, OnBase version EP3, will be upgraded to OnBase version EP5. The OnBase Upgrade is needed to ensure the technical capabilities of the document management system can function in the new Epic Hyperdrive environment, and to allow the document management systems to operate with the lightweight web-enabled version of Epic electronic health record that runs on a secure browser. Hyland Software, Inc (Hyland) will provide technical assessment and assistance with current issues that need to be addressed before an upgrade can be performed, with the OnBase upgrade from Version EP3 to EP5, and integrating the OnBase version EP5 into Epic Hyperdrive.

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On March 2, 2021 (Item No. 10), as a result of a competitive procurement, the Board of Supervisors (Board) approved Agreement 21-148 with Hyland, for the provision of a document management system for the transition and implementation of the new Epic electronic health record system, in the amount of \$2,067,788.44, from March 2, 2021 through March 1, 2026.

On March 15, 2022 (Item No. 15), the Board approved Amendment No. 1 to Agreement No. 21-148 with Hyland to decrease the contract amount by \$100,000, from \$2,067,788 to \$1,967,788, for reduced work effort shown in the Statement of Work, with no change to the contract period of March 2, 2021 through March 1, 2026.

On April 13, 2022, the Director of ARMC, under authority delegated by the Board on March 2, 2021 (Item No. 10), executed non-financial Change Order No. 1 to Contract No. 21-148. The Change Order added medical billing components for the integration between OnBase and Experian and removed unnecessary components for faxing integration and medical chart analysis. There was no change to the total contract amount of \$1,967,788 and no change to the contract period of March 2, 2021 through March 1, 2026.

ARMC supports the OnBase Upgrade and Epic Hyperdrive integration as it will result in improving data management, better access to health information and promoting efficient delivery of healthcare services to ARMC patients.

PROCUREMENT

Hyland was awarded Contract No. 21-148 on March 2, 2021, as the result of a competitive solicitation, Request for Proposal (RFP) No. ARMC120-ARMC-3710. 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 April 21, 2023; Purchasing (Ariel Gill, Buyer III, 777-0722) on April 21, 2023; ARMC Finance (Chen Wu, Finance Budget Officer, 580-3165) on May 1, 2023; Finance (Jenny Yang, Administrative Analyst, 387-4884) on May 2, 2023; and County Finance and Administration (Valerie Clay, Deputy Executive Officer 387-5423) on May 4, 2023.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

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

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: May 23, 2023



cc: ARMC - Gilbert w/agree
Contractor - C/O ARMC w/agree
File - w/agree
CCM 05/24/2023