

**COUNTY OF SAN DIEGO  
BOARD OF SUPERVISORS  
TUESDAY, OCTOBER 22, 2024**

**MINUTE ORDER NO. 6**

**SUBJECT: AUTHORITY TO PROCURE ELECTRONIC HEALTH RECORD SYSTEM FOR HEALTH AND HUMAN SERVICES AGENCY (DISTRICTS: ALL)**

**OVERVIEW**

The County of San Diego (County) Health and Human Services Agency (HHS), Public Health Services (PHS) and Medical Care Services (MCS) departments conduct approximately 120,000 patient visits annually across a variety of services. These include case management, physical and occupational therapy, communicable disease testing, treatment and prevention, vaccinations, and home health.

Given the volume of services provided, there is a need for PHS and MCS to use an electronic health record (EHR) system to enhance and optimize the delivery of care. An EHR system would also support other services and departments identified by HHS and any new services established through the implementation of San Diego Advancing and Innovating Medi-Cal, the local implementation of Medi-Cal Transformation.

Today's action requests the San Diego County Board of Supervisors (Board) authorize a single-source contract with OCHIN Inc. (OCHIN) for the procurement of Epic Systems Corporation's (Epic) EHR system in accordance with Board Policy A-87, Competitive Procurement, Sections D-3 and D-5, and Administrative Code Section 401. OCHIN, a third-party seller of the Epic EHR system, is selected due to their focus on Local Health Jurisdictions, like the County of San Diego, and community providers that are considered to be small-to-medium in size with a focus on ambulatory care whereas Epic engages directly with larger, full-scale healthcare systems. A Board Policy A-87 exception is requested due to the unique knowledge, skill, and ability OCHIN possesses and provides as the only Epic Connect Partner that acts as a third-party seller of the Epic EHR system to Local Health Jurisdictions, Community Health Centers, and Federally Qualified Healthcare Centers without a health specialty or regional area requirement. Additionally, OCHIN is the only Epic Connect accredited vendor, which signifies that they follow and implement the EHR system in line with intended best practices, that the County qualifies for, as it does not meet the requirements of other accredited vendors.

Additionally, today's action requests the Board authorize applications and acceptance of additional funding opportunities to support the implementation, maintenance, and operationalization of an electronic health record system.

Today's item supports the County vision of a just, sustainable, and resilient future for all, specifically those communities and populations in San Diego County that have been historically left behind, as well as the ongoing commitment to the regional *Live Well San Diego* vision of healthy, safe, and thriving communities. This will be accomplished by improving the service delivery system by implementing electronic health records, removing barriers to health portability and continuity of care, and utilizing resulting data to continually inform policies and procedures to reduce gaps in healthcare outcomes for vulnerable populations.

## **RECOMMENDATION(S)**

### **CHIEF ADMINISTRATIVE OFFICER**

1. In accordance with Board Policy A-87, Competitive Procurement, and Administrative Code Section 401, approve and authorize the Director, Department of Purchasing and Contracting, to enter into negotiations with OCHIN Inc., and subject to successful negotiations and determination of a fair and reasonable price, award a contract for the implementation, operation, and maintenance, and operationalization of Epic Systems Corporation's electronic health record system across Health and Human Services Agency departments for an initial term of up to one year, with up to nine 1-year Options and up to an additional six months, if needed, subject to the availability of funds, and to amend the contract as required to reflect changes to services and funding allocations, subject to the approval of the Deputy Chief Administrative Officer, Health and Human Services Agency.
2. Authorize the Deputy Chief Administrative Officer, Health and Human Services Agency, or designee, to apply for and accept additional funding opportunities to support the implementation, maintenance, and operationalization of an electronic health record system.

### **EQUITY IMPACT STATEMENT**

The use of OCHIN Inc.'s Epic Systems Corporation (Epic)-based electronic health record (EHR) within the County of San Diego (County) Health and Human Services Agency (HHSA) will support equitable delivery of public, medical, and health care services. The use of an EHR system promotes equity through an increased ability to conduct analyses and measure outcomes to identify differences by race, ethnicity, and place among other variables. This increased ability will inform policies and procedures aimed at addressing health outcomes among children, youth, adults, and seniors, including those who are Black, Indigenous, people of color, women, people with disabilities, immigrants, the LGBTQ community, and the economically disadvantaged.

### **SUSTAINABILITY IMPACT STATEMENT**

Today's action supports the County of San Diego (County) Sustainability Goal #2 to provide just and equitable access to County services and Goal #7 to reduce pollution and waste by demonstrating a reduction in consumption of resources through the use of OCHIN Inc.'s Epic Systems Corporation-based electronic health record (EHR).

Sustainability Goal #2 is achieved by bolstering the Health and Human Services Agency's (HHSA) ability to deliver services to meet the immediate needs of individuals and families. Customer resiliency will be increased as they will be able to more easily bring their data with them to their chosen providers, ensuring a continuity of care in the services they receive.

Sustainability Goal #7 will be accomplished since HHSA operations will move away from a physical record system, reducing the amount of paper in use by the County. An EHR system will also reduce the mileage spent across the region as customers will have more flexibility in choosing the facilities they visit in addition to reducing the need to collect and/or transfer original records between County offices. Lastly, as retention periods for existing paper records come to maturity, the County facility footprint needed to store customer records will lessen as moving forward they will be digitally archived.

**FISCAL IMPACT**

Funds for this request are included in the Fiscal Year (FY) 2024-2026 Operational Plan in the Health and Human Services Agency. If approved, this request will result in estimated one-time costs and revenue of up to \$3,700,00 in FY 2024-25 and \$2,800,000 in FY 2025-26 for a total of \$6,500,000. The funding sources are the Epidemiology and Laboratory Capacity Enhancing Detection Expansion Grant and any federal and State funding that might become available. There will be no change in net General Fund cost and no additional staff years.

**BUSINESS IMPACT STATEMENT**

N/A

**ACTION:**

ON MOTION of Supervisor Montgomery Steppe, seconded by Supervisor Desmond, the Board of Supervisors took action as recommended, on Consent.

AYES: Vargas, Anderson, Lawson-Remer, Montgomery Steppe, Desmond

State of California)  
County of San Diego) §

I hereby certify that the foregoing is a full, true and correct copy of the Original entered in the Minutes of the Board of Supervisors.

ANDREW POTTER  
Clerk of the Board of Supervisors



**Signed**  
**by** Andrew Potter