



**Contra
Costa
County**

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: September 7, 2021

Subject: Contract #23-511-4 with Nuance Communications, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #23-511-4 with Nuance Communications, Inc., a corporation, in an amount not to exceed \$551,000 to provide software products, services, maintenance, and support to Contra Costa Regional Medical Center's Radiology Unit and Coding Software support for Clintegrity for the period from August 1, 2020 through September 30, 2024.

FISCAL IMPACT:

This contract will result in contractual service expenditures of up to \$551,000 over a 4-year period and will be funded 100% by Hospital Enterprise Fund (Rate increase)

BACKGROUND:

This Contract meets the needs of the County's population by providing an integrated dictation and transcription solution for Contra Costa County's diagnostic imaging operations and for supporting the coding and compliance of services provided by CCHS.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **09/07/2021** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: September 7, 2021

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Patrick Wilson,
925-335-8777

These functions are imperative to the accuracy of the diagnostic reports and for receiving the most appropriate claims amounts for services rendered within CCHS. While implementing Epic in 2011, the Department conducted a bidding process to find a vendor

BACKGROUND: (CONT'D)

that could provide these tools. By 2012, of the vendors evaluated, Nuance Communications Inc. was chosen for their pricing and functionality, being one of the few software providers with a product offering that fully integrates into the Epic workflow. The solution includes Clintegrity, and PowerScribe which is used in Contra Costa County Health Services Radiology department to dictate reports on the images. Absent of PowerScribe, transcriptions would be done manually. Absent Clintegrity, coding compliance would not be possible, and revenue would be negatively impacted. Additionally, PowerScribe is the only diagnostic imaging transcription solution that Agfa, our radiology management system vendor, has approved. The first year of services were provided by the Contractor in order to meet required target dates for the project, while the parties negotiated the terms of the Business Associate Addendum. The contract provides that County can terminate the agreement for a vendor breach, and in the event the board fails to appropriate funds for payment of the contract in any fiscal year. The contract limits Nuance's liability to three times the annual amount paid under the contract except for a data breach claim, which caps Nuance's liability at \$2,000,000.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, Contra Costa Regional Medical Center's Radiology unit will not have an integrated dictation and transcription solution for their diagnostic imaging operations and the coding and billing department could mis-code claims resulting in the organization receiving less revenue or being out of compliance.