



Contra  
Costa  
County

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

Subject: Contract #23-511-5 with Nuance Communications, Inc.

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Order Forms with Nuance Communications, Inc., a corporation, in an amount not to exceed \$1,312,385 to provide software, services, and maintenance and support for Contra Costa Regional Medical Center's clinical dictation services utilizing Nuance's Dragon One Medical and Dragon Ambient Experience for the period from December 7, 2021 through December 6, 2026.

**FISCAL IMPACT:**

This contract will result in contractual service expenditures of up to \$1,312,385 over a 5-year period and will be funded 100% by Hospital Enterprise Fund.

**BACKGROUND:**

On September 7, 2021, the Board of Supervisors approved contract #23-511-4 with Nuance Communications, Inc. for their transcription solution, including Clintegrity, and PowerScribe, used in the Contra Costa County Health Services Radiology department to dictate reports on the images. Contract 23-511-4 included the approval of Nuance's Healthcare Master Agreement with an attached Business Associate Addendum.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **12/07/2021** ☒ 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: December 7, 2021

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

By: Laura Cassell, Deputy

Contact: Patrick Wilson,  
925-335-8777

cc:



### BACKGROUND: (CONT'D)

The Dragon Medical One and Dragon Ambient Experience software and services will be governed by the previously approved Healthcare Master Agreement.

The Dragon Medical One and Dragon Ambient Experience software and services meet the needs of Contra Costa County Health Services (CCHS) patients as part of an integrated dictation and transcription solution. Nuance's Dragon Medical One is a leader in providing dictation and voice recognition services in the healthcare industry. This tool allows providers to dictate into a microphone while the words are transcribed and transferred into the patient's Electronic Health Record (EHR); in real-time. The system will also aid CCHS in addressing the needs of staff requests related to compliance with the American Disabilities Act by providing a tool that reduces the need for computer peripherals such as a keyboard and mouse. The Dragon Ambient Experience tool is a comprehensive Artificial Intelligence-powered voice-enabled solution that listens to clinician-patient conversations while offering workflow and knowledge automation to compliment the EHR.

Approval of contract #23-511-5 allows the contractor to provide services through December 6, 2026.

### CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, Health Services will continue to be unable to comply with ADA compliance requirements for staff requiring voice accommodations. Further, CCHS will continue to pay an increased cost for dictation services; and the expectation of saving time with the new solution by CCHS clinical staff using the system will be unrealized.