



Board Agenda Item 41

DATE: May 20, 2025

TO: Board of Supervisors

SUBMITTED BY: David Luchini, RN, PHN, Director, Department of Public Health
Mike Kerr, Director of Information Technology Services Department and Chief Information Officer

SUBJECT: Amendment to Agreement with Netsmart Technologies, Inc.

RECOMMENDED ACTION(S):

Approve and authorize the Chairman to execute a First Amendment to Agreement with Netsmart Technologies, Inc., to add additional solutions for myAvatar NX upgrade and for Netsmart Hosting Services, to move from a self-hosted Electronic Health Record System to a cloud hosted platform, effective upon execution with no change to the term of May 25, 2024 through May 24, 2029 and increasing the maximum by \$958,524 to a total of \$2,381,742.

There is no additional Net County Cost associated with the recommended action. The action would allow the Department of Public Health (DPH) to continue maintenance and support of myAvatar and the Clinical Workstation and Mobile Licenses which are used across all programs in the DPH Nursing Division, Community Health Division, and the Laboratory Information Management System (LIMS). The action will add additional solutions to Netsmart Hosting Services and permit County to load data on the hosted system via a virtual private network (VPN) or Secure Socket Layer (SSL) and upgrade to myAvatar NX for Electronic Health Record System (EHR) featuring a redesigned, user friendly interface and improved navigation. This item is countywide.

ALTERNATIVE ACTION(S):

Should your Board not approve the recommended action, DPH would not be able to move forward with myAvatar NX platform upgrade from a self-hosted EHR to a cloud based EHR resulting in the loss of associated cost savings, enhanced accessibility, and improved security.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended action. Cost associated with the recommended agreement will not exceed \$2,381,742 for the full term of the agreement and is funded with Health Realignment and grant funding. Sufficient appropriations and estimated revenues are included in the Department's Org 5620 FY 2024-25 Adopted Budget and will be included in subsequent budget requests.

DISCUSSION:

On May 21, 2024, your Board approved Agreement No. 24-224 with Netsmart Technologies, Inc. (Netsmart) for continued maintenance and support for myAvatar and the Clinical Workstation, the Mobile Module, and Netsmart's Orchard LIMS.

The recommended amendment to the agreement is to transition from a self-hosted EHR to a cloud-hosted EHR system. This change is a transformative step that will enhance operational efficiency, security, and adaptability and helps the Department to be better prepared for future advancements as they become necessary.

Key Benefits

1. **Enhanced Accessibility and Collaboration:** Cloud-hosted systems enable secure, remote access, fostering seamless collaboration between providers across multiple locations or in telemedicine services.
2. **Improved Security and Compliance:** Advanced security features, such as encryption and automatic backups, ensure HIPAA compliance and protect against data breaches or loss due to cyberattacks or disasters.
3. **Cost Savings:** By eliminating the need for on-site servers and maintenance, cloud solutions reduce upfront costs and offer predictable, subscription-based expenses, currently estimated at \$200,000 annually.
4. **Scalability:** Enables the Department to easily adjust resources as patient volume fluctuates or facilities expand, without costly hardware upgrades.
5. **Seamless Updates:** Automatic updates ensure the system operates with the latest features and security patches, eliminating downtime and associated costs.
6. **Business Continuity:** Disaster recovery capabilities, including geographically redundant data centers, safeguard patient data and minimize disruptions during outages.
7. **Streamlined Integration:** Cloud-hosted platforms integrate smoothly with billing, lab, and patient engagement tools, enhancing workflow efficiency and the patient experience.

Adopting a cloud-hosted EHR system modernizes healthcare delivery by improving accessibility, security, and cost management. This strategic move positions DPH to thrive in an evolving industry while focusing on patient care and operational excellence.

Simultaneously, DPH will upgrade from the myAvatar platform to the recommended solution of the enhanced platform called myAvatar NX upgrade. The updated platform features a redesigned, more user-friendly interface with improved navigation, making it easier to use. The NX upgrade platform's configurability and its ability to generate detailed reports will help boost efficiency in clinical workflows, streamlining processes for better productivity. These upgrades are necessary for a step toward a more intuitive and efficient system.

REFERENCE MATERIAL:

BAI #36, May 21, 2024

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - First Amendment to Agreement with Netsmart

CAO ANALYST:

Ron Alexander