



Office of the City Manager

**RECESS ITEM**  
**CONSENT CALENDAR**  
September 13, 2022

To: Honorable Mayor and Members of the City Council  
From: Dee Williams-Ridley, City Manager  
Submitted by: LaTanya Bellow, Deputy City Manager  
Subject: Contract No. 084534-1 Amendment: NextGen Health Care Information Systems, Inc. for Electronic Health Records

**RECOMMENDATION**

Adopt a Resolution ratifying the action taken by the City Manager during recess to amend Contract No. 084534-1 with NextGen Healthcare Information Systems, Inc., increasing the amount by \$188,955 for a total contract value not to exceed \$1,008,291.20 and extending the term from September 30, 2010 through June 30, 2024.

**NEGATIVE EFFECT IF ACTION IS DELAYED UNTIL AFTER COUNCIL RECESS**

The action to amend the contact during recess was required to assure resources by the vendor for a pertinent and necessary network upgrade in October 2022. This essential upgrade will include features to support mental health service provision which is a key service for the City. If we did not enter into the amended contract, we would experience an indeterminately extended delay in applying critical functionality for mental health service provision.

**FISCAL IMPACTS OF RECOMMENDATION**

Funds for additional professional services and software maintenance, in the amount of \$188,955, will be available in the Department of Health, Housing, and Community Services' FY2023 and 2024 General Fund budget as itemized below. Spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

\$98,675	FY 2023: Professional Services Budget Code: 011-51-506-555-0000-000-451-612990 (General Fund, HHCS, Professional Services)
\$40,778	FY 2023: Software Maintenance Budget Code: 011-51-506-555-0000-000-451-613130 (General Fund, HHCS, Software Maintenance)
\$139,453	FY 2023 Subtotal: Professional Services and Software Maintenance

\$49,502	FY 2024: Software Maintenance Budget Code: 011-51-506-555-0000-000-451-613130 (General Fund, HHCS, Software Maintenance)
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\$49,502	FY 2024: Subtotal: Professional Services & Software Maintenance

CURRENT SITUATION AND ITS EFFECTS

The Public Health Division utilizes the HIPAA-compliant **NextGen Practice Management (PM) and Electronic Health Record (EHR)** System to manage secure patient health information and to streamline related business processes, including integrated electronic claiming and remittance files. The system has been upgraded to include: ePrescribing; a Quest Laboratory Tests and Results interface; an Immunization Registry Interface with the State CAIR2 system; NGShare for secure referrals and communication with other providers; and custom grant reporting modules.

We recently implemented NextGen system changes to support and bill for Telehealth services which are delivered without face to face encounters at City facilities. This is critical during the COVID-19 pandemic. The NextGen PM-EHR system has also been upgraded to produce the Berkeley High School Health Center Grant Data that replaced manual data entry with a secure export of files to an external grant reporting system.

The NextGen PM-EHR system was certified to manage Meaningful Use Reporting. Medicare and Medicaid Programs have provided financial incentives for the Meaningful Use of certified EHR technology to improve patient care which qualified the City to collect \$437,750 during the past few years in incentives through Meaningful Use Reporting.

This Contract Amendment provides licensing and maintenance services through Jun 30, 2024 and it provides NextGen Professional Services in order to implement the following critical components:

- NextGen PM-EHR System 6.2021 Upgrade;
- Behavioral Health Module 4.5 Consulting, Training and Implementation;
- Administration and Configuration Training for IT;
- Implementation of the new Patient Portal;
- Implementation of an integrated Medication Inventory Module;
- New Template development for First Aide services and retrofitting of software items to accommodate the major system upgrade.

BACKGROUND

In September 2010, City Council approved a contract with NextGen Healthcare

Information Systems, Inc. to implement the PM and EHR system.

On June 28, 2011, Council approved a contract amendment with NextGen for data conversion and additional training and implementation support.

In August 2011, the City implemented the NextGen Practice Management (PM) Module, including electronic billing, at three Berkeley Public Health Clinics.

In June 2013, the City implemented NextGen's Electronic Health Record (EHR).

On July 2, 2013, Council approved a contract amendment with NextGen Healthcare Information Systems, Inc. for an Immunization Registry interface, for additional software licensing, and for three additional years of maintenance services (through FY 2016).

On July 14, 2015, City Council approved a contract amendment with NextGen Healthcare Information Systems, Inc. for the Patient Portal and for two additional years of software licensing and maintenance services (through FY 2018).

On June 26, 2018, City Council approved a contract amendment with NextGen Healthcare Information Systems, Inc for two additional years of software licensing and maintenance services.

On February 23, 2021, City Council approved a contract amendment with NextGen Healthcare Information Systems, Inc and for two additional years of software licensing and maintenance services.

#### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The system replaces paper-based processes with secure online tools, which reduces paper consumption, mailings, and the need for Public Health patients to travel to clinics for routine information. In addition, the system supports electronic data exchange with other healthcare providers and produces electronic data for claims and grant reporting. The system operates on a virtual infrastructure thus reducing the City's carbon footprint.

#### RATIONALE FOR RECOMMENDATION

NextGen Inc. is a market leader in clinical software and is designated by the Centers for Medicare and Medicaid Services (CMS) as meeting federal requirements for Meaningful Use of Electronic Health Record (EHR) technology. The system supports Clinics in compliance with the Health Insurance Portability and Accountability Act (HIPAA), which outlines the privacy and security standards for health patient information

ALTERNATIVE ACTIONS CONSIDERED

Staff considered implementing and maintaining the PM-EHR system without vendor services. However, the risk of maintaining such a complex application without specialized support is too high, especially given the impact on Public Health services and workflow.

CONTACT PERSON

Debra Montgomery, Information Systems Manager, Department of Information Technology, 510-859-6755

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 084534-1 AMENDMENT: NEXTGEN HEALTH CARE  
INFORMATION SYSTEMS INC. FOR ELECTRONIC HEALTH RECORDS

WHEREAS, the NextGen Practice Management (PM) and Electronic Health Record (EHR) System has provided a reliable and HIPAA-compliant system for collecting health patient information; and

WHEREAS, the NextGen Practice Management (PM) and Electronic Health Record (EHR) System has improved the efficiency of Public Health clinic operations and resulted in increased revenue; and

WHEREAS, the NextGen Practice Management (PM) and Electronic Health Record (EHR) System is a CMS-certified Electronic Health Record (EHR) technology, meets the requirements for achieving EHR Meaningful Use measures, and sets the stage to qualify for further American Recovery and Reinvestment Act (ARRA) incentive dollars through the State; and

WHEREAS, a software maintenance and support agreement with NextGen Healthcare Information Systems, Inc. is necessary for system updates; and

WHEREAS, additional funding in the amount of \$188,955 is available in the Department of Health, Housing, and Community Services' FY2023 and 2024 General Fund budget, and this contract amendment has been entered into the Citywide contract database and assigned contract number 084534-1, and spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 8460E with NextGen Healthcare Information Systems, Inc., increasing the amount by \$188,955 for a total contract value not to exceed \$1,008,291.20 and extend the term from September 30, 2010 through June 30, 2024.

