

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
ACTION AGENDA SUMMARY

DEPT: Health Services Agency DNX

BOARD AGENDA # \*B-2

Urgent  Routine

AGENDA DATE July 21, 2015

CEO Concurs with Recommendation YES  NO   
(Information Attached)

4/5 Vote Required YES  NO

SUBJECT:

Approval to Appoint the Manager III, Electronic Medical Records Manager at the Health Services Agency at a Salary Above the Mid-Point of the Band

STAFF RECOMMENDATIONS:

Authorize the Health Services Agency (HSA) to offer employment to Mr. Mark Semone as a Manager III above the mid-point of the salary band for a current annual salary of \$96,824.

FISCAL IMPACT:

The estimated annual cost associated with this position is \$132,000 which includes benefits. Funding for this position was included in the Adopted Proposed Budget for Fiscal Year 2015-2016 and no increase in appropriations is being requested.

BOARD ACTION AS FOLLOWS:

No. 2015-344

On motion of Supervisor Chiesa, Seconded by Supervisor O'Brien, and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Monteith, De Martini, and Chairman Withrow

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1)  Approved as recommended

2)  Denied

3)  Approved as amended

4)  Other:

MOTION:

ATTEST: Christine Ferraro  
CHRISTINE FERRARO TALLMAN, Clerk

File No.

**DISCUSSION:**

The Electronic Medical Records (EMR) Manager III will be responsible for the continued implementation of the Electronic Medical Record (EMR) systems as well as support for workflow development, documentation and direct implementation at all clinic sites. This will include interacting and collaborating with physicians, other medical providers and staff to assist their learning of the defined workflows as well as trouble shooting issues regarding both systems and clinical operations. This person will also act as a change agent for the clinic staff, working in concert with Clinic Management and HSA Information Technology staff to cause the deliberate adoption of new processes and technologies.

As outlined in several Board of Supervisors approved HSA policy requests (November 15, 2005, February 17, 2009 and May 5, 2015), the EMR is being implemented to meet several requirements associated with the Federally Qualified Health Center Look-Alike designation, accreditation of the physician residency training program, federal EMR "Meaningful Use" incentives, as well as to enable numerous initiatives aimed at improved patient outcomes and better resource management. The initial and completed implementation phase of the purchased GE Centricity product was the integrated Practice Management Module which replaced an outdated Registration and Billing system.

The Health Services Agency began recruiting for the position in November 2014 and continued recruiting for a period of seven (7) months. Initially a minimum qualification required a Register Nurse Licensure from the State of California. The Agency received 22 applications and only three met the minimum qualifications. The three candidates were interviewed but were not selected, as no candidate possessed the skills and abilities needed for this position. Since the Agency had not been successful in attracting candidates that had both licensure and the knowledge and technical expertise required for Electronic Medical Records, in March 2015 the Agency revised the job flyer excluding the licensure requirement. After the revised flyer was posted, there were 13 applications received for the position. Five of these candidates met the minimum qualifications, four candidates were interviewed and one candidate declined the interview. At the conclusion of the oral exam Mr. Mark Semone was deemed the best qualified candidate for the position given his academic and extensive professional background and accomplishments in Electronic Medical Records systems and healthcare workflows and analytics.

Mr. Semone has worked in some type of Electronic Medical Records capacity since 2004 in a health care arena initially starting with Modesto Advanced Imaging Center, then Emanuel Medical Center and currently with the Health Plan of San Joaquin. His roles have included increasing responsibility for monthly reporting of physician metrics, collecting, analyzing, and recommending changes in clinic flow, patient care tracking and patient and staff education. He has designed data collection methods, assisted with population/disease management reporting and worked with internal and external customers assisting with Meaningful Use reporting, development and maintenance. Mr. Semone currently earns a

Approval to Appoint the Manager III, Electronic Medical Records Manager at the Health Services Agency at a Salary Above the Mid-Point of the Band  
Page 3

salary of \$116,001 annually and is willing to accept a salary of \$96,824. Currently Mr. Semone works for an insurer of healthcare. His interest in changing employers and his willingness to accept a lower salary is due to his desire to return to the "Provider" segment of the healthcare industry.

The Agency is requesting approval to appoint Mr. Semone to a salary of \$96,824 or \$46.55 per hour which is the top of the County's Manager III salary band. The salary band range is \$64,542 – \$96,824. This proposed salary is fifteen percent (15%) less than his current salary. This salary request is considered equitable for this level of responsibility as well as the labor market realities for Mr. Semone's level of experience and knowledge. The Health Services Agency is very fortunate to have a candidate such as Mr. Semone with his breadth of knowledge and experience in Electronic Medical Records, specifically in those areas he managed and would oversee in his role with the Health Services Agency. Mr. Semone has experience and achievements with individuals he has managed, and perhaps more importantly for HSA's need, with change management involving individuals over whom he did not manage, but whose engagement was essential to project success. This combination of technical skills, organizational skills, and interpersonal skills make him an ideal candidate for this crucial position.

The most recent related HSA request regarding the Electronic Medical Records system was approved by the Board of Supervisors on May 5, 2015 and enabled the HSA to engage a project management firm to access needed subject matter expertise and resources to build momentum on the remaining EMR implementation in order to meet two crucial federal deadlines, one of which provides incentive revenue of approximately \$800,000 in Fiscal Year 2015-2016 and the potential of approximately \$2 million over a six year period. Two project managers from Sage Growth Partners (GE Centricity certified vendor) have been on-site since March 12, 2015 and are anticipated to complete the scope of work in the fall of 2015. The current timing of hiring the proposed EMR Manager III is important, in order to maximize the relationship with the Project Managers and avoid loss of momentum when the contracted scope of work is complete.

**POLICY ISSUES:**

Board approval is required to appoint unclassified employees at the fifty-one percent level of the band or higher. Approval of this recommendation will meet the Board of Supervisor's priorities of a Health Community and Efficient Delivery of Public Services by having highly qualified management oversight and additional professional resources to provide excellent service and meet multiple requirements.

**STAFFING IMPACT:**

Approval of this recommendation will allow the Health Services Agency to fill this allocated and budgeted position. As explained in the May 5, 2015 board item, the Project Management scope of work includes an assessment of staffing infrastructure and

Approval to Appoint the Manager III, Electronic Medical Records Manager at the Health Services Agency at a Salary Above the Mid-Point of the Band  
Page 4

recommendation to support the ongoing upgrades and maintenance of the system. The Project Managers concur with the hiring of an EMR Manager, although the full assessment and recommendation will be provided toward the end of the engagement and if necessary will address not only management of the system, but also staffing structure to support the clinical operational workflows such that operational bottlenecks are avoided that would otherwise produce lower service capacity and decreased payor revenue.

**DEPARTMENT CONTACT:**

Mary Ann Lee, Managing Director, 209-558-7163