



**San Francisco
Department of Public Health**

DHRPSC0005853 : Health Information Exchange Services

Department Project Manager: Jeff Scarafia, Deputy Chief Information Officer

DPH Division – Section: SFDPH, IT Division

Civil Service Commission

December 1, 2025

PSC REQUEST OVERVIEW: HEALTH INFORMATION EXCHANGE SERVICES

- **Scope of Services:** In accordance with California Assembly Bill 133 (AB133), the Department of Public Health (DPH) will acquire Health Information Exchange (HIE) services from a California Qualified Health Information Organization (QHIO) to deliver capabilities DPH cannot deliver on its own.
- **Need of Services:** DPH needs come into regulatory compliance with AB 133 as well improve health information exchange services DPH cannot deliver on its own.
 - Comply with AB 133 by making hospital admission and discharge messages available digitally to other healthcare organizations that request that information.
 - Improve electronic data exchange between DPH and the San Francisco Health Plan (SFHP), DPH's largest payor.
- **Service Delivery Locations:** HIE services are entirely digital. The DPH IT division will oversee the contract and monitor the quality of the services rendered.
- **Service Delivery Timeline:** AB 133 required the sharing of healthcare information by January 31, 2024. DPH mostly complied with that requirement, however AB 133 included a change to California Welfare and Institutions Code Section 130290 that requires the exchange of admission and discharge records, which will be accomplished with HIE services in this PSC.
- **Clients to be Served:** Patients co-managed by DPH as well as the healthcare organizations treating them will directly benefit from HIE services as information from DPH will be readily available for other healthcare organizations to query and incorporate into their operations, closing gaps in care. SFHP will directly benefit from these services because they will be able to query rich health information about DPH patients with SFHP coverage that are treated in DPH facilities.

WHY THIS PSC SUPPORTS DPH'S MISSION

- **Background and Service History:** DPH already provides robust information exchange across national interoperability networks, *however* AB 133 requires California healthcare organizations specially to make admission and discharge messages broadly available to other California-based healthcare organizations. There is no prior service history.
- **Why Contracting is the Right Tool for This Need:** DPH needs to comply with AB133, and to do that needs to partner with a QHIO to provide HIE services. DPH does not provide those services, nor could it become a QHIO. QHIO's are organizations that deliver HIE services as their primary function, so the right tool is to acquire HIE services from one of those entities.
- **How This Supports DPH Programs:** DPH's mission is to protect and promote the health and well-being of everyone in San Francisco. HIE services close gaps in care because information acquired in one healthcare organization can be easily shared with another.
- **PSC Amount:** The projected cost of a contract for HIE services is \$840K. The contract will be funded by general fund dollars allocated to the DPH IT division. Multiple contracts for HIE services with a QHIO are not required.
- **PSC Duration:** Total duration of this requested PSC is five years, which is a standard contract duration for information technology agreements.



THANK YOU

