



County of Monterey

Item No.16

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: A 23-494

November 07, 2023

Introduced: 10/10/2023

Current Status: Natividad Medical Center -
Consent

Version: 1

Matter Type: BoS Agreement

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 5 to the agreement (A-14571) with Press Ganey Associates, LLC., for the addition of its Employee Engagement & National Database of Nursing Quality Indicators Survey, extending the agreement an additional two (2) year period (January 1, 2024 through December 31, 2025) for a revised full Agreement term of January 1, 2020 through December 31, 2025 and adding an additional \$100,000 for a revised total agreement amount not to exceed \$925,335.

RECOMMENDATION:

It is recommended the Board of Supervisors:

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 5 to the agreement (A-14571) with Press Ganey Associates, LLC., for the addition of its Employee Engagement & National Database of Nursing Quality Indicators Survey, extending the agreement an additional two (2) year period (January 1, 2024 through December 31, 2025) for a revised full Agreement term of January 1, 2020 through December 31, 2025 and adding an additional \$100,000 for a revised total agreement amount not to exceed \$925,335.

SUMMARY/DISCUSSION:

Press Ganey Associates is an industry leader in the measurement of patient satisfaction and hospital transformation. The Press Ganey products below provide Natividad with an integrated solution that aligns patient, staff, and physicians with several products that help Natividad improve patient experience, safety, quality, and workforce engagement.

- **Employee Engagement Survey:** This annual survey of employee experience allows leaders to identify and remedy barriers that prevent our workforce from being aligned with hospital goals. An engaged workforce positively impacts the safety, quality, and experience of care.
- **Culture of Safety Survey:** This survey measures factors that can lead to adverse events and patient harm in the hospital. Natividad uses this survey to raise staff awareness about patient safety, provide an overview of the current patient safety culture, and allow trending of safety initiatives and interventions.
- **National Database of Nursing Quality Indicators (NDNQI):** Used to improve nursing quality, empower nurses, turn gaps into opportunities and banish adverse events. This survey,

provides insights and reports on the organization that we can understand how to drive performance.

OTHER AGENCY INVOLVEMENT:

The Office of County Counsel has reviewed this agreement as to form, and the Auditor-Controller has reviewed and approved as to payment provisions. The agreement has also been reviewed and approved by Natividad Medical Center's Finance Committee and by its Board of Trustees on October 13, 2023.

FINANCING:

The cost of this amendment No. 5 is \$100,000 of which \$50,000 is included in the Fiscal Year 2023-24 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Press Ganey is an enterprise solution that supports Natividad Medical Center's journey toward clinical excellence and guide our transformation to a patient-centered, safety-focused, learning organization.

- ☐ Economic Development
- ☒ Administration
- ☐ Health and Human Services
- ☐ Infrastructure
- ☐ Public Safety


Prepared by: Janine Bouyea, Chief People Operations Officer, 783-2701

Approved by: Charles Harris, MD, Chief Executive Officer, 783-2785

Attachments:

Press Ganey Amendment No. 5
Press Ganey Amendment No. 4
Press Ganey Amendment No. 3
Press Ganey Amendment No. 2
Press Ganey Amendment No. 1
Press Ganey Master Services Agreement

Attachments on file with the Clerk of the Board



Charles R. Harris, M.D., Chief Executive Officer

11/01/2023

Date