

MONTEREY COUNTY BOARD OF SUPERVISORS

MEETING:	June 14, 2011	AGENDA NO.:	34
SUBJECT:	Authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment #5 to the Agreement (#A-10081) with Professional Research Consultants Inc. for Patient Satisfaction Survey Services at NMC in an amount not to exceed \$258,937.50 in the aggregate and \$35,000 for the period July 1, 2011 to June 30, 2012.		
DEPARTMENT:	Natividad Medical Center		

RECOMMENDATION:

It is recommended that the Board of Supervisors authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment #5 to the Agreement (#A-10081) with Professional Research Consultants Inc. for Patient Satisfaction Survey Services at NMC in an amount not to exceed \$258,937.50 in the aggregate and \$35,000 for the period July 1, 2011 to June 30, 2012.

SUMMARY/DISCUSSION:

Measuring patient satisfaction is essential for any healthcare organization interested in increasing excellence, creating patient loyalty and building market position. It is also a requirement for Joint Commission Accreditation and part of the federal government's Value-Based Purchasing Program which links Medicare reimbursement to performance.


PRC (Professional Research Consultants) has been assisting NMC measure patient satisfaction for five years. PRC uses a telephone methodology to conduct the Loyalty Plus survey and the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems – Value-Based Purchasing) survey. PRC provides NMC with survey results and offers educational and networking opportunities designed to help organizations improve patient satisfaction scores. NMC has been pleased with the services provided by PRC.

OTHER AGENCY INVOLVEMENT:

The Amendment has been reviewed and approved by County Counsel, the Auditor/Controller's office and the Natividad Medical Center Board of Trustees.

FINANCING:

The cost for this Amendment is \$35,000 and is included in the 2011/2012 Fiscal Year Recommended Budget. This action will not require any additional General Fund subsidy.

Prepared by:
 Jane Finney, Quality/Compliance Administrator
755-4095

May 13, 2011

Attachments: Amendments #1, 2, 3, 4, 5, Original Agreement, Board Order
Attachments on file with the Clerk of the Board


Harry Weis
Chief Executive Officer