



County of Monterey

Item No.

Board Report

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

Legistar File Number: A 25-079

April 15, 2025

Introduced: 3/17/2025

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 6 to the agreement (A-14571) with Press Ganey Associates LLC d/b/a Press Ganey Associates, Inc. for access and participation in the National Database of Nursing Quality Indicators database ("NDNQI Participation Agreement"), extending the agreement an additional twenty (20) month period (January 1, 2026 through August 31, 2027) for a revised full agreement term of January 1, 2020 through August 31, 2027, and adding \$94,408 for a revised total agreement amount not to exceed \$1,019,743.

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. 6 to the agreement (A-14571) with Press Ganey Associates LLC d/b/a Press Ganey Associates, Inc. for access and participation in the National Database of Nursing Quality Indicators database ("NDNQI Participation Agreement"), extending the agreement an additional twenty (20) month period (January 1, 2026 through August 31, 2027) for a revised full agreement term of January 1, 2020 through August 31, 2027, and adding \$94,408 for a revised total agreement amount not to exceed \$1,019,743.

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 Medical Center ("NMC") with an integrated solution that aligns patient, staff, and physicians with several products that help NMC improve patient experience, safety, quality, and workforce engagement.

- **Employee Engagement Survey:** This annual survey of employee engagement 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, interventions in alignment with BETA Heart initiatives.

- **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 and approved this amendment No. 6 as to form, and the Auditor-Controller has reviewed and approved as to payment provisions. The amendment No. 6 has also been reviewed and approved by NMC's Finance Committee and by its Board of Trustees on March 14, 2025.

FINANCING:

The cost for this amendment No. 6 is \$94,408 of which \$60,084 is included in the FY 2025-26 Recommended Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate. Funding will be provided from NMC's Enterprise Fund 451-9600-6408.

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 R. Harris, Chief Executive Officer, 783-2553

Attachments:

Press Ganey Amendment No. 6
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

