

**RENEWAL AND AMENDMENT NO. 1
TO SERVICES AGREEMENT
BETWEEN AMF Media Group. AND
NATIVIDAD MEDICAL CENTER
Public relations services**

This Renewal and Amendment No. 1 to the Services Agreement ("Agreement") which was effective on May 1, 2016 is entered into by and between the County of Monterey, on behalf of Natividad Medical Center (hereinafter "NMC"), and AMF Media Group. (hereinafter "CONTRACTOR"); (collectively, the County, NMC and CONTRACTOR are referred to as the "Parties"), with respect to the following:

RECITALS

WHEREAS, the Agreement was executed for public relations services with a term May 1, 2016 through April 30, 2017 and a total Agreement amount not to exceed \$185,500; and

WHEREAS, NMC and CONTRACTOR currently wish to renew and amend the Agreement to extend it for an additional one (1) year period through April 30, 2018 to allow for services to continue with additions to the original scope of work attached hereto as "Exhibit A-1 Revised Scope of Services/Payment as per Renewal and Amendment No. 1" an \$394,400 increase for a revised total Agreement amount of \$579,900.

AGREEMENT

NOW, THEREFORE, the Parties agree to amend the Agreement as follows:

The Agreement is hereby renewed on the terms and conditions as set forth in the Original Agreement and Renewal and Amendment No 1, incorporated herein by this reference, except as specifically set forth below.

1. Section 2 / Paragraph titled, "PAYMENTS BY NMC" shall be amended to the following:
"NMC shall pay the CONTRACTOR in accordance with the payment provisions set forth in EXHIBIT A plus EXHIBIT A-1 Revised Scope of Services/Payment Provisions as per Renewal and Amendment No. 1 attached hereto this Renewal and Amendment No .1. The total amount payable by NMC to CONTRACTOR under this Agreement shall not exceed the sum of \$579,900."
2. The first sentence of Section 3 /Paragraph titled, "TERM OF AGREEMENT" shall be amended to the following:
"The term of this Agreement is retro from (May 1, 2017 through April 30, 2018) for a revised full agreement term of May 1, 2016 through April 30, 2018, unless sooner terminated pursuant to the terms of this Agreement."

3. Section 4/ Paragraph titled, "SCOPE OF SERVICES AND ADDITIONAL PROVISIONS/EXHIBITS" shall be amended to the following:

"The following attached exhibits are incorporated herein by reference and constitute a part of this Agreement:

Exhibit A: Scope of Services/Payment Provisions

Exhibit A-1: Revised Scope of Services/Payment Provisions as per Renewal and Amendment No. 1

4. Except as provided herein, all remaining terms, conditions and provisions of the Original Agreement are unchanged and unaffected by this Amendment No. 1 and shall continue in full force and effect as set forth in the Agreement and in Renewal and Amendment No. 1.
5. A copy of this Renewal and Amendment No. 1 shall be attached to the Original Agreement.
6. This Renewal and Amendment No. 1 shall be effective May 1, 2017

The remainder of this page was intentionally left blank.

~ Signature page to follow ~

IN WITNESS WHEREOF, the Parties hereto are in agreement with this Amendment No. 1 on the basis set forth in this document and have executed this Amendment No. 1 on the day and year set forth herein.

NATIVIDAD MEDICAL CENTER

By: _____
Gary R. Gray, DO, CEO

Date: _____

APPROVED AS TO LEGAL PROVISIONS

By: _____
Monterey County Deputy County Counsel

Date: May 31, 2017

APPROVED AS TO FISCAL PROVISIONS

By: _____
Monterey County Deputy Auditor/Controller

Date: 6-2-17

CONTRACTOR

AMF Media Group
CONTRACTOR's Business Name
See instructions below

By: _____
(Signature of: Chair, President, or Vice-President)

Vincent Foster Partner & President
Name and Title

Date: 9/17/17

By: _____
(Signature of: Secretary, Asst. Secretary, CFO,
Treasurer, or Asst. Treasurer)

Name and Title

Date: _____

*****Instructions*****

If **CONTRACTOR** is a corporation; including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers (two signatures required).

If **CONTRACTOR** is a partnership; the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this Agreement on behalf of the partnership (two signatures required).

If **CONTRACTOR** is contracting in an individual capacity, the individual shall set forth the name of the business, if any and shall personally sign the Agreement (one signature required).



May 1, 2017-April 30, 2018

Scope of Services

Public Relations

AMF Media Group is prepared to provide ongoing Public Relations support for Natividad Medical Center to promote its strength as a public hospital for the Monterey Salinas Region.

We will continue to use three primary outreach strategies:

Media Relations: Continue an aggressive media relations campaign to place positive stories about Natividad and raise the public's perception of the organization beyond that of a safety net hospital. We will do so through ongoing proactive media outreach and relationship building that leverages Natividad's strategic service areas and highlights successful patient stories.

Thought Leadership Content: Further establish Natividad as a thought leader in local and national health care trends and issues. As a Joint Commission-accredited facility, Level II Trauma Center, Level III NICU and continual recipient of awards such as the Blue Distinction Center for Bariatric Surgery, there is a wealth of stories to tell that put Natividad front and center as a thought leader in health care. We will do so through the self-generation of educational content that can be leveraged in traditional media relations and on the Natividad website.

Community Initiatives: At Natividad, the commitment to community is unwavering. It's never been about profit; it's always been about quality of care. Natividad is defined by its very human, compassionate, patient-centered care. Thus, it has an advantage in the market to engage the community on living a healthier lifestyle. We will continue to leverage core strengths of the organization to capitalize on a specific issue, interest or need in the marketplace. And, as the market becomes more aware of Natividad's credentials, quality of care and patient-centric approach, the medical center's role in leading the health and wellness discussion will continue to accelerate.



Monthly, AMF is prepared to perform the following:

- Develop and promote story ideas with media that support the growth initiatives and strategic service areas of Natividad
- Co-manage and maintain the communication lines between Natividad, the media and bloggers
- Partner with the Natividad communications team to provide content support
- Consult and push for a Natividad news agenda
- Write, distribute and manage press releases
- Manage media calls and requests, and screen calls from reporters for pre-interview discussion of story angles
- Provide regular monitoring, metrics and reporting for all PR activity for Natividad

BrainSmart™

AMF is prepared to drive ongoing community engagement through the BrainSmart trauma prevention program. The program will include two campaign elements in 2017-2018 (as agreed to by AMF and Natividad). Campaign elements may include:

- **Sports-Related Concussions:** AMF is prepared to reengage with each partner high school to coordinate concussion workshops for NMC physicians leading into the spring, fall and winter sports seasons. AMF is also prepared to expand the program to target additional high schools and youth leagues.
- **Fall Prevention:** AMF is prepared to provide additional community support and outreach related to fall prevention.
- **Stroke Awareness:** AMF is prepared to initiate outreach related to stroke



awareness, treatment and recovery.

Distracted Driving Community Initiative

AMF is prepared to build a community initiative that highlights the dangers of distracted driving with a focus on youth. Specific campaign elements will be agreed to by both parties.

Crisis Communications

AMF Media Group will continue to provide crisis communications and conflict management communications support. When called upon, AMF will identify and counter specific events and situations that arise. Specifically, AMF will work to mitigate potential harm to the medical center's reputation, operations and general perception.

Quarterly Magazine

Based on this past year's success, AMF is prepared to implement a new communications tool. The details of this implementation will be agreed to by both parties. We believe a quarterly magazine will help advance the Natividad brand and service model. The magazine will continue our collective efforts to position Natividad as a comprehensive, top-quality health care provider of choice. As a teaching organization, Natividad attracts the brightest of professionals who are recognized experts in patient quality and safety. The magazine will feature Natividad's expert staff and satisfied patients in educational stories and testimonials demonstrating how Natividad provides the highest level of specialty service. The focus will be on education and people, rather than the Natividad brand, but it will be clear that Natividad is the local leader in health.

AMF will serve as managing editor, reporter and photographer for the magazine. We will also handle all layout and design. AMF and Natividad will partner on story selection.

Media Training

In 2017-2018, AMF is prepared to provide media training for four to five executives (as agreed to by Natividad). This will be planned to accommodate Natividad executives' schedules. This half-day seminar will provide the structural framework and



understanding of approach that will facilitate the collaboration between AMF and Natividad in ongoing media relations activities.

The Media Training session will include:

- A general overview of news – what is it and how is it managed/off the record and background
- The different media - print/television/radio/internet
 - News Definitions
 - The Cheat Sheet
 - The Ripple Effect
- The mindset of a reporter – their motives, their day, how they define success
 - Tricks of the Trade – how they get you to talk when you don't want to talk
- Preparing for the interview - Empathy is key/Messaging and Sound Bites/Compelling Data
 - Mock/practice print interviews and resulting stories
 - Feedback on performance

Pricing/Fees

PR Services: \$140,400

Non-crisis PR services will be billed at a blended rate of \$195 an hour. The blended rate represents the combination of AMF team members who will work on the account. AMF estimates a total of 720 hours of PR services per year (approximately 60 hours a month).

BrainSmart Renewal: \$30,000

The BrainSmart program will be billed in installments of \$15,000 (approximately 75 hours each) for each campaign element. Specific campaign elements will be agreed to by both parties. The program should include two campaign elements and should not exceed \$30,000 in the contract year.

Distracted Driving Community Initiative: \$30,000

AMF is prepared to build a community initiative that highlights the dangers of



distracted driving with a focus on youth. Specific campaign elements will be agreed to by both parties. This work should not exceed \$30,000 in the contract year.

Quarterly Magazine: \$150,000

AMF will design and produce a quarterly magazine as described earlier in this document for \$37,500 an issue. This fee does not include any printing or distribution costs associated with mailing the quarterly magazine.

Crisis Communications: \$30,000

Crisis communications and conflict management services will be led primarily by Vintage Foster. He will be supported by various members of the AMF PR and Content team. Vintage Foster's rate is \$800 an hour and the members of his team work at a rate of \$500 an hour. The cost to complete the crisis communications readiness plan will be billed at a blended rate of \$195 an hour. The blended rate represents the combination of AMF team members who will work on the plan.

All crisis communications work should not exceed \$30,000 in the contract year.

Crisis/Conflict and Magazine Travel: \$6,500

AMF will operate under a not-to-exceed \$6,500 annual travel budget for meetings and all crisis- and magazine-related travel, including hotel, mileage, per diem meal expenses, etc. Travel reimbursement to be paid per County of Monterey policy/requirements.

Media Training: \$7,500

AMF is prepared to provide a half-day session as described earlier in this document for \$7,500.

2017-2018 Proposed Total: \$394,400



2016-2017 PR Results to Date

Impactful Media Coverage

- 49 media placements as of February 22, 2017
- Stories featured Dr. Gary Gray, Dr. Dana Kent, Dr. John Silva, Dr. Chris Carpenter, Dr. Craig Walls, Dr. Perez-Lopez, Dr. Debi Siljander, Lorraine Artinger, Dr. Hugh Chung, Dr. Natalie Gallardo, Dr. Christopher Burke, Blair Limon, Sue Saunders and Michael McMillan

Storylines Highlighted

- Natividad News:
 - Trauma Center 2nd Anniversary
 - BrainSmart™
 - Affordable Care Act Impact
 - CALNOC Awards
 - Leapfrog Awards
 - Acute Rehab Center Re-Opening
 - Project Santa
 - Diabetes Education Center Re-Accreditation
 - New CMO: Dr. Craig Walls
- Service lines:
 - ADHD
 - Hypertension
 - Healthy Holiday Meals
 - Bariatrics
 - Annual Exams
 - Diabetes Prevention
 - Sports Physicals
 - Lice Awareness
 - Managing Diabetes
 - Breast Cancer
 - Physical Therapy



BrainSmart™ Community Initiative

- Microsite: NatividadBrainSmart.com
- KION/Telemundo Partnership (Five-Day News Series and PSAs) for Both Concussions and Fall Prevention
- Each Week of News Content Reached 30,000+ Broadcast and 120,000+ Online Viewers
- Educational Presentations on Concussions at 5 Local High Schools (200+ Attendees Per Meeting)
- "A Matter of Balance" 8-Week Fall Prevention Course
- Infographic and Fact Sheet
- Educational Videos
- 15- and 30-Second Commercials
- In-Hospital Elevator Posters and Bamboo Banners