

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.

- **Patient Experience / Satisfaction Survey:** This ongoing survey provides real-time feedback with benchmarked information so leaders can better understand and prioritize opportunities to improve the delivery of patient-centered care which enhances Natividad’s HCAHPS scores and publicly reported data.
- **iRounding:** This tool allows leaders to interview patients while they are in the hospital to assess their level of satisfaction with caregiver communication, responsiveness, education, medications, discharge planning, cleanliness, and noise. This tool allows Natividad to mitigate needs and concerns in a timely fashion. iRounding improves patient experience, customer loyalty, and HCAHPS scores.
- **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. NMC 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.
- **Resilience Survey:** This survey is utilized for physicians and staff to determine levels of stress and burnout that can affect not only the person but also the delivery of quality care.

This Amendment No. 3 extends the term of the Employee Engagement Survey to be coterminous with the remainder of the agreement. This does not impact the overall term of the agreement.

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 NMC’s Finance Committee and by its Board of Trustees on May 14, 2021.

FINANCING:

The cost of this amendment No. 3 is \$79,641 of which \$39,232 is included in the Fiscal Year 21-22 Recommended 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’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

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Approved by: Gary R. Gray, DO, Chief Executive Officer, 783-2504

Attachments:

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