



County of Monterey

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

Board Report

File #: A 14-156, **Version:** 1

Authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 8 to the Agreement (A-1206/MYA5992) with Press Ganey Inc. for Employee Survey Services at NMC, extending the Agreement from August 1, 2007 through December 31, 2014 for a total Agreement amount not to exceed \$293,872; no increase from the previously approved amount.

RECOMMENDATION:

It is recommended the Board of Supervisors authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 8 to the Agreement (A-1206/MYA5992) with Press Ganey, Inc. for Employee Survey Services at NMC, extending the Agreement from August 1, 2007 through December 31, 2014 for a total Agreement amount not to exceed \$293,872; no increase from the previously approved amount.

SUMMARY/DISCUSSION:

NMC recommends approval of this amendment in order to completely utilize the services originally requested and approved with Press Ganey, Inc. Press Ganey, Inc. will conduct Employee Satisfaction Surveys and Exit Interviews on behalf of NMC. Effective March 2012 NMC moved to a semi-annual survey, to allow all employees to participate and provide their opinion twice per year. NMC will identify areas for improvement after completion of each survey and will take action to improve key scores prior to the subsequent survey.

Having a committed workforce positively impacts a wide range of business outcomes (i.e., patient satisfaction and quality of care), and to attain such commitment, employees at NMC need an outlet in which they can provide feedback and be involved in improvement processes. This agency gathers information from employees' anonymous responses each quarter and compiles the data into detailed reports that are provided to the NMC Executive Management Team. These reports are reviewed and considered during development and implementation of the hospital's strategic planning initiatives in an effort to achieve measurable organizational improvements that can be directly linked to business outcomes (i.e., highest quality patient care).

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this Amendment No. 8 as to legal form and risk provisions. Auditor-Controller has reviewed and approved this Amendment No. 8 as to fiscal provisions. The CAO-Budget and Analysis Division has advised to inform the BOS the spending authority (appropriations) associated with NMC's FY 2014 Adopted Budget has been exceeded and approval and authorization for modification of NMC's appropriation budget should be presented to the BOS. Since NMC is an Enterprise Fund, this does not prevent continued expenditures, but it is considered good public policy, transparency and fiscal management. The Amendment has also been reviewed and approved by Natividad Medical Center's Finance Committee 5.22.14 and Board of Trustees 6.6.2014.

FINANCING:

There is no cost for this Amendment No. 3; as a result of Amendment No. 7 the Board of supervisors approved a \$106,872.00 increase

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\$62,525 is included in the Fiscal Year 2012/2013 in the maximum liability for the Agreement (for a total Agreement amount not to exceed \$293,872.00 in the aggregate). \$39,056 is included in the Fiscal Year 2014/2015 Recommended Budget. NMC is confirming its appropriations position and if its spending authority has been exceeded will return to the Board.
There is no impact to the General Fund.

Prepared by: Janine Bouyea, HR Administrator, 783-2701
Approved by: Harry Weis, Chief Executive Officer, 783-2553

Attachments: Amendment Nos. 8 and 7, Original Agreement, Renewal Amendment Nos. 1, 2, 3, 4, 5 and 6, Spend Sheet.

Attachments on file with the Clerk to the Boards Office