



# County of Monterey

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

## Board Report

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**File #: A 19-230, Version: 1**

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a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 2 to the agreement with Professional Research Consultants, Inc. for patient satisfaction survey services, extending the agreement an additional nine (9) month period (July 1, 2019 through March 31, 2020) for a revised full agreement term of July 1, 2015 through March 31, 2020, and adding \$28,965 for a revised total agreement amount not to exceed \$154,965.

### **RECOMMENDATION:**

#### **It is recommended the Board of Supervisors:**

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### **SUMMARY/DISCUSSION:**

The purpose of this extension is to provide continued patient satisfaction measurement until the time the new Press Ganey system is fully functional. Measuring patient satisfaction is vital for any healthcare organization to collect information on patient perceptions of their hospital experience that allows us to improve the quality of care and also to benchmark progress with other hospitals. Measuring patient satisfaction is a requirement for The Joint Commission accreditation and part of the federal government's Value-Based Purchasing Program which links Medicare reimbursement to performance.

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

### **OTHER AGENCY INVOLVEMENT:**

County Counsel has reviewed and approved this amendment No. 2 as to legal form, and the Auditor-Controller has reviewed and approved as to payment provisions. This amendment No. 2 has also been reviewed and approved by NMC's Finance Committee and by its Board of Trustees on June 7, 2019.

### **FINANCING:**

The cost for this amendment No. 1 is \$28,965, all of which has been included in the Fiscal Year 2019-20 Recommended Budget.

### **BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

Improving patient experience scores is a priority for Natividad. The HCAHPS surveys also contribute to compliance with Joint Commission and Medicare and are therefore considered by hospital administration to be an essential function.

- ☐ Economic Development
- ☒ Administration
- ☒ Health and Human Services
- ☐ Infrastructure
- ☐ Public Safety

Prepared by: Monica Hamilton, Quality Administrator, 783-2502

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

Attachments:

Professional Research Consultants Amendment 2  
Professional Research Consultants Amendment 1  
Professional Research Consultants Agreement

Attachments on file with the Clerk of the Board