



# County of Monterey

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

## Board Report

---

**File #:** A 13-085, **Version:** 1

---

Authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 7 to the Agreement (A-10081) with Professional Research Consultants Inc. for Patient Satisfaction Survey Services at NMC, extending the Agreement to June 30, 2014 and adding \$45,000 for Fiscal Year (FY) 2013-14 for a revised total Agreement amount not to exceed \$348,937.50 in the aggregate.

### **RECOMMENDATION:**

It is recommended the Board of Supervisors authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 7 to the Agreement (A-10081) with Professional Research Consultants Inc. for Patient Satisfaction Survey Services at NMC, extending the Agreement to June 30, 2014 and adding \$45,000 for Fiscal Year (FY) 2013-14 for a revised total Agreement amount not to exceed \$348,937.50 in the aggregate.

### **SUMMARY/DISCUSSION:**

Measuring patient satisfaction is essential for any healthcare organization interested in increasing excellence, creating patient loyalty and building market position. It is also a requirement for 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 Loyalty Plus Survey and the HCAHPS (*Hospital Consumer Assessment of Healthcare Providers and Systems* - Value-Based Purchasing) survey. PRC provides NMC with survey results and offers educational and networking opportunities designed to help organizations improve patient satisfaction scores. NMC has been pleased with the services provided by PRC. For Fiscal Year 2012-13, NMC increased the sample size of completed surveys for the Emergency Department and specific Inpatient Units to help us with our efforts to improve the patient experience and patient satisfaction. It is recommended that the agreement with PRC be renewed to meet NMC's ongoing needs.

### **Business Automobile Insurance Exemption**

Business Automobile Liability Insurance Endorsement requirements are waived for this vendor under this Agreement. There is no risk or exposure regarding vehicles.

Contractor does not travel onto County property with vehicles.

### **OTHER AGENCY INVOLVEMENT:**

County Counsel has reviewed and approved this Amendment No. 7 as to legal form and risk provisions. Auditor-Controller has reviewed and approved this Amendment No. 7 as to fiscal provisions. The Amendment No. 7 has also been reviewed and approved by Natividad Medical Center's Board of Trustees.

### **FINANCING:**

The cost for this Amendment No. 7 is \$45,000 and is included in the Fiscal Year 2013/2014 Recommended Budget. There is no impact to the General Fund.

Prepared by: Jane Finney, Quality/Compliance Administrator, 783-6297

Approved by: Harry Weis, Chief Executive Officer, 783-2553

Attachments: Amendment No. 7, Original Agreement, Amendment numbers 1, 2, 3, 4, 5, and 6  
Attachments on file with the Clerk to the Boards Office