



# County of Monterey

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

## Board Report

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**File #:** A 19-425, **Version:** 1

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- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute an agreement with Press Ganey Associates, Inc., in substantially the same form as presented, for access and participation in the National Database of Nursing Quality Indicators database (“NDNQI Participation Agreement”) for \$8,201 with an agreement term January 1, 2020 through December 31, 2023;
- b. Authorize the Deputy Purchasing Agent for NMC or his designee to execute a master services agreement with Press Ganey Associates, Inc., in substantially the same form as presented, for performance measurement, improvement, and quality services at NMC (“Master Services Agreement”) for \$414,793 with an agreement term of January 1, 2020 through December 31, 2023;
- c. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the NDNQI Participation Agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$820) of the original cost of the agreement;
- d. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the Master Services Agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$41,479) of the original cost of the agreement; and
- e. Approve the NMC Chief Executive Officer’s recommendation to accept non-standard confidentiality, data ownership, warranty, indemnification, insurance, limitations on liability, and limitations on damages provisions within each of the NDNQI Participation Agreement and Master Services Agreement.

### **RECOMMENDATION:**

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

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute an agreement with Press Ganey Associates, Inc. for access and participation in the National Database of Nursing Quality Indicators database (“NDNQI Participation Agreement”) for \$8,201 with an agreement term January 1, 2020 through December 31, 2023.
- b. Authorize the Deputy Purchasing Agent for NMC or his designee to execute a master services agreement with Press Ganey Associates, Inc. for performance measurement, improvement, and quality services at NMC (“Master Services Agreement”) for \$414,793 with an agreement term of January 1, 2020 through December 31, 2023;
- c. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the NDNQI Participation Agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$820) of the original cost of the agreement;
- d. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the Master Services Agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$41,479) of the original cost of the agreement; and
- e. Approve the NMC Chief Executive Officer’s recommendation to accept non-standard confidentiality, data

ownership, warranty, indemnification, insurance, limitations on liability, and limitations on damages provisions within each of the NDNQI Participation Agreement and Master Services Agreement.

### **SUMMARY/DISCUSSION:**

Press Ganey Associates is an industry leader in the measurement of patient satisfaction and hospital transformation. The Press Ganey products below will provide Natividad with an integrated solution that aligns patient, staff, and physicians with several products that will help Natividad improve patient experience, safety, quality, and workforce engagement.

- **Patient Experience / Satisfaction Survey:** This ongoing survey will provide real-time feedback with benchmarked information so leaders can better understand and prioritize opportunities to improve the delivery of patient-centered care which will enhance 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 will allow 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 is important to measure factors that can lead to adverse events and patient harm in the hospital. The survey will 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 will be 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.
- **NDNQI (National Database of Nursing Quality Indicators):** This is a national database that combines nursing quality indicators, patient experience, and nursing engagement to provide nurse leaders with comprehensive data to improve care quality, prevent adverse events, and deliver patient-centered care.

The two agreements contain non-standard confidentiality, data ownership, warranty, indemnification, insurance, limitations on liability, and limitations on damages provisions.

### **OTHER AGENCY INVOLVEMENT:**

County Counsel has reviewed this agreement as to legal 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 on April 25, 2019, and by its Board of Trustees on May 3, 2019.

### **FINANCING:**

The aggregate cost for the two agreements is \$422,994, of which \$20,000 is included in the Fiscal Year 2019-20 Adopted 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 will support 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

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

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

**Attachments:**

- Press Ganey Master Services Agreement
- Press Ganey NDNQI Participation Agreement
- Press Ganey Business Associate Agreement

Attachments on file with the Clerk of the Board