



County of Monterey

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

Board Report

File #: A 16-187, **Version:** 1

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute an Agreement with SPOK, Inc. for internet capable pager services at NMC for an amount not to exceed \$150,000 for the term July 1, 2016 through June 30, 2018; and
- b. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) of the original cost of the agreement per Amendment.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute an Agreement with SPOK, Inc. for internet capable pager services at NMC for an amount not to exceed \$150,000 for the term July 1, 2016 through June 30, 2018; and
- b. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) of the original cost of the agreement per Amendment.

SUMMARY/DISCUSSION:

SPOK, Inc. has provided NMC hospital employees (including physicians and other patient care providers) internet capable pager services since July 2010. These services provide for constant twenty-four hours per day seven days a week (24/7) critical communication between the hospital and providers for patient care. Paging has long been the cornerstone of critical mobile communication. Even today, paging is considered the most reliable, survivable, and affordable way to communicate wirelessly. Examples of the services SPOK, Inc. provides include but are not limited to the following:

1. Notification to physicians to patient's critical care needs such as, medication adjustment, patient condition change, patient discharge and patient transfers. Many physicians, including the NMC trauma team, "on call" duties require them to be readily available within twenty minutes in order to meet patient care needs.
2. NMC contacting patient care providers, such as laboratory, cardiopulmonary, and diagnostic imaging staff to immediately respond to patient care needs.
3. Notification to hospital maintenance personnel who are "on call" after normal business hours to meet NMC's emergency needs.

SPOK, Inc. is a preferred vendor for these services because of their experience with other hospital and medical care providers. NMC utilizes this vendor because of their extensive geographic range of coverage throughout Monterey, Santa Cruz, Santa Clara, San Luis Obispo and San Benito counties. NMC has not been able to find another pager company that provides the same level of coverage within our geographical region.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this Agreement as to legal form and risk provisions, 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 March 24, 2016 and by its Board of Trustees on April 1, 2016.

FINANCING:

The cost for this Agreement is \$150,000 of which \$75,000 is included in the Fiscal Year 2016-17 Adopted Budget. Amounts for remaining years of the Agreement will be included in those budgets as appropriate. There is no impact to the General Fund.

Prepared by: Tammie Norris, Hospital Supervising Communications Operator, 783-2666

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

Attachments:

Agreement with SPOK, Inc.

Attachments on file with Clerk of the Board