



# County of Monterey

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

## Board Report

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**File #:** A 14-067, **Version:** 1

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Authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 8 to the Agreement (A-10081/MYA458) with Professional Research Consultants Inc. for Patent Satisfaction Survey Services at NMC, extending the Agreement to June 30, 2015 and adding \$31,500 for a revised total Agreement amount not to exceed \$380,437 in the aggregate.

### **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-10081/MYA458) with Professional Research Consultants Inc. for Patent Satisfaction Survey Services at NMC, extending the Agreement to June 30, 2015 and adding \$31,500 for a revised total Agreement amount not to exceed \$380,437 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.

### **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. 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 2015 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 and is not a legal requirement, 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 (4.24.14) and Board of Trustees (5.2.14).

### **FINANCING:**

The cost for this Amendment No. 8 is \$31,500 for a revised total Agreement amount not to exceed \$380,437. \$380,437 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: Jane Finney, Quality/Compliance Administrator, 783-2502

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

Attachments: Amendment No. 8, Original Agreement, Renewal Amendment Nos. 5, 4, 3, 2 and 1, Amendment Nos. 7 and 6, Spend

Sheet.

Attachments on file with the Clerk to the Boards Office