



County of Monterey

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

Board Report

File #: A 12-082, **Version:** 1

Authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 7 to the Agreement (A-12062) with Morehead Associates Inc. for Employee Survey Services at NMC, extending the Agreement to June 30, 2014 and adding \$106,872 for a revised total Agreement amount not to exceed \$293,872 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-12062) with Morehead Associates Inc. for Employee Survey Services at NMC, extending the Agreement to June 30, 2014 and adding \$106,872 for a revised total Agreement amount not to exceed \$293,872 in the aggregate.

SUMMARY/DISCUSSION:

NMC initially engaged with Morehead & Associates in July of 2007 to provide employee satisfaction surveys for hospital staff at a rate \$29,000. NMC continued services in FY 2008 and spent a total of \$32,000. In FY 2009, Natividad Medical Center added additional services and spent a total of \$65,000 for both employee satisfaction surveys and exit interviews that were conducted. Subsequently, in FY 2010 and FY 2011 NMC spent approximately \$30,000 each year.

Below is a list of the Agreement and Amendment fiscal year amounts previously approved by the Board of Supervisors.

FY	Contracts & Amendments \$	Contract Maximum	AMENDMENT
07/08	29,000.00		Original
07/08	3,000.00	32,000.00	1
08/09	60,000.00	92,000.00	2
08/09	5,000.00	97,000.00	3
09/10	30,000.00	127,000.00	4
10/11	30,000.00	157,000.00	5
11/12	30,000.00	187,000.00	6

Surveys are comprised of 51 questions broken down into the following areas: 1) Organizational 2) Management and 3) Employee. The total of these three areas makes up the employees workforce commitment score. With this information NMC will gain better understanding of our employees perception of work place issues, strengthen organizational communication, identify priorities for improvement, guide action planning efforts at the organizational and work-unit level and measure improvement over time.

Morehead Associates gathers information from NMC employees' anonymous responses each quarter and compiles the data into detailed reports that are provided to the NMC Executive Management Team. These reports are reviewed and considered during development and implementation of the hospital's strategic planning initiatives in an effort to achieve measurable organizational improvements that can be directly linked to business outcomes (i.e., highest quality patient care). Over the last year NMC has made changes in the method of communication with employees, provided additional training to staff, worked with managers to improve their relationship with their employees and now releases overall hospital results to all staff. Having a committed workforce positively impacts a wide range of business outcomes (i.e., patient satisfaction and quality of care) and to attain such commitment, employees at NMC need an outlet in which they can provide feedback and be involved in improvement processes.

NMC currently recommends approval of this Amendment No. 7 for \$106,872 over two years in order to continue utilizing the services of Morehead Associates, Inc. to conduct Employee Satisfaction Surveys and Exit Interviews on behalf of NMC. Effective March 2012 NMC moved to a semi-annual survey, to allow all employees to participate and provide their opinion twice per year. NMC will identify areas for improvement after completion of each survey and will take action to improve workforce commitment scores prior to the subsequent survey.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this Amendment as to legal form and risk provisions. Auditor-Controller has reviewed and approved this Amendment as to fiscal provisions. The Amendment has also been reviewed and approved by Natividad Medical Center's Board of Trustees.

FINANCING:

The cost for this two year Amendment is \$106,872. \$62,525 is included in the Fiscal Year 2012/2013 Recommended 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: Janine Bouyea, HR Administrator, 783-2701
Approved by: Harry Weis, Chief Executive Officer, 783-2553

Attachments: Agreement, Amendments 1, 2, 3, 4, 5, and 6.