



County of Monterey

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

Board Report

File #: A 18-320, **Version:** 1

Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 1 to the agreement with Professional Research Consultants, Inc. for patient satisfaction survey services, extending the agreement an additional one (1) year period (July 1, 2018 through June 30, 2019) for a revised full agreement term of July 1, 2015 through June 30, 2019, and adding \$31,500 for a revised total agreement amount not to exceed \$126,000.

RECOMMENDATION:

It is recommended the Board of Supervisors:

Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 1 to the agreement with Professional Research Consultants, Inc. for patient satisfaction survey services, extending the agreement an additional one (1) year period (July 1, 2018 through June 30, 2019) for a revised full agreement term of July 1, 2015 through June 30, 2019, and adding \$31,500 for a revised total agreement amount not to exceed \$126,000.

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.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this amendment No. 1 as to legal form, and the Auditor-Controller has reviewed and approved as to payment provisions. The amendment No. 1 has also been reviewed and approved by NMC's Finance Committee on May 24, 2018 and by its Board of Trustees on June 1, 2018.

FINANCING:

The cost for this amendment No. 1 is \$31,200, all of which has been included in the Fiscal Year 2018-19 Adopted Budget.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Achieving complete patient satisfaction is a top goal for Natividad and ensures that the hospital maintains quality patient care. The surveys also contribute to compliance with Joint Commission and Medicare and are therefore considered by hospital administration to be an essential function.

- ☐ Economic Development
- ☒ Administration
- ☒ Health and Human Services
- ☐ Infrastructure
- ☐ Public Safety

Prepared by: Andrea Rosenberg, Assistant Administrator. Operations and Support Services, 783-2562
Approved by: Gary R. Gray, DO, Chief Executive Officer, 783-2504

Attachments:

Professional Research Consultants Amendment 1
Professional Research Consultants Agreement

Attachments on file with the Clerk of the Board