



# County of Monterey

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

## Board Report

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**File #:** A 22-327, **Version:** 1

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### **SPOK, Inc. Amendment No. 3**

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 3 to the agreement (A-13194) with SPOK, Inc. for paging services, extending the agreement an additional one (1) year period (July 1, 2022 through June 30, 2023) for a revised full agreement term of July 1, 2016 through June 30, 2023, and adding \$60,000 for a revised total agreement amount not to exceed \$423,000. (ADDED VIA ADDENDA)

### **RECOMMENDATION:**

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

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 3 to the agreement (A-13194) with SPOK, Inc. for paging services, extending the agreement an additional one (1) year period (July 1, 2022 through June 30, 2023) for a revised full agreement term of July 1, 2016 through June 30, 2023, and adding \$60,000 for a revised total agreement amount not to exceed \$423,000.

### **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 is considered the most reliable, survivable, and affordable way to communicate wirelessly. The paging service provides notification to physicians regarding patient's critical care needs, such as medication adjustment, condition change, discharge and transfers. The physicians' "on call" duties require them to be readily available within twenty minutes in order to meet patient care needs. The paging service also includes contacting patient care providers, such as laboratory, cardiopulmonary, and diagnostic imaging staff to immediately respond to patient care needs. Additionally, the paging service notifies hospital maintenance personnel who are "on call" after normal business hours in the event of an urgent/emergency situation.

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 amendment No. 3 as to legal form, and the Auditor-Controller has reviewed and approved as to payment provisions. The amendment No. 3 has also been reviewed and approved by NMC's Finance Committee and by its Board of Trustees on May 13, 2022.

**FINANCING:**

The cost for this amendment is \$60,000, all of which will be included in the Fiscal Year 2022-23 Recommended Budget for this agreement. Amounts for remaining years of the agreement will be included in those budgets as appropriate.

**BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

Paging physicians and other staff at Natividad is an important method of communication regarding patient care as well as communication regarding urgent facility issues. Utilizing this form of communication keeps things running smoothly and efficiently at Natividad.

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

Prepared by: Tammie Ferguson, Supervising Communications Operator  
Approved by: Charles R. Harris, Chief Executive Officer, 783-2504

Attachments:

SPOK Inc. Amendment No. 3  
SPOK Inc. Amendment No. 2  
SPOK Inc. Renewal and Amendment No. 1  
SPOK Inc. Agreement for Paging Services

Attachments on file with the Clerk of the Board