



Board Report

File #: A 22-391, **Version:** 1

- a. Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 4 to the agreement (A-14571) with Press Ganey Associates, LLC., for the addition of its eSurvey product, with no change to the agreement term of January 1, 2020 through December 31, 2023, and adding \$322,700 for a revised total agreement amount not to exceed \$825,335.
- b. Authorize the Chief Executive Officer for NMC or his designee to execute up to three (3) future amendments to the Master Services Agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$41,479) of the original cost of the agreement.

RECOMMENDATION:

It is recommended the Board of Supervisors:

- a. Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 4 to the agreement (A-14571) with Press Ganey Associates, LLC., for the addition of its eSurvey product, with no change to the agreement term of January 1, 2020 through December 31, 2023, and adding \$322,700 for a revised total agreement amount not to exceed \$825,335.
- b. Authorize the Chief Executive Officer for NMC or his designee to execute up to three (3) future amendments to the Master Services Agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$41,479) of the original cost of the agreement.

SUMMARY/DISCUSSION:

Press Ganey Associates is an industry leader in the measurement of patient satisfaction and hospital transformation. The Press Ganey products below provide Natividad with an integrated solution that aligns patient, staff, and physicians with several products that help NMC improve patient experience, safety, quality, and workforce engagement.

- **Patient Experience / Satisfaction Survey:** This ongoing survey provides feedback with benchmarked information so leaders can better understand and prioritize opportunities to improve the delivery of patient-centered care which enhances NMC's HCAHPS scores and publicly reported data.
- **iRounding:** This tool allows leaders to interview patients while they are in the hospital to assess their level of satisfaction with caregiver communication, responsiveness, education, medications, discharge planning, cleanliness, and noise. This tool allows NMC to mitigate needs and concerns in a timely fashion. iRounding improves patient experience, customer loyalty, and HCAHPS scores.
- **Employee Engagement Survey:** This annual survey of employee experience allows leaders to identify and remedy barriers that prevent our workforce from being aligned with hospital goals. An engaged workforce positively impacts the safety, quality, and experience of care.
- **Culture of Safety Survey:** This survey measures factors that can lead to adverse events and patient harm in the hospital. NMC uses this survey to raise staff awareness about patient safety, provide an overview of the current patient safety culture, and allow trending of safety initiatives and interventions.

- **Resilience Survey:** This survey is utilized for physicians and staff to determine levels of stress and burnout that can affect not only the person but also the delivery of quality care.

This Amendment No. 4 adds Press Ganey's eSurvey product, which allows NMC to send text and email patient surveys. Currently NMC sends all patient surveys via mail. This new functionality will provide real-time feedback that enables NMC to deliver patient centered solutions in a more timely manner. This Amendment No. 4 also adds \$322,700 of funding to the agreement. Due to an error in the way the overall agreement amount was originally calculated, there are currently insufficient funds to cover the remaining year and a half of services.

OTHER AGENCY INVOLVEMENT:

The Office of County Counsel has reviewed this agreement as to form, 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 and by its Board of Trustees on July 15, 2022.

FINANCING:

The cost of this amendment No. 4 is \$322,700 of which \$211,183 is included in the Fiscal Year 2022-23 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Press Ganey is an enterprise solution that supports NMC's journey toward clinical excellence and guide our transformation to a patient-centered, safety-focused, learning organization.

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

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Approved by: Charles Harris, MD, Chief Executive Officer, 783-2785

Attachments:

Press Ganey Amendment No. 4
Press Ganey Amendment No. 3
Press Ganey Amendment No. 2
Press Ganey Amendment No. 1
Press Ganey Master Services Agreement

Attachments on file with the Clerk of the Board