

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

217



FROM: Riverside County Regional Medical Center

SUBMITTAL DATE:
July 15, 2014

SUBJECT: Approval of the Eighth Amendment with The Jackson Group [All District; \$44,180; Enterprise Funds]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and authorize the Chairman to execute the attached Eighth Amendment to the Professional Services Agreement with The Jackson Group for a period of ninety days, effective July 1, 2014, for an aggregate amount not to exceed \$44,180 through September 30, 2014; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, to sign amendments that do not change the substantive terms of the agreement, and to allow the Purchasing Agent to increase the compensation amount not more than ten percent of the annual amount.

BACKGROUND:

Summary

In accordance with Joint Commission regulation and Centers for Medicare and Medicaid Services (CMS), the hospital is required to provide annual standard Patient Safety Survey which is publically reported for consumer transparency.

Lowell Johnson
Lowell Johnson
Interim Hospital CEO

FORM APPROVED COUNTY COUNSEL
BY: NEAL R. KING DATE: 7/23/14
Departmental Concurrence

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 44,180	\$ 0	\$ 44,180	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	

SOURCE OF FUNDS: Hospital Enterprise Fund 100%
Budget Adjustment: No
For Fiscal Year: 2014/2015

C.E.O. RECOMMENDATION:

APPROVE

BY: *Debra Cournoyer*
Debra Cournoyer

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

- A-30
- 4/5 Vote
- Positions Added
- Change Order

Prev. Agn. Ref.: 10/08/13; 2-9

District: ALL

Agenda Number:

3-34

SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

FORM 11: Approval of the Eighth Amendment with The Jackson Group [All District; \$44,180; Enterprise Funds]

DATE: July 15, 2014

PAGE: Page 2 of 2

ACKGROUND:

Summary (continued)

The Jackson Group assists Riverside County Regional Medical Center (RCRMC) in the preparation and submission of data to ensure compliance with the HCAHPS® initiative. The various surveys include the patient experience of care survey (HCAHPS) inpatient survey which is one of the requirements by CMS. It includes standardized national questions related to quality, patient safety, pain control, communication, cleanliness, and quietness at night, and the patient's willingness to recommend the hospital to family and friends. While the patient experience of care survey (CG-CAHPS) adult primary care clinics which is required by RCRMC five-year Medi-Cal Waiver contract with CMS also known as the DSRIP- Delivery System Reform Incentive Program measures across five themes: 1) clinic rating, 2) clinic access: getting timely appointments, 3) care and information, 4) physician communication with patients, 5) shared decision-making about prescriptions: physicians, patients, office staff: helpful, courteous and respectful. RCRMC receives approximately \$40 million per year from CMS for participating in over 300 quality and patient safety initiatives, all of which require data reporting. Reporting on CG-CAHPS patient experience of care is part of this requirement. Additionally, the AHRQ Annual Culture and Safety survey and the ancillary departments' survey is also a Joint Commission requirement for accreditation.

The current contract with The Jackson Group ended June 30, 2014, with no additional renewal options remaining. The hospital is requesting a 90 day extension to the current contract with The Jackson Group to continue providing services until the Request for Proposal (RFP) for Patient Safety Experience Survey is completed and a new contract is awarded.

Impact on Citizens and Businesses

This service impacts the patients receiving care from Riverside County Regional Medical Center.

Contract History and Price Reasonableness

On October 8, 2013; Agenda Item #2-9, the Board approved the amendment between The Jackson Group and RCRMC to add additional dollars to expand the patient safety survey services. The Board approved the extension amendment through June 30, 2014 not to exceed \$37,000 annually.

This ninety day extension amendment is to secure continuity of services at the same base rate of \$1,675 plus \$12.25 per completed telephone survey response until the Request for Proposal (RFP) is completed by County Purchasing.

LJ:ns

EIGHTH AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT

WITH

THE JACKSON GROUP

(Data Submission for HCAHPS Initiative)

That certain Agreement between Riverside County Regional Medical Center (COUNTY) and **The Jackson Group**, (CONTRACTOR), approved by the County Purchasing Agent, May 6, 2008, effective July 1, 2007, first amendment approved June 25, 2008, second amendment approved September 24, 2008, third amendment approved August 4, 2009, fourth amendment approved May 17, 2010, fifth amendment approved August 16, 2011, sixth amendment approved July 9, 2012, and seventh amendment approved October 8, 2013, agenda item 2-9, is hereby amended as follows:

1. Amend the language of Section **3.0 TERM**, to include the following:

“This amendment extends the period of the Agreement for an additional ninety days, effective July 1, 2014, unless terminated as otherwise provided herein. This extension pertains to and shall include all current patient satisfaction surveying services (including HCAHPS, CG-CAHPS and Ancillary) for one additional quarter through September 30, 2014.”

2. Amend the language of Section **6.1 BILLING AND COMPENSATION**, to include the following:

“Maximum compensation payable by COUNTY to CONTRACTOR shall not exceed forty four thousand one hundred eighty dollars (\$44,180). The payment provision includes one additional quarterly invoice at the current contracted rate of \$1,675 plus \$12.25 per completed telephone survey response. The base of \$1,675 shall be invoiced first of July with a complete invoice at the end of the quarter.”

3. All other terms and conditions of this Agreement are to remain unchanged.

IN WITNESS WHEREOF, the PARTIES have executed this Amendment.

CONTRACTOR

The Jackson Group

By: _____

Alan K. Jackson

Type or Print Name

President / CEO

Type or Print Title

Date: July 15, 2014

COUNTY OF RIVERSIDE

By: _____

Type or Print Name

Type or Print Title

Date: _____

FORM APPROVED COUNTY COUNSEL
BY: Neal R. Kipnis DATE: 7/23/14