

FORM APPROVED COUNTY COUNSEL
 BY: *Marshall Victor* 8/15/16
 DATE: MARSHAL VICTOR

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

400



FROM: Riverside University Health System – Medical Center

SUBMITTAL DATE:
August 15, 2016

SUBJECT: Approval of Second Amendment to the Professional Services Agreement with National Research Corporation Changing Scope and Increasing Contract Amount by \$47,148 over Two Years; District ALL; [\$47,148] from Hospital Enterprise Funds.

RECOMMENDED MOTION: That the Board of Supervisors:

1. Second Amendment to the Professional Services Agreement with National Research Corporation Changing Scope and Increasing Contract Amount by \$47,148 over Two Years;
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, to exercise annual renewal options subject to the availability of fiscal funding, to sign amendments that do not change the substantive terms of the agreement as approved by County Counsel, and to allow the Purchasing Agent to increase annual compensation by not more than 10 percent.

Summary

The Board approved a three year contract with National Research Corporation in June 2015 to meet regulatory requirements and help improve patient satisfaction. Approval of this amendment changes the contract scope to get more feedback from patients through text or email, and adds an expanded annual employee survey. The additional scope adds about 14% to the contract.

(continued on next page)

Jen Cruikshank

Jen Cruikshank, COO for
 Zareh Sarrafian
 Assistant CEO - Health System

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 22,999	\$ 24,148	\$ 47,148	\$	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$	\$	\$	\$	

SOURCE OF FUNDS: Hospital Enterprise Fund - 40050
 Budget Adjustment: No
 For Fiscal Year: 16/17 – 17/18

C.E.O. RECOMMENDATION: APPROVE
 BY: *Christopher M. Hans*
 Christopher M. Hans

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

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

3-54

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

FORM 11: Approval of Second Amendment to the Professional Services Agreement with National Research Corporation Changing Scope and Increasing Contract Amount by \$47,148 over Two Years; District ALL; [\$47,148] from Hospital Enterprise Funds.

DATE: August 15, 2016

PAGE: 2 of 2

BACKGROUND:

Summary

The contract with National Research Corporation (NRC) has been in place for one year. This service is part of management's plans to continuously improve the patient experience as well as employee job satisfaction. To meet recent changes to Centers for Medicare and Medicaid Services (CMS) requirements and the new PRIME program, contracted services should be modified. If approved, the new amended contract will achieve the following:

- Keeps the current service of inpatient patient satisfaction surveys as required by CMS
- Adds patient satisfaction surveys for Outpatient Surgery as required by CMS starting in January 2017
- Adds patient satisfaction surveys for the FQHC clinics as required by CMS for participants in the PRIME program. We need this to be started for PRIME as of July 1, 2016.
- Adds an Employee Engagement Survey for the hospitals and clinics (Industry standard for hospitals).
- Enrolls in the Connect Program. This will allow hospital staff to send clinic patients satisfaction surveys to patients via email and text message to get real time feedback on patient experience. The connect program will allow patients to answer a short survey (text/email) within 24 hours of their clinic visit, as opposed to waiting 3 to 4 months for feedback.

Impact on Residents and Businesses

Patient satisfaction is a valuable and important representation of the quality of hospital care, along with favorable physical outcomes to treatment. This contract provides management with the data it need to additional resources where needed. It also allows the hospital to meet regulatory requirements, and supports efforts to maximize performance based revenue.

NRC takes the privacy of its clients and their patients seriously, and their products and systems are configured to be HIPAA compliant. Regarding the ability of their Connect platform to survey patients via email or text, they provide a link to a secure site where the questions and responses are recorded. No survey data is transmitted through email or SMS. The emails and texts originate from NRC.

Impact on Residents and Businesses

The action before the Board today increases the scope and the cost of the three-year contract approved by the Board on June 30, 2015 (item 3-49). If approved today the contract cost will be increased by \$22,999 to \$169,605 in FY 16/17 and by \$24,148 to \$178,085 in FY 17/18.



2/29/2016

Naomi Santos
Riverside County Regional Medical Center
26520 Cactus Ave
Moreno Valley, CA 92555

Dear Naomi,

On behalf of National Research Corporation, we sincerely appreciate the opportunity to partner with your organization. This Letter of Agreement (LOA) and accompanying addendum(s) serve to confirm our understanding of the membership services that will be provided to your organization.

Please confirm your agreement and acceptance by signing and returning this LOA.

By email to ballemann@nationalresearch.com
Or via facsimile to my attention at 402.475.9061

Upon receipt of the signed LOA, we will be able to begin services as of the membership effective date.

Thank you again for the opportunity to be of service and we look forward to working with your organization. If we can provide you with any additional information, please feel free to contact me at any time.

Sincerely,

[Handwritten signature]

Title: Sr. Business Development Manager

Date: 2-29-16

Confirmation: Riverside County Regional Medical Center

Signature: _____

Printed Name: _____

Title: _____

Date: _____

FORM APPROVED COUNTY COUNSEL

BY: MARTHA ANN KNUTSON DATE 8.15.2016

Your Membership services include:

<input checked="" type="checkbox"/> PATIENT & FAMILY EXPERIENCE PROGRAMS <input type="checkbox"/> Universal <input type="checkbox"/> Universal Performance Improvement <input type="checkbox"/> Picker Plus <input type="checkbox"/> Picker Plus Performance Improvement <input checked="" type="checkbox"/> Classic (See Sample Plan Below) <input checked="" type="checkbox"/> CG CAHPS <input checked="" type="checkbox"/> Connect Experience	<input type="checkbox"/> PHYSICIAN ENGAGEMENT <input type="checkbox"/> EMPLOYEE ENGAGEMENT <input type="checkbox"/> HOME HEALTH <input type="checkbox"/> POINT OF CARE <input type="checkbox"/> HOSPICE
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MEMBERSHIP EFFECTIVE DATE:	7-1-16
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Description of Service	Cost
<i>Inpatient Survey (HCAHPS Included)</i>	\$15.00 per completed survey in two (2) wave mail methodology (2,862 targets)
<i>Hospital (ancillary department) Outpatient Satisfaction Survey- 6 total units</i>	\$15.00 per completed survey in two (2) wave mail methodology (2,100 targets)
<i>Emergency Department</i>	\$15.00 per completed survey in two (2) wave mail methodology (383 targets)
<i>CG-CAHPS; care clinics; PRIME; SNI-variant tool (4 point scale)</i>	\$11.00 per completed survey in two (2) wave mail methodology (1,050 targets – to be distributed between 15 physical clinic locations)
<i>Connect Experience Program – Includes full measurement for up to 114 group providers</i>	Annual total of \$47,880.00
<i>Annual Employee survey</i>	\$30,000 flat rate per year – to include up to 3,000 employees
TOTAL ANNUAL COST	\$169,605.00

ADDITIONAL LANGUAGE (English/Spanish included)

SURVEY METHODOLOGY Phone Mail E-Mail Connect Experience

○ Notes: Please see sample plan above for specific methodology instructions.

○ Notes: _____

CONTRACT TERM AND FEE SCHEDULE

YEAR 1 ANNUAL MEMBERSHIP FEE:	\$169,605.00
YEAR 2 ANNUAL MEMBERSHIP FEE:	\$178,085.25

INVOICE TERMS: Invoiced Quarterly at Start

PAYMENT TERMS: NET 30 DAYS FROM DATE OF INVOICE

NOTES:

- ✓ Should there be a conflict between the terms of the most recent LOA and the associated Membership Services Agreement, the terms of the most recent LOA will take precedence.
- ✓ All terms outlined in the original Membership Subscription Agreement will apply to this updated scope of project.
- ✓ While customization is possible, it is subject to approval and a subsequent fee would be determined.
- ✓ The pricing outlined in this LOA will expire in the event that the LOA is not signed and returned within 90 days of the date of the LOA.