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

**FROM:** Riverside County Regional Medical Center

**SUBMITTAL DATE:**  
September 24, 2013

**SUBJECT:** Amendment to the Professional Services Agreement between The Jackson Group and Riverside County Regional Medical Center [District 5] [Total Cost \$37,000]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Ratify and authorize the Chairman of the Board to execute the Seventh Amendment to the Contract Agreement with The Jackson Group for one additional renewal period, effective July 1, 2013 through June 30, 2014, for an aggregate amount of \$37,000 annually; 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 above the CPI rates.

**BACKGROUND:**

Summary

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

*Douglas D. Bagley*  
Douglas D. Bagley  
Hospital Director

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 37,000	\$ 0	\$ 37,000	\$ 0	Consent <input checked="" type="checkbox"/> Policy <input type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	
<b>SOURCE OF FUNDS:</b> Hospital Enterprise Fund 100%				<b>Budget Adjustment:</b> \$0	
				<b>For Fiscal Year:</b> \$37,000	

**C.E.O. RECOMMENDATION:**

**APPROVE**

BY: *Debra Cournoyer*  
Debra Cournoyer

**County Executive Office Signature**

### MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Stone, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Stone, Benoit and Ashley  
 Nays: None  
 Absent: None  
 Date: October 8, 2013  
 xc: RCRMC, Purchasing

Kecia Harper-Ihem  
Clerk of the Board  
By: *Kecia Harper-Ihem*  
Deputy

Prev. Agn. Ref.: | District: ALL | Agenda Number:

**BACKGROUND:**

ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD

2-9

FORM APPROVED COUNTY COUNSEL  
BY: NEAL R. KIPNIS  
DATE: 10/1/13  
Departmental Concurrence

Purchasing: *Mark Seller*  
Mark Seller, Assistant Director

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

**Summary (continued)**

The Jackson Group has assisted Riverside County Regional Medical Center 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.

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.

The AHRQ Annual Culture of Safety survey among physicians and staff at RCRMC is a Joint Commission requirement for accreditation. The requirement assists leaders in assessing and improving upon staff perceptions and input about patient safety and the culture of safety within the organization.

The ancillary departments' survey is also a Joint Commission requirement to help assess patient experience of quality and safety when they access outpatient services such as but not limited to Radiology and Laboratory. The additional clinic survey and the weekly patient comments allow RCRMC to include information across all settings to focus on targeted improvement efforts within those areas.

Therefore, the hospital Director requests the Board approve the abovementioned motions.

**Impact on Citizens and Businesses**

This service impacts the patient residing in Riverside County receiving care from Riverside County Regional Medical Center.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

N/A

**Contract History and Price Reasonableness**

The contract with The Jackson Group was initially established in 2008 for \$12,532.50. As new regulations were required by both the Joint Commission and CMS for hospitals; additional survey components were included which elevated the contract aggregate amount each fiscal year.

2009	\$16,307 annual	<ul style="list-style-type: none"> <li>▪ Per completed calls over 100 in a quarter</li> <li>▪ HCAHPS Spanish standard survey</li> <li>▪ Outpatient Satisfaction Survey</li> <li>▪ Annual Culture of Safety Survey</li> </ul>
2010	\$16,907 annual	<ul style="list-style-type: none"> <li>▪ Count for missing and bad phone numbers for HCAHPS list of eligible patients</li> </ul>
2011 and 2012	\$39,032.50 annual	<ul style="list-style-type: none"> <li>▪ Transmit HCAHPS data to NCDB</li> <li>▪ Additional Inpatient Surveys</li> <li>▪ Hospital ancillary department outpatient satisfaction survey</li> <li>▪ Additional questions added to CG-CAHPS</li> </ul>

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**  
**FORM 11: Amendment to the Professional Services Agreement between The Jackson Group and Riverside County Regional Medical Center**

**DATE:** September 10, 2013

**PAGE:** Page 3 of 3

To ensure requirements for Joint Commission and CMS continue, RCRMC requests to extend services until a new awarded vendor is established as a result of a request for proposal. The County will exercise its right to competitively bid this service prior to the completion of fiscal year ending June 30, 2014.

**ATTACHMENTS (if needed, in this order):**

A. **BUDGET ADJUSTMENT**  
N/A

B. **CHANGE ORDER REPORT**  
N/A

NUMBER	AMOUNT	PERCENT	DESCRIPTION

(Additional description and details of new change order(s) – one or two paragraphs for each.)

C. **PERSONNEL CHANGE and ORDINANCE 440 REPORT**  
N/A

**SEVENTH 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, and sixth amendment approved July 9, 2012, is hereby amended as follows:

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

"This Amendment extends the term of the Agreement from July 1, 2013 through June 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 thirty six thousand six hundred seventy five dollars (\$36,675) for fiscal year 2013/2014."

3. Delete Exhibit A, Description of Services and replace with the Exhibit A, Description of Services attached. All references to Exhibit A shall hereinafter refer to the revised Exhibit A.

4. Delete Exhibit B, Fee Schedule and replace with the Exhibit B, Fee Schedule attached. All references to Exhibit B shall hereinafter refer to the revised Exhibit B.

5. 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: 8/20/13

COUNTY OF RIVERSIDE

By: \_\_\_\_\_

JOHN J. BENOIT

Type or Print Name

CHAIRMAN, BOARD OF SUPERVISORS

Date: \_\_\_\_\_

OCT 08 2013

ATTEST:  
KECIA HARPER-IHEM, Clerk  
By: \_\_\_\_\_  
DEPUTY

FORM APPROVED COUNTY COUNSEL

BY: \_\_\_\_\_

NEAL R. KIPNIS

DATE

OCT 08 2013 2-9

## DESCRIPTION OF SERVICES

## THE JACKSON GROUP, INC.

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The following assumptions are made for the purposes of this agreement:

1. A random sample of patients of the Client will be offered an opportunity to participate in the HCAHPS®, CG-CAHPS®, and Hospital Ancillary Department surveys utilizing a telephone survey;
2. Employees will be offered the opportunity to participate in an annual point-in-time safety culture survey;
3. The surveys will run through completion of twelve (12) months of data collection (July 1, 2013 – June 30, 2014);
4. The size of the sample drawn from each population will be sufficient to achieve the established target responses for each survey type;
5. At least five (5) attempts will be made to each name in each sample list with calls made at various days and times;
6. Client will provide all necessary information as required by Consultant for conducting the appropriate random sampling and survey administration for each survey;
7. Consultant agrees to treat all survey data as confidential;
8. HCAHPS® Survey Services including provision of:
  - a. A random sample of survey-eligible patients discharged from the hospital after an Inpatient visit will be drawn each month for surveying by telephone interview. This sample will be pulled from a list provided by Client;
  - b. An HCAHPS® survey plan using telephone vehicles for gathering data;
  - c. A targeted one hundred (100) survey responses per quarter (400 per year).
  - d. The HCAHPS® approved questionnaire will not be manipulated;
  - e. Survey will include two open-ended comment questions. One will be used to gather all patients' opinions and the other used specifically to gather improvement

## DESCRIPTION OF SERVICES

THE JACKSON GROUP, INC.

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- ideas from sample members participating in the HCAHPS® survey. Consultant will provide responses to this question with each quarterly report;
- f. Quarterly reports will be provided for data generated by the telephone surveys;
  - g. Continual quarterly trending in the quarterly HCAHPS® reports. Four quarters worth of data will appear in all quarterly reports regardless of the defined CMS fiscal year;
  - h. Quarterly upload of data to CMS;
  - i. Transmit monthly raw data in excel (xls) format;
  - j. Monthly Value-Based Purchasing Updates will be provided after the close of surveying for the sample month;
  - k. Quarterly Executive Summary of Value-Based Purchasing Updates will be provided after the close of surveying for the calendar quarter;
  - l. Quarterly competitor comparison reports to be provided as Hospital Compare updates.
9. Administration of one (1) CAHPS Clinicians and Group CAHPS® survey, the SNI-variant, on a continuous basis utilizing a telephone survey methodology including provision of;
- a. A random sample of eligible patients that visited the adult primary care clinics will be drawn each month for surveying by telephone interview. This will be pulled from a list provided by Client.
  - b. A targeted one hundred (100) survey responses per quarter (400 per year).
  - c. One (1) quarterly Total Report following the AHRQ guidelines for "Reporting Measures for the CAHPS Clinician & Group Survey (Four-Point Scale)", Document #1309.
  - d. Follow CAPH-SNI (DSRIP) reporting theme aggregates- as defined by CAPH-SNI (DSRIP).

## DESCRIPTION OF SERVICES

**THE JACKSON GROUP, INC.**

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- e. Transmit monthly raw data in excel (xls) format.
10. Administration of one (1) Ancillary Department Survey using a customized survey tool with surveys conducted on a continuous basis utilizing a telephone survey methodology including provision of:
- a. A random sample of patients that visited the hospital ancillary departments will be drawn each month for surveying by telephone interview. This will be pulled from a list provided by Client.
  - b. A targeted one hundred (100) survey responses per quarter (400 per year).
  - c. One (1) quarterly Total Report containing an area comparison table with results by ancillary department.
  - d. Transmit monthly raw data in excel (xls) format.
11. Administration of an additional clinic survey for non-primary care clinics on a continuous basis utilizing the CG-CAHPS® survey document, SNI variant, via telephone survey methodology to include provision of:
- a. A random sample of patients that visited the non-primary care clinics will be drawn each month for surveying by telephone interview. This will be pulled from a list provided by Client. The Consultant will ensure that patients included in the CG-CAHPS® survey for DSRIP requirements will not be included in this supplemental clinic survey for a given sample month.
  - b. A targeted one hundred (100) survey responses per quarter (400 per year).
  - c. One (1) quarterly Total Report containing an area comparison table by clinic.
  - d. Follow CAPH-CNI (DSRIP) reporting theme aggregates as defined by CAPH-SNI (DSRIP).
  - e. Transmit monthly raw data in excel (xls) format.
12. The Consultant will provide an annual Safety Culture Survey to include:

**DESCRIPTION OF SERVICES**

**THE JACKSON GROUP, INC.**

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- a. All employees and leadership of Riverside County Regional Medical Center will be offered an opportunity to participate in the Safety Culture Survey utilizing a web-based survey.
- b. The survey will be completed once in the contract year and run for three (3) weeks.
- c. Use of the standard AHRQ survey with no customization of inquiries.
- d. One (1) Total Report including Consultant's Commentary will be provided along with the AHRQ database comparisons.
- e. Transmit the raw data in Excel spreadsheet(s) format.

**Client promises to do the following:**

13. To provide a "survey coordinator" to facilitate communications and decision-making.
14. To remit payment for invoices within ten (10) days of the date of the invoice and if such payment is not postmarked within thirty (30) days, Client agrees to pay a 1.5% per month late charge based on the total for the invoice (late fee to be prorated and assessed daily). Invoices to be sent to client after the number of completed surveys are verified as defined in the Consultants quarterly reports.
15. Should the Client find it necessary to terminate services covered under this agreement prior to the stated end of the term, the Client will be liable for all uncollected, invoiced fees and for all services performed but not invoiced.



**FEE SCHEDULE**

**THE JACKSON GROUP, INC.**

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**Fee Schedule and Specifications**

County agrees to pay Consultant the following fees for services provided pursuant to this Agreement:

**HCAHPS:**

- a. A fee of \$1,450.00 plus \$12.25 per completed response to include;
  - On-going process management;
  - Use of the HCAHPS® standard survey;
  - An appropriate random sample of eligible discharged patients on an on-going basis;
  - Responses gathered via a telephone survey;
  - Survey delivery in Spanish and English;
  - Completion of four hundred (400) survey responses per year;
  - Monthly response updates;
  - Monthly Value-Based Purchasing Updates;
  - Quarterly submission of data to CMS;
  - Production of one Total Report and three Service Line report per quarter;
  - Quarterly Executive Summary of Value-Based Purchasing Updates;
  - Quarterly competitor comparison report as Hospital Compare updates.
- b. Additional responses, beyond 400 responses per year included in this agreement, are available for the same \$12.25 per completed response;
- c. Client will reimburse Consultant, a fee of \$1.50 per missing and bad phone numbers submitted by Client in the HCAHPS® list of eligible patients, not to exceed \$600.00 per year.

**FEE SCHEDULE**

**THE JACKSON GROUP, INC.**

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**CG-CAHPS® SURVEY**

- a. An annual fee of \$1,750.00 plus \$12.25 per completed survey response to include:
- On-going process management.
  - Consultant will use the CG\_CAHPS® SNI Variant survey tool as finalized by CAPH on February 3, 2012.
  - Surveying conducted for Adult Primary Care Clinics: Internal Medicine, Family medicine and Women's Health Clinic plus any added clinics for 2013-2014 year.
  - An appropriate random sample of eligible patient visits on an on-going basis.
  - Responses gathered via a telephone survey.
  - Survey delivery in Spanish and English.
  - Target completion of four hundred (400) survey responses per year.
  - Production of one Total report per quarter with area comparison table of results by clinic.
  - Transmit monthly raw data in Excel format.

**ANNUAL SAFETY CULTURE SURVEY:**

- a. An annual fee of \$2,725.00 to include:
- Survey process management.
  - Responses gathered via web surveying over a three (3) week timeframe.
  - The standard AHRQ survey with no customization of inquiries will be used for surveying employees and leadership.
  - Optional service line breakout reports (by either job classification or department) are available upon request for an additional fee of \$175 per report.

**FEE SCHEDULE**

**THE JACKSON GROUP, INC.**

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- One Total report including Consultant's Commentary will be provided along with the AHRQ database comparisons.
- b. Raw data to be submitted in Excel spreadsheet(s) format at the conclusion of the survey.

**ANCILLARY DEPARTMENT SURVEY**

- a. An annual fee of \$1,750.00 plus \$12.25 per completed survey response to include:
  - On-going process management.
  - Customization and programming a new survey document – one time fee of \$1,280.00.
  - Translation of customized survey document in Spanish – one time fee: \$0.30 per word.
  - An appropriate random sample of patient visits on an on-going basis.
  - Responses gathered via telephone survey.
  - Survey delivery in Spanish and English.
  - Completion of one hundred (100) surveys per quarter.
  - Production of one Total report per quarter with area comparison table of results by department.
- b. Additional responses, beyond the one hundred (100) responses per quarter included in this agreement, are available for the same \$12.25 per completed response.
- c. Transmit monthly raw data in excel (xls) format.

**ADDITIONAL CLINCI SURVEY**

- a. An annual fee of \$1,750.00 plus \$12.25 per completed survey response with one hundred (100) per quarter as the number of targeted responses:
  - On-going process management.

**FEE SCHEDULE**

**THE JACKSON GROUP, INC.**

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- Consultant will use the CG-CAPS® SNI Variant survey tool.
  - Surveying conducted for clinics not currently surveyed under the DSRIP CG-CAHPS® survey process.
  - An appropriate random sample of patient visits on an on-going basis.
  - Responses gathered via telephone survey.
  - Survey delivery in Spanish and English.
  - Target completion of one hundred (100) survey responses per quarter.
  - Production of one Total report per quarter with area comparison table of results by clinic.
- b. Additional responses, beyond the one hundred (100) responses per quarter included in this agreement, are available for the same \$12.25 per completed response.
- c. Transmit monthly raw data in excel (xls) format.

**OPTIONAL WEEKLY COMMENT REPORTS**

- Production and transmission of one weekly comment report per service area to include H-CAHPS®, CG-CAHPS®, Additional Clinic Survey, and Ancillary Department Survey.
- A total of four (4) comment reports per week will be produced for a total annual fee of \$3,120.00.