

FORM APPROVED COUNTY COUNSEL  
 BY: GREGORY P. PRIAMOS  
 DATE: 10/17/2014

Departmental Concurrence

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

203



**FROM:** Riverside County Regional Medical Center

**SUBMITTAL DATE:**  
 October 16, 2014

**SUBJECT:** Approval of the Ninth Amendment with The Jackson Group [All District; \$51,685; Enterprise Funds]

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

1. Ratify and authorize the Chairman to execute the attached Ninth Amendment to the Professional Services Agreement with The Jackson Group to increase the maximum contract amount from \$44,180 to an amount not to exceed \$51,685 effective October 1, 2014 through December 31, 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.

*[Signature]*  
 Zareh H. Sarrafian, Hospital CEO

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 51,685	\$ 0	\$ 51,685	\$ 0	Consent 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: *[Signature]*  
 Debra Cournoyer  
 County Executive Office Signature

**MINUTES OF THE BOARD OF SUPERVISORS**

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

Ayes: Jeffries, Stone, Benoit and Ashley  
 Nays: None  
 Absent: Tavaglione  
 Date: November 24, 2014  
 xc: RCRMC, Purchasing

Kecia Harper-Ihem  
 Clerk of the Board  
 BY: *[Signature]*  
 Deputy

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

3-84

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

**FORM 11: Approval of the Ninth Amendment with The Jackson Group [All District; \$51,685; Enterprise Funds]**

**DATE:** October 16, 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 September 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 Best and Final Offer (BAFO) 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. And, on August 5, 2014; Agenda Item #3-34, the Board approved to extend the contract for an additional three months effective July 1, 2014 through September 30, 2014 to allow County Purchasing to competitively bid the service. On behalf of RCRMC, County Purchasing release Request for Proposal (RFP) MCARC-248. Five proposals were received and carefully evaluated. The evaluation team consisted of three hospital administration experts in the field. After a thorough review of all five proposals the evaluators determined two were most competent and offered the chance to submit their best and final offer as it pertains to cost.

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. Additionally, this extension time is to complete the Request for Proposal (RFP), Best and Final Offer (BAFO) negotiations and to allow time to transition to the new contractor as needed.

ZHS:ns

**NINTH 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, seventh amendment approved October 8, 2013, agenda item 2-9, and eighth amendment approved August 5, 2014, agenda item 3-34, 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 October 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.”

- 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 fifty one thousand six hundred eighty-five dollars (\$51,685).”

- 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 W. JACKSON  
Type or Print Name

\_\_\_\_\_  
Type or Print Title

Date: 10/15/14

COUNTY OF RIVERSIDE

By: 

JEFF STONE  
Type or Print Name  
**CHAIRMAN, BOARD OF SUPERVISORS**  
Type or Print Title

Date: NOV 24 2014

ATTEST:  
KECIA HAPPER-IHEM, Clerk  
By:   
DEPUTY

FORM APPROVED COUNTY COUNSEL  
BY:  DATE

NOV 24 2014 384