

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

March 11, 2025

FROM

ANDREW GOLDFRACH, ARMC Chief Executive Officer, Arrowhead Regional Medical Center

SUBJECT

Amendment to Contract with Professional Research Consultants, Inc. for Patient, Employee and Physician Engagement Surveys and Rounding Services

RECOMMENDATION(S)

Approve **Amendment No. 1 to Contract No. 23-1216** with Professional Research Consultants, Inc., for patient, employee and physician engagement surveys and rounding services, adding psychiatric inpatient experience survey services, and increasing the not-to-exceed contract amount by \$26,000 from \$2,249,625 to a not-to-exceed amount of \$2,275,625, with no change to the contract term of January 1, 2024 through December 31, 2028.

(Presenter: Andrew Goldfrach, ARMC Chief Executive Officer, 580-6150)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Provide for the Safety, Health and Social Service Needs of County Residents.

FINANCIAL IMPACT

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). The cost of \$26,000 is funded by State Medi-Cal, Federal Medicare, private insurances, and other departmental revenue. Funding sources may change in the future pending any legislative activity related to the repeal and/or replacement of the Affordable Care Act. Adequate appropriation and revenue have been included in the Arrowhead Regional Medical Center (ARMC) 2024-25 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

ARMC is required by the Centers for Medicare and Medicaid Services (CMS) to provide patients with satisfaction surveys, which measure items such as patient's satisfaction with medical care, hospital environment, and ease of making appointments or obtaining referrals. Professional Research Consultants, Inc. (PRC) administers the surveys in accordance with CMS guidelines. Feedback from the surveys allows ARMC to identify and improve patient care services and needs.

The amendment will add the Psychiatric Inpatient Experience (PIX) Survey and allow ARMC to administer to ARMC's Behavioral Health inpatients as required by CMS. This is the first time that the PIX survey will be administered to ARMC's Behavioral Health inpatients. The survey will gather important feedback from patients to assist ARMC's Behavioral Health Department to better understand patients' experiences and make meaningful improvements to patient care, enhance patient satisfaction, and ensure ARMC remains compliant with CMS standards.

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On November 14, 2023 (Item No. 17), as the result of solicitation No. ARMC123-ARMC-4873, the Board of Supervisors approved Contract No. 23-1216 with PRC for patient, employee and physician engagement surveys and rounding services, in the not-to-exceed amount of \$2,249,625, for the contract term of January 1, 2024 through December 31, 2028.

ARMC recommends the approval of this amendment for the safety, health and social needs of county residents by implementing the CMS required PIX Survey to gather important feedback from Behavioral Health inpatients.

PROCUREMENT

Not applicable.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Charles Phan, Supervising Deputy County Counsel, 387- 5455) on January 24, 2025; Purchasing (Veronica Pedace, Buyer III, 387-2464) on January 28, 2025; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on February 14, 2025; Finance (Jenny Yang, Administrative Analyst, 387-4884) on February 18, 2025; and County Finance and Administration (Valerie Clay, Deputy Executive Officer, 387-5423) on February 21, 2025.

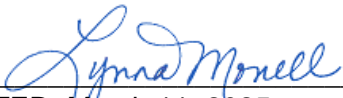
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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Joe Baca, Jr.
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: March 11, 2025



cc: ARMC - Goldfrach w/agree
 Contractor - c/o ARMC w/agree
 File - w/agree
CCM 03/12/2025