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Contract Number

23-1216 A-1

SAP Number

4400023850

Arrowhead Regional Medical Center

Department Contract Representative	Andrew Goldfrach
Telephone Number	(909) 580-6150
Contractor	Professional Research Consultants, Inc.
Contractor Representative	Molly Engebretson
Telephone Number	(800) 428-7455
Contract Term	January 1, 2024 through December 31, 2028
Original Contract Amount	\$2,249,625
Amendment Amount	\$26,000
Total Contract Amount	\$2,275,625
Cost Center	4200
Grant Number (if applicable)	N/A

AMENDMENT NO. 1

WHEREAS, San Bernardino County ("County") and Professional Research Consultants, Inc. ("Contractor") entered into a Contract ("Contract") with a term of January 1, 2024 through December 31, 2028 to provide Patient Experience and Employee and Physician Engagement Surveys and Rounding Services ("Services"); and

WHEREAS, the parties now desire to amend the Agreement to have Contractor provide additional services and to increase the not-to-exceed contract amount; and

NOW THEREFORE, effective as of the date this Amendment No. 1 is fully executed, the Contract is amended as follows:

1. Section B.1.1 of the Contract is hereby deleted in its entirety and replaced with the following:

B.1.1 Surveys

- a. Create and distribute multiple versions of an integrated survey tool that contains all standard Emergency Department, Inpatient HCAHPS, Medical Practice Group/Clinician and Group

Consumer CAHPS, Outpatient and Ambulatory Surgery CAHPS, In-Center Hemodialysis CAHPS, Child CAHPS survey questions and custom questions.

- b. Create electronic and handout versions of the Psychiatric Inpatient Experience (PIX) Survey tool containing all CMS required questions consistent with the CMS requirements for the administration of such surveys. Arrowhead Regional Medical Center shall be responsible for providing electronic devices or handout surveys and prepaid envelopes for distribution to patients to complete.
- c. Provide multiple wave surveying services to satisfy ARMC's participation requirements.
- d. Administer surveys in English and Spanish.
- e. Conduct surveys through the methodology and in the numbers set forth on Attachment A.
- f. Provide CMS compliant access to survey images.
- g. Provide transcription and rating of all comments. Comments shall be made available to patients/clients to the extent required by CMS.
- h. Provide a customized cover letter and logo for the surveys.
- i. Submit all required data for the PIX Survey to CMS in the timeframe and method required by CMS, including for the 2025 voluntary period.
- j. All surveys, including survey administration/methodology, timing/schedule of surveys and follow up, sample size, selection of recipients, requirements, and methodology shall comply with CMS and ARMC requirements, including those set forth in the CAHPS Hospital Survey - Quality Assurance Guidelines Version 16.0, In-center Hemodialysis CAHPS Survey - Survey Administration and Specifications Manual Version 8.0, Emergency Department Consumer Assessment of Healthcare Providers and Systems Survey Version 1.0 - Recommended Guidelines, Outpatient and Ambulatory Surgery CAHPS Survey - Protocols and Guidelines Manual Version 7.0, Guidelines for Using the CAHPS Clinician & Group Survey, Fielding the CAHPS Child Hospital Survey – Sampling Guidelines and Protocols, or their successor documents (where applicable).

2. Section F.1 is hereby deleted in its entirety and replaced with the following:

The maximum amount of payment under this Contract shall not exceed \$2,275,625, of which \$2,275,625 may be federally funded, and shall be subject to availability of other funds to the County. The consideration to be paid to Contractor, as provided herein, shall be in full payments for all Contractor's services and expenses incurred in the performance hereof, including travel and per diem.

3. The following is added to ATTACHMENT A – COST:

Survey Service Provided	Methodology	Fee
Psychiatric Inpatient Services and Related Services*	Electronic and handout options to ensure that there are at least 300 completed PIX surveys for each full calendar year	<u>Reporting Periods</u> October 1, 2025 – December 31, 2025: \$2,000 January 1, 2026 – December 31, 2026: \$8,000 January 1, 2027 – December 31, 2027: \$8,000 January 1, 2028 – December 31, 2028: \$8,000

4. **Full Force and Effect.** All other terms and conditions of the Contract remain in full force and effect.

5. **Capitalized Terms.** Any capitalized term used but not defined in this Amendment shall have the meaning given to it in the Contract.

6. **Counterparts.** This Amendment may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Contract. The parties shall be entitled to sign and transmit an electronic signature of this Amendment (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose

name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Amendment upon request.

SAN BERNARDINO COUNTY

▶ Dawn Rowe
Dawn Rowe, Chair, Board of Supervisors
MAR 11 2025

Dated: _____

SIGNED AND CERTIFIED THAT A COPY OF THIS DOCUMENT HAS BEEN DELIVERED TO THE CHAIRMAN OF THE BOARD

By Lynna Monell
Lynna Monell
Clerk of the Board of Supervisors
San Bernardino County
Deputy



PROFESSIONAL RESEARCH CONSULTANTS, INC.

(Print or type name of corporation, company, contractor, etc.)

By ▶ Joe M. Inguanzo, PhD
52576132E0C6137
(Authorized signature - sign in blue ink)

Name Joe M. Inguanzo, PhD
(Print or type name of person signing contract)

Title President and CEO
(Print or Type)

Dated: 1/28/2025

Address 11326 P Street, Omaha, NE 68137

FOR COUNTY USE ONLY

Approved as to Legal Form
▶ Bonnie Uphold
Bonnie Uphold, Supervising Deputy
County Counsel
Date 2/27/2025

Reviewed for Contract Compliance
▶ _____
Date _____

Reviewed/Approved by Department
▶ Andrew Goldfrach
Andrew Goldfrach, ARMC Chief Executive Officer
Date 2/27/2025