

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

July 27, 2021

FROM

WILLIAM L. GILBERT, Director, Arrowhead Regional Medical Center

SUBJECT

Amendment to Contract with Press Ganey Associates, Inc. for Patient, Employee, and Physician Satisfaction Survey Services

RECOMMENDATION(S)

Approve **Amendment No. 5 to Agreement No. 17-910** with Press Ganey Associates, Inc., for patient, employee, and physician satisfaction survey services, to update the survey methodology, add text message capability, and extend the contract for the one-month period from December 31, 2022 through January 31, 2023, for a total contract period of January 1, 2018 through January 31, 2023, with no change to the total contract amount of \$2,125,661. (Presenter: William L. Gilbert, Director, 580-6150)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Improve County Government Operations.

Operate in a Fiscally-Responsible and Business-Like Manner.

FINANCIAL IMPACT

Approval of the recommended agreement amendment with Press Ganey Associates, Inc. (Press Ganey) will not result in the use of Discretionary General Funding (Net County Cost). There are no costs associated with this amendment. Sufficient appropriation and revenue have been included in the Arrowhead Regional Medical Center (ARMC) 2021-22 budget and will be included in the 2022-23 recommended budget.

BACKGROUND INFORMATION

Arrowhead Regional Medical Center (ARMC) is required by the Centers for Medicare and Medicaid Services (Center) to provide patients with satisfaction surveys. Per guidelines issued by the Center, surveys must be conducted by an independent organization. ARMC contracts with Press Ganey Associates, Inc. (Press Ganey) to administer surveys in accordance with the Center's guidelines, and in a consistent and efficient manner. In addition, ARMC collects feedback through physician and employee satisfaction surveys to help assess the hospital's strengths and opportunities for improvement.

The recommended amendment will allow ARMC to update the survey methodology, slightly modify the period for survey, add text messaging capability to all patient satisfaction surveys, and extend the term of the agreement with Press Ganey to ensure sufficient time is provided to generate final reports and deliverables upon completion of all surveys. The amendment will provide ARMC with access to the most up to date tools to gain insight into patient experiences and the care received at the hospital and to improve service, quality, and safety.

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On December 19, 2017 (Item No. 7), as the result of a successful competitive procurement, the Board of Supervisors (Board) approved Agreement No. 17-910 with Press Ganey to provide patient, employee and physician satisfaction survey services, in the amount of \$1,735,314, for the period of January 1, 2018 through December 31, 2022, based on a competitive procurement.

On March 20, 2018 (Item No. 9), the Board approved Amendment No. 1 to Agreement No. 17-910 with Press Ganey, to increase the total contract amount by \$52,266, from \$1,735,314 to \$1,787,580, for patient, employee, and physician satisfaction survey services at ARMC, with no change to the contract term date of December 31, 2022.

On May 22, 2018 (Item No. 19), the Board approved Amendment No. 2 to Agreement No. 17-910 with Press Ganey, effective June 1, 2018, to revise an Addendum and to decrease the total contract amount by \$20, from \$1,787,580 to \$1,787,560 for patient, employee, and physician satisfaction survey services at ARMC, with no change to the contract term date of December 31, 2022.

On August 21, 2018 (Item No. 6), the Board approved Amendment No. 3 to Agreement No. 17-910 with Press Ganey, effective September 1, 2018, to change the survey methodology from mail to phone and the survey volume from 3100 mailings to 450 phone calls for pediatric inpatients, with no change to the total contract amount of \$1,787,560 or the contract period of January 1, 2018 through December 31, 2022.

On July 9, 2019 (Item No. 8), the Board approved Amendment No. 4 to Agreement No. 17-910 with Press Ganey, effective August 1, 2019, increasing the contract amount by \$338,101, from \$1,787,560 to \$2,125,661, increasing the number of providers by 100, from 151 to 251, in the physicians database maintained by Press Ganey, with no change to the contract period of January 1, 2018 through December 31, 2022.

PROCUREMENT

Purchasing supports approval of the recommended agreement amendment, based on a competitive procurement from Request for Proposal No. ARMC118-ARMC-2619 that resulted in a contract award to Press Ganey.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Charles Phan, Deputy County Counsel, 387-5455) on July 2, 2021; Purchasing Department (Ariel Gill, Buyer III, 777-0722) on July 7, 2021; Finance (Yael Verduzco, Administrative Analyst, 387-5285) on July 9, 2021; and County Finance and Administration (Matthew Erickson, County Chief Financial Officer, 387-5423) on July 12, 2021.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

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

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: July 27, 2021



cc: ARMC - Gilbert w/agree
 Contractor - C/O ARMC w/agree
 File - w/agree
CCM 07/27/2021