

County of Santa Clara
Santa Clara Valley Health & Hospital System
Santa Clara Valley Medical Center



90189

DATE: March 20, 2018

TO: Board of Supervisors

FROM: Paul E. Lorenz, Chief Executive Officer, SCVMC

SUBJECT: Fifth Amendment to Agreement with Professional Research Consultants, Inc.

RECOMMENDED ACTION

Approve Fifth Amendment to Agreement with Professional Research Consultants, Inc., relating to providing patient satisfaction and patient experience management system services increasing the maximum contract amount by \$629,250 from \$4,195,000 to \$4,824,250 and extending the agreement for a nine-month period through December 31, 2018, that has been reviewed and approved by County Counsel as to form and legality. An exception to Board of Supervisors Policy 5.4.5.4, Length of Term of Contracts, has been approved by the Office of Countywide Contracting Management.

FISCAL IMPLICATIONS

Approval of the recommended action would not require modification to the current Board approved budget for Santa Clara Valley Medical Center (SCVMC). The funds to support the agreement are included in the appropriation for services and supplies.

CONTRACT HISTORY

On December 18, 2012, the Board of Supervisors approved the Original Agreement with Professional Research Consultants, Inc. ("PRC") in an amount not to exceed \$4,195,000 for the period of January 1, 2013 through December 31, 2017.

On March 1, 2013, the Deputy County Executive pursuant to its delegated authority approved the First Amendment adding an exhibit that allows PRC the release of recordings to SCVMC. with no change to term and maximum County obligation.

On September 1, 2016, the Deputy County Executive pursuant to its delegated authority approved the Second Amendment to add an additional study and mandatory County provisions with no change to the term and maximum County obligation.

On November 1, 2017, the Deputy County Executive pursuant to its delegated authority approved the Third Amendment to add an additional study with no change to the term and

maximum County obligation.

On December 12, 2017, the Board of Supervisors approved the Fourth Amendment extending the term for a 3-month period through March 31, 2018 with no change to the maximum financial obligation.

REASONS FOR RECOMMENDATION

Pursuant to Board Policy 5.4.5.4, exceptions to the maximum five-year term of contracts must be approved by OCCM. Attached to this Legislative File is a copy of OCCM's approval of the exception.

Federal requirements for reimbursement of Medicaid expenses mandate that hospitals gather data on customer service and then track and trend the data. The current contract expired on December 31, 2017. A RFP process for these services was completed in October 2017. A 3-month extension to the existing contract with PRC was approved by the Board of Supervisors on December 12, 2017 to continue negotiations of a new contract and ensure that the collection and tracking of customer service data continued with no interruption in service through March 31, 2018. SCVMC is seeking approval of a 9-month extension to the current contract with PRC to continue working on the new contract and ensure that there is no interruption in the mandated service.

CHILD IMPACT

The recommended action will have no/neutral impact on children and youth.

SENIOR IMPACT

The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS

The recommended action will have no/neutral sustainability implications.

BACKGROUND

The services support SCVMC's quality management and customer service goals by providing the collection, analysis and evaluation of patient satisfaction and patient experience data at both the aggregate and unit specific level. The evaluation of patient satisfaction and patient experience data has enhanced the quality of services to patients and providers through better understanding of customer's expectations and the integration of survey results with quality improvement activities. SCVMC is able to evaluate the effectiveness of its services, assess trends over time, and compare its performance to other similar health care systems, which ultimately assists in the identification of areas for improvements and the implementation of intervention and system changes.

CONSEQUENCES OF NEGATIVE ACTION

Failure to approve this action may impact SCVMC's ability to collect patient satisfaction and patient experience data which would affect Delivery System Requirements Incentive Payment (DSRIP) payments for this data measure.

STEPS FOLLOWING APPROVAL

Upon approval, the Clerk of the Board will send one signed copy of the Amendment to SCVHHS – Contract Solutions Department, 2325 Enborg Lane, Suite 320, San Jose, CA 95128, Attn: Veronica Vargas Soliz.

LINKS:

- References: 89124 : 89124

ATTACHMENTS:

- Amend 5-Professional Research Consultants (PDF)
- Approval Request for a Beyond 5 Year Contract Term - PRC - with vvs edits 2.26.18 - APPROVED (PDF)