

RESOLUTION NO. .

BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

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RESOLUTION AUTHORIZING AN AGREEMENT WITH NATIONAL RESEARCH CORPORATION D/B/A NRC HEALTH TO PROVIDE PATIENT ENGAGEMENT SURVEYS AND RELATED SERVICES FOR THE TERM JANUARY 1, 2018, THROUGH DECEMBER 31, 2020, IN AN AMOUNT NOT TO EXCEED \$400,000

RESOLVED, by the Board of Supervisors of the County of San Mateo, State of California, that

WHEREAS, since 2007, San Mateo Medical Center (SMMC) has been using a third party vendor to comply with the US Centers for Medicare and Medicaid Services directive that hospitals and clinics administer satisfaction surveys to patients for the services they have received; and

WHEREAS, in July of 2017, SMMC completed a Request for Proposals for patient engagement surveys; and

WHEREAS, National Research Cooperation Health d/b/a NRC Health was chosen because of their real-time feedback solution that gives healthcare providers the ability to receive and take action on patient feedback within hours of each survey submission; and

WHEREAS, both parties wish to enter an agreement, for the term January 1, 2018 through December 31, 2020 to an amount not to exceed \$400,000; and

WHEREAS, this Board has been presented with a form of such agreement, has

examined and approved it as to both form and content, and desires to enter into it.

NOW, THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of this Board of Supervisors be and is hereby authorized and directed to execute said agreement for and on behalf of the County of San Mateo, and the Clerk of the Board shall attest the President's signature thereto.

BE IT FURTHER RESOLVED that the Chief of the Health System or designee is authorized to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

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