



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Health System



**Date:** October 21, 2014  
**Board Meeting Date:** January 6, 2014  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Jean S. Fraser, Chief, Health System  
Susan Ehrlich, MD, MPP, Chief Executive Officer, San Mateo Medical

**Subject:** Amendment to the agreement with Press Ganey Associates, Inc.

**RECOMMENDATION:**

Adopt a Resolution authorizing an amendment to the agreement with Press Ganey Associates, Inc. to provide healthcare performance surveys extending the term through December 31, 2016, and increasing the amount by \$250,000 to an amount not to exceed \$350,000.

**BACKGROUND:**

In 2007, the US Centers for Medicare and Medicaid Services (CMS) issued a directive that hospitals use a Hospital Consumer Assessment of Healthcare Providers and Systems to develop an ongoing program of patient satisfaction surveys. In addition, CMS also monitors patient satisfaction results for patients seen in a clinic through Clinician and Group Consumer Assessment of Healthcare Providers and Systems.

**DISCUSSION:**

On April 7, 2014, the Chief Executive Officer of the San Mateo Medical Center (SMMC) approved an agreement with Press Ganey to provide healthcare performance surveys. Under the current agreement, a sampling of inpatients seen at SMMC or its clinics receive a paper survey to rate their level of satisfaction with the quality of care that they received. SMMC expanded the scope of the current agreement to include eSurveys for patients seen in its clinics, resulting in a 27% increase in the number of survey responses received. This amendment will expand eSurveys to include all patients receiving treatment at SMMC's emergency department in addition to an eSurvey for staff engagement.

Press Ganey has been providing SMMC with healthcare performance surveys since 2007, and is a well-established provider of these services in the healthcare industry. SMMC believes it is in the best interest of the County for Press Ganey to continue to

provide these services to ensure consistency in the evaluation of the data provided. Therefore we are requesting a waiver of the Request for Proposals process.

The Resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The amendment and Resolution have been reviewed and approved by County Counsel as to form.

Approval of this amendment contributes to the Shared Vision 2025 outcome of a Healthy Community by benchmarking the services provided at SMMC to improve patient care. It is anticipated that the percent of patients responding to a healthcare performance survey will be 60%.

**PERFORMANCE MEASURE:**

Measure	FY 2013-14 Actual	FY 2014-15 Projected
Percent of patients responding to a healthcare performance survey	40%	60%

**FISCAL IMPACT:**

The term of the agreement is January 1, 2014 through December 31, 2016, in an amount not to exceed \$350,000. Funds in the amount of \$62,500 are included in the SMMC FY2014-15 Adopted Budget. Similar arrangements will be made in future years.

Expenses at SMMC are covered by fees for services or third-party payors whenever possible. The portion of expenses for services provided to the medically indigent or to those covered by programs that do not meet the full costs of care are covered by the County's General Fund contribution to SMMC, and are within the existing annual appropriation.