

RESOLUTION NO. .

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

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**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**

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

WHEREAS, in 2007, the Federal government's 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; and

WHEREAS, CMS also monitors patient satisfaction results for patients seen in a clinic through Clinician and Group Consumer Assessment of Healthcare Providers and Systems; and

WHEREAS, 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; and

WHEREAS, this amendment will expand the scope to include email surveys so that every patient receiving treatment in the emergency department will receive a survey electronically giving them an opportunity to comment on the quality of services they

received; and

WHEREAS, with eSurvey there has been a 27% increase in the number of survey responses received; and

WHEREAS, Press Ganey has been providing San Mateo Medical Center (SMMC) with healthcare performance surveys since 2007 and 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 to determine statistical benchmarks and is requesting the waiver of the Request for Proposals (RFP) process; and

WHEREAS, both parties wish to amend the agreement to extend the term through December 31, 2016, and to increase the amount by \$250,000 to an amount not to exceed \$350,000; and

WHEREAS, this Board has been presented with a form of such amendment, has examined and approved it as to both form and content, and desires to enter into it; and

WHEREAS, we request the RFP process for said Amendment is hereby waived.

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 amendment 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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