

**AMENDMENT NO. 1 TO AGREEMENT  
BETWEEN THE COUNTY OF SAN MATEO AND  
PRESS GANEY ASSOCIATES, INC.**

THIS AMENDMENT TO THE AGREEMENT, entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2014, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Press Ganey Associates, Inc., hereinafter called "Contractor";

W I T N E S S E T H:

WHEREAS, pursuant to Government Code, Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof;

WHEREAS, the parties entered into an Agreement for healthcare performance surveys services on April 7, 2014; and

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

**NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO  
AS FOLLOWS:**

1. Section 2 of the agreement **Contract Term** is amended to read as follows:

**2 Contract Term.** The term of this Agreement shall be from January 1, 2014, to December 31, 2016.

2. Section 3 of the agreement **Payments** is amended to read as follows:

**3 Payments.** In consideration of the services rendered in accordance with all terms, conditions, and specifications set forth herein and any Exhibit(s) or attachment(s) attached hereto, County shall make payment to Contractor in the manner specified herein and in Exhibit A. In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall total payment for services under this Agreement exceed THREE HUNDRED FIFTY THOUSAND DOLLARS (\$350,000).

3. Original Exhibit A is deleted and replaced with Revised Exhibit A, (rev. 12/09/14), a copy of which is attached to this amendment and incorporated into the agreement by this reference.

4. Section 24 of the Agreement is added to read as follows:

**24. Compliance with County Employee Jury Service Ordinance.** Contractor shall comply with Chapter 2.85 of the County's Ordinance Code, which states that a contractor shall have and adhere to a written policy providing that its employees, to the extent they live in San Mateo County, shall receive from the Contractor, on an annual basis, no fewer than five days of regular pay for jury service in San Mateo County, with jury pay being provided only for each day of actual jury service. The policy may provide that such employees deposit any fees received for such jury service with Contractor or that the Contractor may deduct from an employee's regular pay the fees received for jury service in San Mateo County. By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no employees in San Mateo County, it is sufficient for Contractor to provide the following written statement to County: "For purposes of San Mateo County's jury service ordinance, Contractor certifies that it has no employees who live in San Mateo County. To the extent that it hires any such employees during the term of its Agreement with San Mateo County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County's Ordinance Code."

5. **All other terms and conditions of the agreement dated April 7, 2014, between the County and Contractor shall remain in full force and effect.**

IN WITNESS WHEREOF, the parties hereto, by their duly authorized representatives, have affixed their hands.

COUNTY OF SAN MATEO


By: \_\_\_\_\_  
President, Board of Supervisors, San Mateo  
County

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
Clerk of Said Board

Press Ganey Associates, Inc.

  
\_\_\_\_\_  
Contractor's Signature

Date: 11-3-2014

**Exhibit A (rev. 12/09/14)**

**Agreement between the County of San Mateo and Press Ganey Associates, Inc.**

**1. Description of Services to be Performed by Contractor**

In consideration of the payments set forth in Section 2, **Amount and Method of Payment**, Contractor shall provide the following services:

1. Effective January 1, 2014 through December 31, 2016.
  - a. Develop, format, mail, receive, and analyze on an ongoing basis Inpatient satisfaction surveys of patients on the Medical/Surgical/ICU services at San Mateo Medical Center (SMMC) and present results of those surveys to SMMC. Where surveys include additional comments, Contractor will input and assess such additional comments.
  - b. Include in the survey all federally-mandated hospital satisfaction survey items under the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS).
  - c. The estimated number of surveys to be mailed annually is 2,167 for HCAHPS 1st wave mailing and 1,765 for HCAHPS 2nd wave mailing.
2. Effective January 1, 2014 through December 31, 2016.
  - a. Contractor will make arrangements for two SMMC staff to attend the annual National Client Conference. In addition, Contractor will mediate meetings with SMMC staff to discover ways to improve the Patient Experience.
3. Effective January 1, 2014 through December 31, 2016.
  - a. Develop, format, mail, receive, and analyze on an ongoing basis satisfaction surveys of patients on the Emergency Department services at San Mateo Medical Center (SMMC) and present results of those surveys to SMMC. Where surveys include additional comments, Contractor will input and assess such additional comments.
  - b. The estimated number of surveys to be mailed annually is 7,000 for Emergency Services
  - c. Volume for Emergency Department e-survey: unlimited email surveys. (effective January 1, 2015 through December 31, 2016)

4. Effective January 1, 2014 through December 31, 2016.
  - a. Develop, format, mail, receive, and analyze on an ongoing basis e-surveys of patients on the Medical Practice CGCAHPS at San Mateo Medical Center (SMMC) and present results of those surveys to SMMC. Where surveys include additional comments, Contractor will input and assess such additional comments.
  - b. The estimated number of surveys to be mailed annually is approximately 7,600 for Medical Practice
  - c. Volume for Medical Practice e-survey: unlimited email surveys.
5. Effective January 1, 2014 through December 31, 2016.
  - a. Develop, format, mail receive, and analyze the Medical Practices of Clinical Groups, Consumer Asset Health Provider System (CGCAHPS) surveys.
  - b. Annual mailing volume for the CGCAHPS of 3,642 surveys at \$1.99 per packet for the first wave and 2,512 surveys at \$1.63 per packet for the second wave mailing.
6. Effective January 1, 2015 through December 31, 2016.
  - a. Develop, format, mail receive, and analyze Employee Engagement surveys for up to 1,200 employees per annual survey as described in the Statement of Work attached hereto.

## **2. Amount and Method of Payment**

In consideration of the services provided by Contractor pursuant to Section 1, **Description of Services to be Performed by Contractor**, and subject to the terms of the Agreement, County shall pay Contractor based on the following schedule and terms:

1. Effective January 1, 2014 through December 31, 2016, for Inpatient (Medical/Surgical/ICU) services at SMMC
  - a. Contractor will be paid an annual contract fee of \$5,054.71 and an annual comments contract fee of \$3,108.14. The annual contract fee and the annual comments contract fee will be invoiced at the start of each contract year.
  - b. The estimated number of surveys to be mailed annually is 2,200 for HCAHPS 1st wave mailing and 1,800 for HCAHPS 2nd wave mailing.

1st Wave Mailing: Contractor will be paid at the rate of \$2.19 per survey mailed for the 1st wave mailing.

2nd Wave Mailing: Contractor will be paid at the rate of \$1.43 per survey mailed for the 2nd wave mailing of Health Plans (HCAHPS), when these are formalized.

2. Effective January 1, 2014 through December 31, 2016, for Emergency Department and Medical Practice, Contractor will print the survey, (approximately 7,000 for Emergency Services and approximately 7,600 for Medical Practice) including cover letters, business reply envelopes, and mailing at \$1.99 per packet. In addition, County will pay Contractor an annual Contract fee as follows:

- |                                  |                     |
|----------------------------------|---------------------|
| a. Emergency Department          | \$7,531.68 annually |
| b. Emergency Department Comments | \$4,126.72 annually |
| c. Medical Practice              | \$4,768.40 annually |
| d. Medical Practice Comments     | \$2,523.04 annually |

3. Effective January 1, 2014 through December 31, 2016, for Emergency Department and Medical Practice CGCAHPS eSurvey, County will pay Contractor an annual Contract fee as follows:

- |   |                     |
|---|---------------------|
| a. Emergency Department eSurvey<br>(effective January 1, 2015 through<br>December 31, 2016) | \$8,466.00 annually |
| b. Medical Practice CGCAHPS eSurvey   | \$6,742.43 annually |
| c. Medical Practice CGCAHPS eSurvey Comments  | \$5,516.53 annually |
| d. Medical Practice CGCAHPS eSurvey Processing  | \$2,335.04 annually |

4. Effective January 1, 2015 through December 31, 2016, for CGCAHPS

- a. Annual mailing volume for the CGCAHPS of 3,642 surveys at \$1.99 per packet for the 1st wave and 2,512 surveys at \$1.63 per packet for the 2nd wave mailing.

5. Effective January 1, 2015 through December 31, 2016, for Employee Engagement Survey, County will pay Contractor \$18,500 per annual survey for up to 1,200 employees as described in the Statement of Work attached hereto.

Contractor agrees that the requirements of this Agreement pertaining to the protection of proprietary rights and confidentiality shall survive termination of this Agreement.

## STATEMENT OF WORK

### San Mateo Medical Center Employee Survey 2015 and 2016

<u>Expected Start Date</u>	<u>Survey Administration Date</u>	<u>Expected Completion Date</u>
November 2014	January 2015	April 2015
November 2015	January 2016	April 2016

#### **Assessment Phase: Preparation, Planning, and Measurement**

- Project setup conference call with Press Ganey Account Manager and Advisor to ensure client team readiness, awareness of changes to any previous process, discuss roles and responsibilities, develop a promotion communication plan, and to plan the project timeline.
- Account Manager provides general promotional materials in PDF format for client's customization and use.
- Account Manager will assist client throughout project setup, survey design and layout, cover letter layout and customization, and determination of report preferences.
- Advisor to work with client's project leader to add questions to the survey in order to target specific organizational initiatives and/or provide for trending of previous data. Press Ganey does not recommend adding more than 10 questions to avoid survey fatigue and dilution of survey focus for action planning.
- Client provides Press Ganey with a formatted and finalized Employee data file which initiates the data collection and establishes organizational reporting structure. File provided in a standard importable format with required field structures as provided for in the data file template provided by account manager. File must be accurate and complete prior to the start of data collection.
- Survey implementation and data collection methodology over a three week time period for **1,200** Employees (+/-10%). **Methodology to include: Mail/Internet (3 Wave Paper/Online). Methodology may change based on input from Advisor and Account Manager if it will benefit client participation rates.**
- **Account Manager to provide response rates on a periodic basis throughout data collection.**
- **Bridging questions added to provide for transition to new survey tool for future employee survey projects.**

#### **Analysis Phase**

- Advisor to analyze organizational level data and segmented data to identify patterns, trends, key opportunities, and situations of best practices.
- Comment transcription for two (2) open-ended questions provided.
- To help protect confidentiality, respondent-identifying information will not be released. Comments will be delivered at the overall level only for each facility and posted to PaGER in a PDF file.



- Custom reporting is available for an additional fee. Custom reports are produced after the delivery of standard reports. Timing depends on quantity and complexity of the request.

#### **Recommendation Phase**

- Advisor to prepare and present a report of conclusions and recommendations at the organizational level. Advisor to provide an executive overview of analysis, conclusions and recommendations in collaboration with the client project leaders in a one (1) day onsite meeting; not to exceed 6 hours in presentations/meetings.
- Advisor to provide managers with Partnership Report training on how to interpret their report and how to develop a Collaborative Action Plan (included in one day onsite meeting).
- Additional consulting time can be purchased for an additional fee.
- Standard report posted on PG Online for all managers based on client preference

***Reasonable and customary expenses for travel, shipping and postage for additional mail waves, as well as additional services agreed upon via an addendum are additional and will be invoiced as incurred.***

*\*Based on an estimated number of Employees to be surveyed. If the actual number of Employees increases by more than 10%, the price is subject to change*

#### **STATEMENT OF WORK FACILITY BREAKDOWN**

*Please list all sites that will be using a separate survey and are to receive a report for that site.*

<b><u>Client #</u></b>	<b><u>Facility Name</u></b>	<b><u>Employees*</u></b>	<b><u>Price Per Project</u></b>
4855	San Mateo Medical Center	1,200	\$18,500

**The program fee will be billed in two installments per project. Client agrees to pay 50% of the Total Cost, to be invoiced after start of each engagement. The remaining balance will be invoiced upon completion of each project, or upon completion of Post-Project services.**