



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 24-342

Board Meeting Date: 5/7/2024

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Chester J. Kunnappilly, MD, Chief Executive Officer, San Mateo Medical Center

Subject: Agreement with NRC Health to Provide Patient Experience Assessment Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with NRC Health to provide patient experience assessment services for the term of April 1, 2024, through March 31, 2029, in an amount not to exceed \$750,000.

BACKGROUND:

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 in order to evaluate the services they have received. In December 2023, SMMC completed a Request for Proposals for patient experience assessment services.

DISCUSSION:

SMMC is recommending entering into a new agreement with NRC Health due to their experience with industry partners. NRC is being utilized by about 10,000 health care locations, including county hospitals nationwide. This allows SMMC to have a sizable comparable benchmark in its satisfaction survey scores. NRC is a Centers for Medicare and Medicaid Services (CMS) approved vendor and offers additional options, such as, real time surveys to support SMMC in learning about patients experience. Data is continuously monitored and there is an assigned representative to support SMMC's digesting and learning from the survey data. NRC also offers trainings and improvement tools to increase scores and meet benchmarks set by NRC and/or SMMC. NRC utilizes the Flesh-Kincaid grade level scale to ensure surveys are at a reading level for SMMC patients. In addition, NRC offers a multi-mode approach, SMS Text, Email, phone, and mail for completing surveys.

County Attorney has reviewed and approved the resolution and agreement as to form.

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

The Information Services Department has reviewed and approved the IT component of this agreement.

The County’s Contract Compliance Committee has approved a waiver request for a five-year term for this agreement.

This agreement is coming to this Board late due to protracted negotiations with NRC.

It is anticipated that 40% of patients will respond to a healthcare performance survey.

PERFORMANCE MEASURE:

Measure	FY 2023-24 Estimated	FY 2024-25 Projected
Percentage of patients that respond to a healthcare performance survey	40%	40%

FISCAL IMPACT:

The term of the agreement is April 1, 2024, through March 31, 2029. The amount of the agreement is not to exceed \$750,000 for the five-year term. Funds in the amount of \$37,500 are included in the SMMC FY 2023-24 Adopted Budget. Funds in the amount of \$150,000 will be included in the SMMC FY 2024-25 Recommended Budget. Similar arrangements will be made for future years.

The payment provisions and levels of services in this contract differ from that of the previous contract, due to a discount of the negotiated price with a longer duration. The total value of the new contract represents a 2% decrease compared to that of the previous contract.

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 is covered by the County’s General Fund contribution to SMMC and is within the existing annual appropriation.

ATTACHMENT:

RFP Matrix