



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 16-850

Board Meeting Date: 12/12/2017

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

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

**Subject:** Agreement with National Research Corporation d/b/a NRC Health to Provide Patient Engagement Surveys and Related Services

**RECOMMENDATION:**

Adopt a 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, to an amount not to exceed \$400,000.

**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.

**DISCUSSION:**

In July 2017, SMMC completed a Request for Proposals for patient engagement surveys. 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.

The agreement and Resolution have been reviewed and approved by County Counsel 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 this agreement.

The agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by providing real-time feedback from patients on the services they received at SMMC or its clinics. It is anticipated that 40% of patients will respond to a healthcare performance survey.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2016-17 Actual</b>	<b>FY 2017-18 Projected</b>
Percentage of patients responding to a healthcare performance survey	25%	40%

**FISCAL IMPACT:**

The term of the agreement is January 1, 2018, through December 31, 2020. The amount of the agreement is not to exceed \$400,000 for the three-year term. Funds in the amount of \$66,666 are included in the SMMC FY 2017-18 Adopted Budget. Funds in the amount of \$133,333 will be included in the SMMC FY 2018-19 Recommended Budget. Similar arrangements will be made for future years.

This contract represents a 14% increase compared to the agreement with the prior vendor. However, SMMC is anticipating a 400% increase in the number of annual patient surveys that will be distributed by the new vendor.

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.