



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 21-121

Board Meeting Date: 2/9/2021

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 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 March 1, 2021 through February 29, 2024, to an amount not to exceed \$460,000.

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 November 2020, SMMC completed a Request for Proposals for patient engagement surveys.

DISCUSSION:

National Research Cooperation Health d/b/a NRC Health was chosen because they are able to offer unlimited customization and the ability to survey all patient services.

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 the IT component of this agreement.

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

PERFORMANCE MEASURE:

Measure	FY 2020-21 Estimated	FY 2021-22 Projected
Percentage of patients responding to a healthcare performance survey	40%	40%

FISCAL IMPACT:

The term of the agreement is March 1, 2021 through February 29, 2024. The amount of the agreement is not to exceed \$460,000 for the 3-year term. Funds in the amount of \$51,111 are included in the SMMC FY 2020-21 Adopted Budget. Funds in the amount of \$153,333 are included in the SMMC FY 2021-22 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 utilizing the contractor’s unique feature, the Star Rating program, throughout the term of the contract. The total value of the new contract represents a 14% increase 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