



**Contra
Costa
County**

To: Board of Supervisors
From: William Walker, M.D., Health Services Director
Date: June 21, 2016

Subject: Approve Contract #26-724-5 with National Research Corporation (dba NRC Picker)

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County, Contract #26-724-5 with National Research Corporation (dba NRC Picker), a corporation, in an amount not to exceed \$150,000 to provide consulting and technical assistance on patient satisfaction through measurement and improvement surveys at Contra Costa Regional Medical Center and Contra Costa Health Centers (CCRMC) for the period from July 1, 2016 through June 30, 2017.

FISCAL IMPACT:

This Contract is funded 100% Hospital Enterprise Fund I. (No rate increase)

BACKGROUND:

In February 2015, the County Administrator approved and the Purchasing Services Manager executed Contract #26-724-4 with National Research Corporation (dba NRC Picker), for the provision of patient experience survey services, as required by the State of California Medicaid 1115 waiver at CCRMC. Services include but are not limited to: mail surveys for inpatient, outpatient clinics and emergency departments, with additional email and phone surveys for outpatient providers

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **06/21/2016** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: Candace Andersen, District II
Supervisor
Mary N. Piepho, District III
Supervisor
Karen Mitchoff, District IV
Supervisor
Federal D. Glover, District V
Supervisor

ABSENT: John Gioia, District I
Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: June 21, 2016

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Chris Heck, Deputy

Contact: Anna Roth,
925-370-5101

BACKGROUND: (CONT'D)

only, with the intent to survey 100% of patient visits for up to 125 providers, including physicians and nurse practitioners, for the period from July 1, 2015 through June 30, 2016. Approval of Contract #26-724-5 will allow the contractor to continue to provide survey services through June 30, 2017.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, survey services will not be performed by this Contractor and CCRMC will be out of compliance with California Medicaid 1115 Waiver requirements.

CHILDREN'S IMPACT STATEMENT:

Not applicable.