



**Contra
Costa
County**

To: Board of Supervisors
From: William Walker, M.D., Health Services Director
Date: July 18, 2017

Subject: Contract #26-724-6 with National Research Corporation (dba NRC Picker)

RECOMMENDATION(S):

Approve and authorize the Health Services Director, or his designee, to execute, on behalf of the County, Contract #26-724-6 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, 2017 through June 30, 2018.

FISCAL IMPACT:

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

BACKGROUND:

On June 21, 2016, the Board of Supervisors approved Contract #26-724-5 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 only, with the intent to survey 100% of

<input checked="" type="checkbox"/> APPROVE	<input type="checkbox"/> OTHER
<input checked="" type="checkbox"/> RECOMMENDATION OF CNTY ADMINISTRATOR	<input type="checkbox"/> RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **07/18/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V 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: July 18, 2017

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

By: June McHuen, Deputy

Contact: Anna Roth,
925-370-5101

BACKGROUND: (CONT'D)

patient visits for up to 125 providers, including physicians and nurse practitioners, for the period from July 1, 2016 through June 30, 2017.

Approval of Contract #26-724-6 will allow the contractor to continue to provide survey services through June 30, 2018.

CONSEQUENCE OF NEGATIVE ACTION:

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