



**Contra  
Costa  
County**

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: June 5, 2018

Subject: Contract #26-724-8 with National Research Corporation (dba NRC Picker)

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County, Contract #26-724-8 with National Research Corporation (dba NRC Picker), a corporation, in an amount not to exceed \$175,000 to provide consulting and technical assistance on patient satisfaction through measurement and improvement surveys at Contra Costa Regional Medical Center (CCRMC) and Health Centers for the period July 1, 2018 through June 30, 2019.

**FISCAL IMPACT:**

This contract is funded 100% by Hospital Enterprise Fund I. (Rate increase)

**BACKGROUND:**

On July 18, 2017, the Board of Supervisors approved Contract #26-724-6 (as amended by Amendment Agreement #26-724-7) with National Research Corporation (dba NRC Picker), to provide patient experience survey services as required by the State of California Medicaid 1115 Waiver Program at CCRMC. Services include mail surveys for inpatient, outpatient clinics and emergency departments, with the intent to survey 100% of patient visits for up to 125 providers, for the period from July 1, 2017 through June 30, 2018.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

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Action of Board On: **06/05/2018** ☒ 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: June 5, 2018

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

By: June McHuen, Deputy

Contact: Jaspreet Benepal,  
925-370-5741



BACKGROUND: (CONT'D)

Approval of Contract #26-724-8 will allow the contractor to continue to provide survey services, including additional transitional discharge calls to patients through June 30, 2019.

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.