



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: January 22, 2019

Subject: Contract #76-632 with Press Ganey Associates, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #76-632 with Press Ganey Associates, Inc., a corporation, in an amount not to exceed \$215,000, to provide consulting and technical assistance on patient satisfaction through measurement and improvement surveys at Contra Costa Regional Medical Center (CCRMC) and Contra Costa Health Centers for the period from January 1, 2019 through March 31, 2021.

FISCAL IMPACT:

This Contract is funded 100% by Hospital Enterprise Fund I.

BACKGROUND:

Under Contract #76-632, Contractor will provide patient experience survey services as required by the State of California Medicaid 1115 Waiver Program at CCRMC. Services include mail surveys for Inpatient and Outpatient Clinics and the Emergency Department at CCRMC, through March 31, 2021.

CONSEQUENCE OF NEGATIVE ACTION:

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **01/22/2019** ☒ 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: January 22, 2019

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

By: Laura Cassell, Deputy

Contact: Jaspreet Benepal,
925-370-5101

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.