



24-2048

**DATE:** February 6, 2024 (Item No. {{item.number}})

**TO:** Board of Supervisors

**FROM:** Paul Lorenz

**SUBJECT:** Fourth Amendment to Agreement with Professional Research Consultants, Inc.

### **RECOMMENDED ACTION**

Approve retroactive Fourth Amendment to Agreement with Professional Research Consultants, Inc., relating to providing patient satisfaction and patient experience surveys, increasing the maximum contract amount by \$1,325,000 from \$5,583,900 to \$6,908,900, and extending the Agreement for a 12-month period through December 31, 2024, that has been reviewed and approved by County Counsel as to form and legality. An exception to Board of Supervisors Policy 5.4.5.4, Length of Term of Contracts, has been approved by the Office of Countywide Contracting Management. (LA-1)

### **FISCAL IMPLICATIONS**

The recommended action, if approved, would not require modification to the Fiscal Year (FY) 2023-2024 Board-approved budget for Santa Clara Valley Healthcare (SCVH). Funds required to support the agreement are included in the service and supplies appropriations for SCVH.

### **CONTRACT HISTORY**

On June 13, 2017, Request for Proposal, Bid Number: RFP-HHS-FY17-0250 for Patient Satisfaction and Patient Experience Survey Services was released via BidSync.com. Professional Research Consultants, Inc. (PRC) was determined by the Evaluation Committee to be the best value to meet the County's requirements.

On January 15, 2019, the Board of Supervisors approved the Agreement with Professional Research Consultants, Inc. to provide patient satisfaction and patient experience surveys in an amount not to exceed \$4,195,000 for the period of January 1, 2019, to December 31, 2021, with two one-year extension options.

On July 15, 2019, the County Executive, pursuant to its delegated authority under the Board Resolution BOS-2018-110, approved the First Amendment increasing the maximum contract amount by \$550,000, from \$4,195,000 to \$4,745,000, with no change to the term of the Agreement.

On January 10, 2022, the County Executive, pursuant to its delegated authority under the Board

Resolution BOS-2021-56, approved the Second Amendment increasing the maximum contract amount by \$300,000, from \$4,745,000 to \$5,045,000, and increasing the term of the Agreement through December 31, 2022.

On October 2, 2023, the County Executive, pursuant to its delegated authority under the Board Resolution BOS-2022-64, approved the Third Amendment increasing the maximum contract amount by \$538,900 from \$5,045,000 to \$5,583,900, and increasing the term of the Agreement through December 31, 2023.

## **REASONS FOR RECOMMENDATION AND BACKGROUND**

Santa Clara Valley Healthcare (SCVH) requires the assistance of a contractor to perform patient satisfaction and experience surveys.

The Fourth Amendment to the PRC's Agreement relating to providing patient satisfaction and patient experience surveys is being presented to the Board of Supervisors for approval, increasing the maximum contract amount by \$1,325,000 from \$5,583,900 to \$6,908,900, and retroactively extending the agreement for a 12-month period from January 1, 2024 through December 31, 2024. The Contract Solutions Department and the Quality Department are currently working to release a new Request for Proposals ("RFP") for patient satisfaction and patient experience surveys. This Fourth Amendment represents a negotiated 15% reduction from the vendor's original proposal. The increase in maximum contract amount is due to increased fielded survey volume, additional surveys to meet newly mandated hospital outpatient department patient satisfaction and experience surveys, as well as the one-year extension of these services. Although retroactive agreements are discouraged, retroactive approval is being requested due to additional rate negotiations and contract finalization.

Professional Research Consultants Inc. has the required technology to allow SCVH to securely receive patient-recorded responses and survey data to allow for quality assessment and improvement. Approval of the Fourth Amendment is requested to maintain continuity in the performance of these required patient experience surveys and to satisfy federal requirements on collection and tracking of customer service data. PRC has performed this service since April 2007.

Federal requirements for reimbursement of Medicare and Medicaid expenses mandate that hospitals gather data on customer service and then track and trend the data. The services provided by PRC are necessary to meet the regulatory mandate of the Center for Medicare and Medicaid Services (CMS). The CMS mandated its providers to survey patients about their experiences when services are rendered. The Patient Experience Ratings performance is one of the four categories CMS uses to determine reimbursement rates. These services provided by PRC also help SCVH comply with collecting Sexual Orientation and Gender Identification (SOGI) data and data for the End Stage Renal Disease Quality Incentive Program (ESRD QIP). Additionally, CMS requires participants of the ESRD QIP to report on In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH CAPHS) as an assessment for their Patient and Family Engagement Domain. Finally, the services provided by PRC enables SCVH to abide to the data needs of the Healthcare Equality Index (HEI) survey, a national benchmark of healthcare facilities' practices related to the equity and inclusion of their LGBTQ+ patients.

These services support SCVH's quality management and customer service goals by providing the collection, analysis, and evaluation of patient satisfaction data at both the aggregate and unit-specific level. The evaluation of patient satisfaction data has enhanced the quality of services to patients and providers through a better understanding of customer expectations and the integration of survey results with quality improvement activities. SCVH is able to evaluate the effectiveness of its services, assess trends over time, and compare its performance to other similar healthcare systems, which ultimately leads to the identification of areas for improvement and the implementation of intervention and system changes.

### **CHILD IMPACT**

The recommended action will have no/neutral impact on children and youth.

### **SENIOR IMPACT**

The recommended action will have no/neutral impact on seniors.

### **SUSTAINABILITY IMPLICATIONS**

The recommended action will have no/neutral sustainability implications.

### **CONSEQUENCES OF NEGATIVE ACTION**

Failure to approve this action would lead to negative impact of SCVH's revenues. The services PRC provides are mandated by the CMS. The Patient Experience Ratings Performance is one of the four categories the CMS uses to determine reimbursement rates. Moreover, this would have direct negative implication on our Quality Incentive Program's revenues.

### **STEPS FOLLOWING APPROVAL**

Upon approval, the Clerk of the Board will notify Bruna Araujo and Adrian M. Garcia at [bruna.araujo@hhs.sccgov.org](mailto:bruna.araujo@hhs.sccgov.org) and [Adrian.m.garcia@hhs.sccgov.org](mailto:Adrian.m.garcia@hhs.sccgov.org), respectively.

### **ATTACHMENTS:**

- Agreement-Professional Research Consultants
- Agreement-Professional Research Consultants-Transmittal
- Amend 1- Professional Research Consultants
- Amend 2-Professional Research Consultants
- Amend 3-Professional Research Consultants
- Amend 4-Professional Research Consultants
- Amend 4-Professional Research Consultants-B5Y