

**SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION**

Contractor	<b>National Research Corporation</b>	Division/Section	<b>SFHN – Primary Care</b>
Address	<b>1245 Q St.</b>	Deputy Director	<b>Roland Pickens</b>
	<b>Lincoln Nebraska, 68508</b>	DPH Administrator	<b>Aiyana Johnson</b>
Contact	<b>Ben Allemann</b>	Program Administrator	<b>Robin George</b> Phone <b>415-581-2477</b>
	<b>Sr. Business Development Manager</b>	Contract Analyst	<b>Cindy Rivas</b> Phone <b>415-554-2832</b>

**Request for approval of a new contract with National Research Corporation, in the amount of \$190,680, to provide Real Time Survey services to patients and physicians of the Emergency Department of Zuckerberg General Hospital for the term of January 1, 2020 through December 31, 2020 (1 year).**

Profit     Non-Profit     LBE     RFP– Number: \_\_\_\_\_ Date: \_\_\_\_\_

New     Renewal     Mod     GPO     Sole Source

Number of years DPH has been doing business with this organization: 7+

<b><u>CONTRACT INFORMATION:</u></b>	<b><u>Prior Transaction</u></b>	<b><u>Proposed Transaction</u></b>	<b><u>Annualized Difference*</u></b>
	(new)	1/1/2020 – 12/31/2020	
<b>Funding Sources:</b>			
General Fund		\$170,250	\$170,250
<b>TOTAL DPH REVENUES</b>		\$170,250	\$170,250
12% Contingency Amount		\$20,430	\$20,430
<b>CONTRACT TOTAL</b>		\$190,680	\$190,680
<i>ANNUAL AMOUNT OF CONTRACT (estimate)</i>		\$170,250	\$170,250
Agency Funds		- \$0-	- \$0-
Contract FTE		N/A	N/A

**PROPOSED:**

<b>Mode(s) of Service &amp; Unit of Service Definition</b>	<b>No. Of Clients</b>	<b>No. of Unit</b>	<b>Program Cost (Quarterly)</b>
1 Quarter = 1 Unit of Service	_____ Duplicated		
Fixed fee amount (paid quarterly) for the term of the contract.	N/A Unduplicated		
Quarter 1 Survey Services		1	\$42,562.50
Quarter 2 Survey Services		1	\$42,562.50
Quarter 3 Survey Services		1	\$42,562.50
Quarter 4 Survey Services		1	\$42,562.50

**Explanation of Service Change and Variances:**

This is a new contract.

**Monitoring Report/Program Review & Follow-up:**

The contract will be monitored in accordance with all applicable Departmental procedures.

**Nondiscrimination and Cultural Competency:**

The Contractor will participate in applicable cultural competency requirements.

**Sole Source:**

Originally, in 2012, in response to the requirements of the Delivery System Reform Incentive Program (DSRIP), NRC was selected by ZSFG from a list of vendors provided by the California Association of Public Hospitals and Health Systems (CAPH) and the Safety Net Institute (SNI) to public hospitals to assist them in implementing DSRIP program requirements to collect and report on data regarding the patient experience. At that time, the service agreement was set-up and processed through a Purchase Order process and not as a professional services contract. The subject request is for approval of a new professional services contract with this vendor, with the proposed contract type in alignment with the recommendation of the City's Office of Contract Administration (OCA). Under the proposed contract, NRC will continue to provide "real-time" surveys, which are administered to patients at ZSFGH. The Department has a separate contract with a different vendor, selected through a competitive solicitation, to conduct follow-up patient surveys and DPH employee satisfaction surveys. Since this vendor does not have the ability to administer "real-time" surveys, it is necessary to retain the services of NRC for this mandatory service under the contracting authority of a sole source waiver.

At present, DPH is developing an RFP to replace the sole source authorization with a formal solicitation, and at the same time to respond to other survey services needed throughout the Department which have been identified in the wake of implementation of DPH's Department-wide Electronic Health Record (EHR) (Epic) system. This RFP will be published in calendar year 2020.

**Other Significant Issues:**

National Research Corporation d/b/a as NRC Health is a publicly traded company, incorporated in Wisconsin and founded in 1981. NRC Health offers various Patient Experience solutions. The Department will access the real time survey services to survey 90,000 patients of the Emergency Department and 300 Specialty and Primary Care providers.

NRC Health partners with organizations across the continuum of healthcare services. The Company's clients include integrated health systems, post-acute providers and payer organizations. Using its digital Voice of the Customer platform, DPH will be able to gain insights into what patients and staff think and feel about DPH's services in real-time, allowing DPH to build on its strengths and resolve service issues with greater speed and personalization.

**Listing of Board of Directors, Owners of 10% or More of the Firm, and Executive Director:**

Michael D. Hays, Chief Executive Officer and Director

Donald M. Berwick, Director

JoAnn M. Martin, Director

Barbara J. Mowry, Director

John N. Nunnally, Director

There are 5 board members. Board members serve a term of 3 years. There are no vacancies and there are no term limits for members.

**Recommendations:**

The Department recommends approval of this contract.