

SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	<u>Press Ganey Associates, Inc.</u>	Division/Section:	<u>Department Wide</u>
	<u>404 Columbia Pl.</u>	Director SFHN	<u>Roland Pickens</u>
Address	<u>South Bend Indiana 46601</u>	DPH Administrator:	<u>Baljeet Sangha</u>
		Program Manager:	<u>Baljeet Sangha</u> Phone <u>206-3821</u>
Contact	<u>Debra Jenkins</u>	Contract Analyst:	<u>Ron Rossi</u> Phone <u>554-2869</u>

Request for approval of a new contract with Press Ganey for the development and administration of patient and employee workforce experience survey services, in the amount of \$2,247,753 for the term of July 1, 2016 to June 30, 2022 (72 months).

Profit Non-Profit LBE RFP – Number: 21-2015 Date: 3/2016

New Renewal Mod Sole Source

Number of years DPH has been doing business with this organization: 0

<u>CONTRACT INFORMATION:</u>	<u>Prior</u>	<u>Proposed</u>	<u>Annualized</u>
	<u>Transaction</u>	<u>Transaction</u>	<u>Difference</u>
	(new)	7/1/2016 – 6/30/2022	

Note: The contract is for 72 months with a surveys completed over a 60 month period with 12 months to account for survey preparation, planning, and conversion to the new provider.

Funding Sources:			
General Funds		\$2,006,923	\$2,006,923
TOTAL DPH REVENUES		\$2,006,923	\$2,006,923
12% Contingency Amount		\$240,830	\$240,830
CONTRACT TOTAL		\$2,247,753	\$2,247,753
ANNUAL AMOUNT OF CONTRACT		\$334,487	\$334,487
Agency Funds		-\$0-	-\$0-
Contract FTE		N/A	N/A

PROPOSED:

Mode(s) of Service & Unit of Service Definition	No. of Clients		Number Of Units	Unit Cost (avg.)
	N/A	Duplicated		
	N/A	Unduplicated		
<u>Patient Experience SFDPH</u> (1 annual comprehensive survey = a yearly unit of service)				
Areas that will be surveyed: Inpatient with HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems), Outpatient Behavioral Health & Jail Services, Emergency Department, Home Health HH-CAHPS(Consumer Assessment of Healthcare Providers and Systems), Medical Practice, Population & MCAH (Maternal Child Adolescence Health), and Medical Practice CGCAHPS (Clinician and Group Consumer Assessment of Healthcare Providers and Systems) Primary Care			<u>5</u>	<u>\$306,088</u>
<u>Workforce Experience SFDPH -- Employees and Physicians</u> (1 annual comprehensive survey = a yearly unit of service)				
Employee Survey			<u>3</u>	<u>\$118,349</u>
Physician Survey			<u>3</u>	<u>\$37,143</u>
Project Expenses (estimated)				<u>\$10,000</u>

Explanation of Service Change and Variances:

These are new contracts.

Monitoring Report/Program Review & follow-up:

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

Nondiscrimination and Cultural Competency:

The Contractor will participate in applicable cultural competency requirements for the upcoming year.

Other Significant Issues:

The DPH wide Press Ganey contract will allow the DPH to collect and report on patient experience survey data throughout all the front, patient facing services DPH provides in the Population Health Division and SF Health Network. This will allow SFDPH to meet the key regulatory reporting requirements for patient experience data, as well as provide the measures required to influence the care experience improvement projects underway across the DPH. Additionally, this contract allows for the DPH to collect and report on workforce satisfaction experience survey data across the entire continuum of the workforce that is employed to meet the needs of the patients and clients of the DPH. Both sources of data will also allow for identification/correlation of staff and patient survey data to identify key indicators and drivers that connect the experience of both.

Incorporated in 1985, Press Ganey was one of the first companies to provide patient experience measurement services to the health care industry, and the first to provide comparative benchmarking to clients. Since then, we have broadened our reach to include expanded solutions, such as clinical quality, employee engagement, physician alignment, point of care feedback, patient-reported outcomes and nursing quality indicators.

Today, Press Ganey is owned entirely by Press Ganey Holdings, Inc. (NYSE: PGND), a publicly traded corporation on the New York Stock Exchange. Press Ganey comprehensive solutions that capture the patient, employee and physician voice and identify targeted improvement opportunities through advanced analytics and strategic advisory services. Press Ganey partners with more than 26,000 health care facilities from across the continuum of care — hospitals, medical practices, home health agencies and other providers — including 20,000 practice sites and over 50% of all U.S. hospitals.

Press Ganey has several remote business locations throughout the U.S., with the corporate headquarters co-located in South Bend, Indiana, Chicago and Boston. We have several business office locations in Charlotte, North Carolina; Baltimore, Maryland; Virginia Beach, Virginia; West Palm Beach, Florida; and Kansas City, Kansas.

Press Ganey was selected under RFP 21-2015.

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

Norman W. Alpert (Chairman)

Patrick T. Ryan

Leslie V. Norwalk

Ellen M. Zane

Andrew J. Cavanna

Ralph Snyderman, M.D.

Gregory S. Roth

The Bylaws state that the number of Directors shall initially be six however, that the number may be changed from time to time by a vote of a majority of the entire Board. There are currently no vacancies. Each Director holds office until the annual meeting or until his/her successor has been elected and qualified or until such director resigns or is removed

Recommendations:

The Department recommends approval of this contract.