

SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	National Research Corporation	Division/Section	SFHN – Primary Care
Address	1245 Q St.	Deputy Director	Roland Pickens
	Lincoln Nebraska, 68508	DPH Administrator	Aiyana Johnson
Contact	Ben Allemann	Program Administrator	Shannon Smith Phone 415-309-7213
	Sr. Business Development Manager	Contract Analyst	Arlene Lee Phone 415-793-4651

Request for approval of a new contract with National Research Corporation, in the amount of \$1,044,650, to provide patient and workforce experience surveys for the Department of Public Health (DPH) for the term of April 1, 2021 through March 31, 2022 (1 year).

Profit Non-Profit LBE RFQ– Number: 15-2020 Date: 6/2/2020
 New Renewal Mod GPO Sole Source

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

<u>CONTRACT INFORMATION:</u>	<u>Prior Transaction</u>	<u>Proposed Transaction</u>	<u>Annualized Difference*</u>
	(new)	4/1/2021 – 3/31/2022	
Funding Sources:			
General Fund		\$932,723	\$932,723
TOTAL DPH REVENUES		\$932,723	\$932,723
12% Contingency Amount		\$111,927	\$111,927
CONTRACT TOTAL		\$1,044,650	\$1,044,650
<i>ANNUAL AMOUNT OF CONTRACT (estimate)</i>		\$932,723	\$932,723
Agency Funds		- \$0-	- \$0-
Contract FTE		N/A	N/A

PROPOSED:

Mode(s) of Service & Unit of Service Definition	No. Of Clients	No. of Unit	Program Cost (Quarterly)
1 Year = 1 Unit of Service	_____ Duplicated		
Fixed fee amount (paid quarterly) for the term of the contract.	N/A Unduplicated		
Quarter 1 Survey Services		1	\$195,681
Quarter 2 Survey Services		1	\$195,681
Quarter 3 Survey Services		1	\$195,681
Quarter 4 Survey Services		1	\$195,680
Optional (Costs of adding an additional language to survey services, costs of going above the pricing volumes)			\$150,000

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.

Other Significant Issues:

National Research Corporation (NRC) will provide patient and workforce experience surveys for the Department of Public Health (DPH). In compliance with Center for Medicaid and Medicare Services, NRC will administer CAHPS patient experience surveys at Zuckerberg San Francisco General (ZSFG), Laguna Honda Hospital, Home at Health and Outpatient Dialysis. NRC will continue to administer "real-time" surveys throughout ambulatory care, providing DPH with the ability to obtain feedback via mixed mode (automated telephone calls, email or SMS text messages) in the City's threshold languages.

NRC will partner with HR to administer a DPH employee and provider engagement survey to continue the work that was initiated in 2019 with the last survey. The surveys are tools that will allow DPH to gain insights into what patients and staff think and feel about DPH's services, allowing DPH to build on its strengths and resolve service issues with greater speed and personalization.

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. 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.

National Research Corporation was selected under RFQ 15-2020.

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

Michael D. Hays, Chief Executive Officer

Donald M. Berwick, Director

JoAnn M. Martin, Director

John N. Nunnally, Director

There are 4 board members. Board members serve a term of 3 years. There is one current vacancy on the Board and there are no term limits for members.

Recommendations:

The Department recommends approval of this contract.