

**AMENDMENT #1 TO VENTURA COUNTY
CONTRACT #8424
To
PROVIDE PATIENT EXPERIENCE FEEDBACK SERVICES**

This Amendment No. 1 to Ventura County Contract No. 48424 (Contract) is entered into by and between the County of Ventura and National Research Corporation, effective December 1, 2023.

1. The Contract term is hereby extended through December 31, 2026.
2. Effective December 1, 2023, OAS CAHPS + RT outreach services are added for 2023, in the amount of \$565.42, increasing the not-to-exceed amount from \$400,292.27 to \$400,857.69 for the period December 1, 2023, through December 31, 2023.
3. Effective January 1, 2024, Exhibit A is replaced in its entirety with the attached "Exhibit A – 12.2023."

All other terms and conditions of the Contract, as amended, remain the same.

County of Ventura

Signature

Printed name

Title

Date

National Research Corporation

Authorized signature

Printed name

Title

Date

Authorized signature

Printed name

Title

Date

EXHIBIT A – 12.2023

NRC Health Human Understanding Program Solutions

Your membership includes the following Experience solution(s):

Real-time Patient Experience Feedback

☐ Inpatient ☒ Emergency Department ☐ Outpatient Services ☒ Medical Practice ☒ Urgent Care

CAHPS® Surveys

☒ HCAHPS ☒ OAS CAHPS ☐ Home Health CAHPS ☐ Hospice CAHPS
☐ ICH CAHPS ☐ ACO REACH CAHPS ☒ CAHPS for MIPS ☐ CG CAHPS

Contextual Outreach

Your membership includes the following Workforce Engagement solution(s):

☐ Workforce Engagement ☐ Workforce Engagement with Pulse ☐ Patient Safety Culture AHRQ

Your membership includes the following Community Insights solution(s):

☐ Community Insights ☐ Community Insights with Panel

Your membership includes the following Reputation solution(s):

☐ Star Ratings (With Comment Review) ☐ Reputation Monitoring ☐ Listings Management

<u>Membership Effective Date:</u>	<u>Annual Membership Fee:</u>
1/1/2024	\$321,388.39
1/1/2025	\$337,457.81
1/1/2026	\$354,330.70

Invoice Terms: Invoiced quarterly at start

Payment Terms: Net thirty (30) days from date of invoice

Billing Contact

Email: VCMC.Accountspayable@ventura.org

Phone Number: 805-677-5102

Additional Terms:

- Should there be a conflict between the terms of the most recent LOA and the associated Membership Subscription Agreement, the terms of the most recent LOA will take precedence.
- The pricing outlined in this LOA will expire if the LOA is not signed and returned within thirty (30) days of the date first stated in the LOA.
- This is a fixed fee, contracted price, based on estimated volumes noted in Exhibit A, and inclusive of the services noted in this LOA for the corresponding solution(s) purchased during the membership subscription term. Any changes in contract pricing will be applied on a prospective basis and credits will not be provided.
- The Annual Membership Fee and other pricing are not inclusive of any taxes.
- The Annual Membership Fee is subject to a 5% increase upon renewal.

- The Membership Effective Date and Annual Membership Fee are inclusive of an implementation period and related fees.
- Inclusion of the following description of Solution Capabilities is dependent on solutions purchased above.

World-Class Customer Service and Support

Implementation Team

- Responsible for the active management of welcoming (on boarding) new NRC Health customers, and guiding the implementation and integration processes through launch of the solution(s) purchased

Customer Success Team

- Responsible for helping customers maximize the value of NRC Health and achieve their business goals
- Responsible for user education and training
- Provides access to Best Practice Webinar Series, Regional Networking Events, invitation to annual NRC Health HUB conference (at Member's expense), and subscription to NRC Health e-newsletters, case studies, white papers, and industry notifications.
- Access to thought leadership, industry trends, best practices, and research insights

Customer Support Team

- Responsible for ongoing support to handle general questions and troubleshooting
- Available by email and phone, during business hours (8:30 am - 5 pm M-F for all US Continental Time Zones)

Patient Experience Solution Capabilities

Real-time Patient Experience Feedback

Connect to Understand what Matters

- Multi-modal, digital outreach to 100% of eligible patients. NRC Health provides required data field and formatting specifications. Industry best practice standard question sets by population with flexibility to customize, add, or delete questions. English and Spanish are standard languages. Additional languages may be purchased.
- Receive emailed alerts and create online workflow queues alerts for review and service recovery
- Drive Process Improvement with text analytics, dashboards, benchmarks, and persona-based scorecards, which provide your organization with aggregate insights needed to power process improvement initiatives. Skill-building videos curated from care team members across the country provide best practices and guidance. Subscriptions allow your users to receive timely information directly to their inbox to save time.

Powerful Analytics – delivering the information you need in a form you can use

- Access to secure online reporting based on user-level location access and permissions that allow for goal setting at individual provider and organization-wide levels.
- Natural Language Processing (NLP) and Machine Learning (ML)
- Service recovery, including emailed alerts and online workflow queues, contributes to personalized experiences, individually and at scale.
- Provider Scorecards with integrated skill-building videos
- Reports and Analytics to help drive improvement (Dept Summary, Trend, Score Summary, Benchmark, Participation, etc.)
- Raw data extracts and custom data views (upon request)
- Subscription capabilities to receive emailed reports directly to your inbox.

CAHPS®

Stay Compliant

- CMS compliant data collection and submission of mandated CAHPS® programs along with tools and resources to maximize reimbursement, support quality and safety efforts, and improve the experience.
- Magnet Recognition Program with ANCC-approved questions available across all service lines.

My Story

Personalize and Improve Care

- Understanding what matters to patients helps care teams provide appropriately tailored care. A clear, at-a-glance summary of this essential contextual information is integrated into clinical workflows – accessible in the EHR.
- Before a clinical experience, we can gather each patient's unique preferences via digital tools integrated into patient portals. Recruit patients and encourage continuous engagement in multiple ways (portal messages, appointment reminders, email/SMS, eCheck-in, QR codes, interface with experience surveys).

Community Insights Solution Capabilities

Community Insights

- Quality trusted insights that capture an outside-in perspective from a highly engaged digital audience
- Quickly and seamlessly bring the voice of the consumer into your strategic and operational decision-making right when you need it.
- Guidance to ensure the insights captured align with desired outcome
- Access to a comprehensive research library with over 200 completed studies
- NRC Health provides packaged analysis for each study
- Build your online community with an integrated opt-in invitation for outreach after each experience (requires NRC Health Experience subscription), a client provided list, or a procured panel.

Workforce Engagement Solution Capabilities

Workforce Engagement

- Email-to-web survey outreach with option to use standard mail-mode cover letter
- Standard question sets for Employee, Physician, Exit Surveys, and AHRQ Patient Safety Culture; with ability to add up to three custom questions
- English and Spanish languages supported
- Access to secure online reporting based on user-level location access and permissions
- Subscriptions, role-specific reports (standard), and raw data extracts or custom data views (upon request)
- Verbatim comments categorized with sentiment applied
- Executive results presentation with improvement planning and goal-setting support
- Benchmarks with national average and percentile rankings (employee and physician)
- Optional Pulse surveys with up to four (4) annual surveys via email in short-survey form with up to fifteen (15) questions developed with the NRC Health Team. *(May require additional fee)*
- Optional Patient Safety Culture AHRQ annual survey via email using core survey with up to three (3) custom questions. *(May require additional fee)*

Reputation Solution Capabilities

Star Ratings (with comment review)

Managed Services

- Automated integration with purchase of Real-time Patient Experience Feedback
- Secure data file transfer of customer experience survey results collected from a third-party
- Calculation rules support use of all customer experience surveys by individual providers or by locations
- Support for REST API and JavaScript Widget—Integrated with over 25 Content Management Systems
- Full API Export for data import to EDW (enterprise data warehouse)
- Profiles automatically activate to live on your website when n=30, and reverts off if dips below n=30 (configurable)
- Review Management
 - Preview Environment to review star ratings and reviews prior to public launch
 - Expire star ratings and reviews older than 12 months (configurable)
 - Schedule automated publishing of approved comments on specific days of the month (configurable)
 - Email notifications and alerts for basic statistics (delivered weekly or daily)
- NRC reviews all open-end comments against standard exclusion criteria
- Create custom groups to aggregate Star Ratings for select locations, departments, or specialties

Reporting and Analytics

- Access to secure online reporting based on user-level location access and permissions
- Qualitative Analytics using Natural Language Processing (ability to override)
- Provider Scorecards

Reputation Monitoring

- Monitor ratings and reviews of third-party review sites
- Dashboard and alerting
- Third-party review generation after experience outreach (requires Real-time Patient Experience subscription)

Listings Management

- Ongoing listings update to ensure accurate listing data
- Alerting of inconsistencies in your online listings
- Dashboard access to manage all your listings
- Requires Reputation Monitoring subscription

Real-time Patient Experience Feedback Scope				
	Unit of Measure	Maximum Number	Languages	Service Lines included
Hospital Based Surveys	Annual Patient Visits	90,000	English, Spanish	Emergency Department
Medical Practice Surveys	Provider	400	English, Spanish	Medical Practice, Urgent Care

CAHPS® Compliance Scope				
CAHPS® Survey Type	Reporting Unit	Number of Reporting Units	Languages	Methodology
HCAHPS	CCN	1	English, Spanish	Mail
OAS CAHPS	TIN	1	English, Spanish	Mixed Mode as defined by CMS
CAHPS for MIPS	CCN	1	English, Spanish	Mixed Mode as defined by CMS

Additional Notes
Included in this contract: Annual HUB pass (formerly Symposium): 2