

AMENDMENT #2
To Ventura County Contract #8424
to
Provide Patient Feedback Experience Services

This Amendment No. 2 to Ventura County Contract No. 8424 (Contract) is entered into by and between the County of Ventura and **National Research Corporation**, effective January 1, 2025.

1. Effective January 1, 2025, HCAHPS Phone Outreach Methodology services are added for 2025, in the amount of \$6,000 per contract year, increasing the not-to-exceed amount from \$337,458 to \$343,458 for the period January 1, 2025, through December 31, 2025.

2. Effective January 1, 2026, HCAHPS Phone Outreach Methodology services are added for 2025, in the amount of \$6,000 per contract year, increasing the not-to-exceed amount from \$354,331 to \$360,331 for the period January 1, 2026, through December 31, 2026.

3. HCAHPS Phone Outreach Services

a. National Research Corporation (NRC) will sample approximately 400-450 County patients each month.

b. The patients that we are sampling have the following eligibility criteria:

(i) Eighteen (18) years or older at the time of admission

(ii) Admission includes at least one overnight stay in the hospital. An overnight stay is defined as an inpatient admission in which the patient's admission date is different from the patient's discharge date. The admission need not be 24 hours in length. For example, a patient had an overnight stay if he or she was admitted at 11:00 PM on Day 1 and discharged at 10:00 AM on Day 2. Patients who did not have an overnight stay should not be included in the sample frame (e.g., patients who were admitted for a short period of time solely for observation; patients admitted for same day diagnostic tests as part of outpatient care).

(iii) Non-psychiatric MS-DRG/principal diagnosis at discharge

(iv) Alive at the time of discharge

4. HCAHPS patients will be sampled on a weekly basis and starting with 1/1 encounters they will follow Web-Mail-Phone methodology included below. Once the phone calls begin, they will receive up to 5 live phone calls.

Day	Web-Mail-Phone
1	Email 1 st Invitation
4	Email 2nd Invitation
6	Mail Survey
28	Begin phone calls
49	End data collection

5. All HCAHPS data will be securely housed NRC's Catalyst Portal, where County can access it at any time. This will ensure visibility, access, and ease of use for ongoing monitoring and analysis. NRC will generate reports including Stoplight reports, Comment reports, or On Demand reports that breakdown the data in both quantitative and qualitative ways.

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

County of Ventura

Signature

Printed Name

Title

Date

National Research Corporation

Signature

Printed Name

Title

Date

Signature

Printed Name

Title

Date

* If a corporation, this Agreement must be signed by two specific corporate officers. The first signature must be either the (1) Chief Executive Officer, (2) Chairman of the Board, (3) President, or any (4) Vice President. The second signature must be the (a) Secretary, an (b) Assistant Secretary, (c) the Chief Financial Officer or Treasurer, or (d) Assistant Treasurer.

In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signatory to bind the company for this Agreement.