

**SUMMARY OF REQUEST**

**DATE:** December 15, 2021

**FACILITY:** System Wide

**PROGRAM/PRODUCT LINE:** Quality and Performance Improvement

**REQUEST:** Approve entering into a new Statement of Work with Press Ganey for a 3-year term with a two 1-year options for renewal.

**PURPOSE:** Press Ganey collaborates and assists Broward Health in collecting and analyzing numerous data systems required to satisfy regulatory requirements. Press Ganey is a strategic partner aligning process and data to improve outcomes in Patient Engagement, Staff Engagement, and Clinical Quality results.

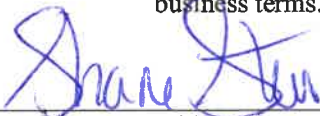
**CAPITAL REQUIRED:** \$0

**FISCAL IMPACT:**

FY22	\$639,398
FY23	\$652,186
FY24	\$665,230
FY25	\$678,535
FY26	\$692,105

**BUDGET STATUS:** Budgeted Fiscal Year 2022 and yearly thereafter.

**LEGAL REVIEW:** The contract is subject to General Counsel's review and approval as to legal form and conditioned on no material changes in the approved business terms.

**APPROVED:**   
Shane Strum, President/CEO

**DATE:** 12/15/21

**MEMORANDUM**

**TO:** Board of Commissioners  
**FROM:** Shane Strum, President/Chief Executive Officer  
**DATE:** December 15, 2021  
**SUBJECT:** Enter new Press Ganey Statement of Work

**BACKGROUND**

Press Ganey has been a Broward Health collaboration and strategic partner since 2016. All Broward Health patient and employee survey data is performed and contained within the Press Ganey System. The new agreement provides system wide standardization for multiple Press Ganey components utilized by Broward Health.

**ACTION/PROJECT DESCRIPTION**

Requesting approval for a Statement of Work with Press Ganey for a 3-year term with a two 1-year options for renewal. The Statement of Work will include the Patient Experience- HCAHPS survey process component.

**FINANCIAL/BUDGETARY IMPACT**

FY22	\$639,398
FY23	\$652,186
FY24	\$665,230
FY25	\$678,535
FY26	\$692,105

Annual cost varies depending on the year of employee engagement surveys.

**JUSTIFICATION**

Press Ganey is a strategic partner aligning process and data to improve outcomes in Patient Engagement, Staff Engagement, and Clinical Quality results. The new Statement of Work standardizes service line activities.

**STAFF RECOMMENDATION**

**Therefore, it is requested that the Board of Commissioners of the North Broward Hospital District authorize the District to enter into a new Statement of Work with Press Ganey for a contract term not to exceed five (5) years and not exceed an amount greater than \$700,000 per year.**