

San Francisco Department of Public Health  
MONITORING REPORT SUMMARY

Provider: NorCal Medical Temps

Program Reviewed: Par Diam Pharmacy Registry Personnel

Site: SFGH, Jail Services & LHH

Date of Visit:

Date of Report: July 29, 2010

Review Period: 07/01/2009 - 6/30/2010

Shared Contract Amount: \$1,700,000

Program/Contract Manager: Sharon Kotabe

DPH Review Team (leader first): David Woods, Fred Horn, Baotram Nguyen

Program/Contractor Representatives: Bryan Medlin and Kristina Glaves

Program Rating:

4 = Commendable/Exceeds Standards

3 = Acceptable/Meets Standards

2 = Improvement Needed/Below Standards

1 = Unacceptable

Categories Rated:

3 Program Performance

3 Program Compliance

3 Client Satisfaction

Sub Categories Reviewed:

Program Performance

Program Compliance

Client Satisfaction

Timeliness of Response

Services - Pharmacy Personnel  
(Compliance to City &  
County Requirements)

Customer Service

Quality and Quantity of Work

Order Fill Rate

Problems and Grievances

Pharmacy Personnel  
(Professionalism)

Timeliness of Invoices

**Contractor: NorCal Medical Temps  
FY 09-10**

**PROGRAM PERFORMANCE (Performance indicators per contract)**

**Order for Services – Timeliness of Response**

**Rating: 3.0**

- ◆ Once having received the request for services, the contractor must acknowledge the request for services, either positively or negatively, within:
  - a) Seventy-two hours (72) hours from receipt of the request, when the request is placed 10 working days or more prior to the required commencement date of those services. If contractor cannot confirm within 72 hours that the request can be met, the Pharmacy Manager may call an alternate vendor. *(Contractor provides timely response at all sites.)*
  - b) Twenty four (24) hours from receipt of the request, when the request is placed between the sixth and tenth working days prior to the required commencement date of those services. If contractor cannot confirm within 24 hours that the request can be met, the Pharmacy Manager may call an alternate vendor. *(Contractor provides timely response at all sites.)*
  - c) Twelve (12) hours from receipt of the request, when the request is placed between the second and fifth working days prior to the required commencement date of those services. If contractor cannot confirm within 12 hours that the request can be met, the Pharmacy Manager may call an alternate vendor. *(Contractor provides timely response at all sites.)*

**Services - Quality and Quantity of Work**

**Rating: 3.0**

- ◆ Contractor shall provide pharmacy personnel in accordance with the minimum qualifications outlined in the contract and such registry personnel shall ensure the quality and quantity of work is consistently high and meets or exceeds the industry standards for accuracy, thoroughness, neatness, and timeliness. *(Contractor has been successful in matching experienced, qualified individuals with departmental needs at SFGH.)*

**Services – Pharmacy Personnel**

**Rating: 3.0**

- ◆ Contractor must provide the following services in a professional and diligent manner and at the highest level of industry standards, specifically pharmacists with excellent communication and interpersonal skills. *(Contractor has been successful in matching experienced, qualified individuals with departmental needs at SFGH.)*

Contractor: NorCal Medical Temps  
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**PROGRAM COMPLIANCE - Compliance indicators per contract**

**Services - Pharmacy Personnel**

**Rating: 3.0**

Contractor shall provide pharmacy personnel in accordance with the minimum qualifications outlined in the contract and such registry personnel shall also:

- ◆ Provide a copy of license (Pharmacist/Pharmacist Intern) or Registration (Pharmacy Tech) with resume on first day of work in addition to any other documents.
- d) Provide proof of negative TB (tuberculosis) test or obtain and pass TB test from SFGH Employee Health prior to first day of work as well as any other immunizations required by the Department of Public Health. If testing is performed by SFGH, contractor shall be billed for test, x-ray, etc. *(Contractor meets standards.)*

**Order for Services - Fill Rate**

**Rating: 3.0**

- ◆ Contractor shall fill each request for service placed as described in the contract under ORDER FOR SERVICES on page 3 as follows:

95% or better of each request described in (a) and (b);

90% or better of each request described in (c);

*(Contractor has met or exceeded fill rate standards at all sites when given > 5 days notice.  
Contractor has occasionally been unable to fill requests at SFGH when given < 6 days notice.)*

Contractor: NorCal Medical Temps  
FY 09-10

**CLIENT SATISFACTION – Client satisfaction indicators per contract**

**Customer Service**

Rating: 3.25

- ◆ The contractor is pleasant and responsible when taking requests for services.

**Services – Problems and Grievances**

Rating: 3.0

- ◆ The Department has the right to approve or disapprove of any persons sent by any contractor in response to orders for services. This shall include such areas as quality assurance, patient safety and care issues, and professional performance. Any questions arising pertaining to personnel performance for Pharmacists shall be settled by the CHN Director of Pharmaceutical Services whose decision shall be final. *(Contractor has been adept at resolving problems and grievances at SFGH).*

**Payment – Timeliness of Invoices**

Rating: 3.0

- ◆ Daily time collection sheets (DCTS) will be faxed to contractor from the appropriate Pharmacy location. Contractor will format invoice to match daily time collection sheet. A copy of the DTCS will be stapled to the Invoice.

