



**Hazel Hawkins**  
MEMORIAL HOSPITAL

**REGULAR MEETING OF THE FACILITIES AND FINANCE COMMITTEE  
SAN BENITO HEALTH CARE DISTRICT  
911 SUNSET DRIVE, HOLLISTER, CALIFORNIA  
MONDAY, APRIL 20, 2026 - 4:30 P.M.  
SUPPORT SERVICES BUILDING, 2<sup>ND</sup> FLOOR – GREAT ROOM**

*San Benito Health Care District is a public agency that serves as a responsive, comprehensive health care resource for its patients, physicians and the community.*

1. Call to Order
  
2. Update on Current Projects
  - Project Dashboard – March 2026
  
3. Review Financial Updates
  - Financial Statements – March 2026
  - Finance Dashboard – March 2026
  - Supplemental Payments – March 2026
  - Cashflow Statement YTD March 2026
  
4. Consider Recommendation for Board Approval of Amendment to Agreement with Press Ganey Associates, LLC.
  - Report
  - Committee Questions
  - Motion/Second
  
5. Consider Recommendation for Board Approval of First Amendment to Pharmacy Agreement with Cardinal Health.
  - Report
  - Committee Questions
  - Motion/Second

6. Public Comment

This opportunity is provided for members of the public to make a brief statement, not to exceed three (3) minutes, on matters within the jurisdiction of this District Board **Committee**, which are not on this agenda.

7. Adjournment

The next Facilities and Finance Committee meeting is scheduled for **Monday, May 25, 2026 at 4:30 p.m.**

The complete Facilities and Finance Committee packet, including subsequently distributed materials and presentations, is available at the Facilities and Finance Committee meeting and in the Administrative Offices of the District. All items appearing on the agenda are subject to action by the Facilities and Finance Committee. Staff and Committee recommendations are subject to change by the Facilities and Finance Committee.

Notes: Requests for a disability-related modification or accommodation, including auxiliary aids or services, to attend or participate in a meeting should be made to District Administration during regular business hours at 831-636-2673. Notification received 48 hours before the meeting will enable the District to make reasonable accommodations.

# APR 2026 Project Dashboard - Facilities

Project Name	Purpose	Start Date	Go Live	Duration	Status	Priority	Key Stakeholder	Role	Update
*Lab Phase 2	Analyzer Replacement	6/1/2024	5/12/2026	710	In Progress	High	Bernadette Enderez	Lab/Radiology Director	Phase 2B has started, starting to coordinate with ABBOTT for analyzer installation.
*Lab Remodel	Lab Phase 3/4: Remodel	3/1/2026	TBD		Ongoing		Bernadette Enderez	Lab/Radiology Director	Architectural proposal has been signed. Planning meetings will resume with design anticipated to take duration of '26. Bidding and construction not until 2027.
*OR Rebuild	Updating OR per OSHPD Requirements	11/20/2024	12/31/2026	771	In Progress	High	Mendi Suber-Ventura	Director of Surgical Services	CDPH waiver has been extended until JAN 2027.
*Sterilizer Replacement	Installation of new AMSCO 400 48 SD equipment for Sterile Processing Department	9/16/2025	11/1/2026	411	In Progress	High	Mendi Suber-Ventura	Director of Surgical Services	Bid awarded, scheduling started with architect and general contractor

# APR 2026 Project Dashboard - Facilities

*Seismic	Upgrade to Meet HCAI Seismic Compliance & Safety Standards	11/1/2025	1/1/2033	Ongoing	High	Jorge Ramirez	Director of Emergency Management; Security; Life Safety; EVS; Engineering	Projects have been submitted to HCAI for review. Geotech work for soil sampling to aid in seismic desing expected to happen early '26. MT/CAP could happen fall '26 or early '27.
*Imaging Trailer Pad Make Ready	Treanor to help when MP starts	10/1/2025	TBD	In Progress	Medium	Bernadette Enderz	Lab/Radiology Director	Architectural proposal approved. Pending HCAI design submission and contractor pricing
*Verkoda	Security / SSO + Door Access	3/11/2025	TBD	In Progress	High	Jorge Ramirez	Director of Emergency Management; Security; Life Safety; EVS; Engineering	Pre-Construction work has been finished. Planning internal database build and scheduling for final card reader installation
*HUGS/Securitas	Infant Security	4/12/2024	5/1/2026	In Progress	High	Jac Fernandez	Senior Director of Acute Care Services	Securitas performing location optimization and planning go-live dates to be onsite.
*ED Helipad	System is an AFFF system and no longer allowed in CA. Is required to be phased out due to being a hazardous chemical.	5/27/2025	7/1/2026	In Progress	High	Jorge Ramirez	Director of Emergency Management; Security; Life Safety; EVS; Engineering	Regular (\$) project has been approved. General contractor has started mobilization.

# APR 2026 Project Dashboard - Facilities

*Northside SNF Kitchen Flooring	Replace kitchen and storage flooring at the Northside SNF	1/1/2026	TBD	In Progress	High	Jaylee Davison	Interim Director of Nursing – (SNF)	HCAI project approved, pending county permit and Internal Logistics planning ongoing
Physical Therapy Clinic Remodel	Expanding current location to help with ongoing demand	6/1/2025	TBD	On Hold	Medium	Jun Estrada	Director of Physical Therapy	Looking to perform feasibility study of the new location
Focus Sports Therapy	Renovate and expand Focus sports therapy clinic	7/1/2025	TBD	On Hold	Medium	Jorge Ramirez	Director of Emergency Management; Security; Life Safety; EVS; Engineering	Working with architects on schematic design.
<b>Totals</b>								

TASK STATUS %		COUNT	%
Not Started		0	0%
In Progress		8	67%
Overdue		0	0%
On Hold		2	17%
Ongoing		2	17%
Completed		0	0%
<b>TOTAL</b>		<b>12</b>	<b>100%</b>

  

PROJECT PRIORITY %		COUNT	%
High		8	73%
Medium		3	27%
Low		0	0%
<b>TOTAL</b>		<b>11</b>	<b>100%</b>

estimated go-live  
planned go live



San Benito Health Care District

## San Benito Health Care District

A Public Agency  
911 Sunset Drive  
Hollister, CA 95023-5695  
(831) 637-5711

April 20, 2026

### CFO Financial Summary for the District Board:

For the month ending March 31, 2026, the District's Net Surplus (**Loss**) is \$430,056 compared to a budgeted Surplus (**Loss**) of \$1,573,863. The District was under budget for the month by \$1,143,807.

YTD as of March 31, 2026, the District's Net Surplus (**Loss**) is \$9,845,965 compared to a budgeted Surplus (**Loss**) of \$8,687,289. The District is exceeding its budget YTD by \$1,158,676.

Acute discharges were 113 for the month, under budget by 71 discharges, 39%. The ADC was 11.13 compared to a budget of 16.56. The ALOS was 3.05. The acute I/P gross revenue was under budget by **\$1.6 million** or **21%** while O/P services gross revenue was under budget by **\$1.2 million** or **4%**. ER I/P visits were 92 and ER O/P visits exceeded budget by 56 visits or 2%. The RHCs & Specialty Clinics treated 4,201 (includes 719 visits at the Diabetes Clinic) and 1,163 visits respectively.

**Other Operating** revenue exceeded budget by **\$631,306** due mainly to:

- 1) \$332,717 than budgeted from CCAH including grants for physician recruiting.
- 2) \$188,160 in additional QIP funds for PY 7, CY 2024.

**Operating Expenses** were under budget by **\$56,926** due mainly to: overages in Registry of \$282,110, and Professional Fees of \$168,713 being offset by savings in Salaries & Wages Expense of \$130,977 and Employee Benefits of \$247,977.

**Non-operating Revenue** was slightly under the budget by \$3,610 a loss in investment income.

The SNFs ADC was **90.48** for the month. The Net Surplus (**Loss**) is \$430,713 compared to a budget of \$100,240. YTD, the Net Surplus (**Loss**) is \$2,803,741 exceeding the budget by \$1,927,727.

HAZEL HAWKINS MEMORIAL HOSPITAL - COMBINED  
HOLLISTER, CA 95023  
FOR PERIOD 03/31/26

	CURRENT MONTH			YEAR-TO-DATE			
	ACTUAL 03/31/26	BUDGET 03/31/26	PERCENT VARIANCE	ACTUAL 03/31/26	BUDGET 03/31/26	PERCENT VARIANCE	PRIOR YR 03/31/25
GROSS PATIENT REVENUE:							
ACUTE ROUTINE REVENUE	2,721,419	3,940,491	(1,219,072) (31)	30,723,006	31,207,859	(484,853) (2)	29,683,207
SNF ROUTINE REVENUE	2,119,830	2,092,500	27,330 1	18,218,976	18,495,000	(276,025) (2)	17,859,060
ANCILLARY INPATIENT REVENUE	3,552,504	3,883,504	(331,000) (9)	34,285,819	38,460,143	(4,174,324) (11)	37,953,705
HOSPITALIST/PEDS I/P REVENUE	112,871	0	112,871 0	1,460,414	0	1,460,414 0	0
TOTAL GROSS INPATIENT REVENUE	8,506,624	9,916,495	(1,409,871) (14)	84,688,215	88,163,002	(3,474,787) (4)	85,495,972
ANCILLARY OUTPATIENT REVENUE	33,125,821	34,441,325	(1,315,504) (4)	282,003,549	276,818,066	5,185,483 2	262,372,846
HOSPITALIST/PEDS O/P REVENUE	84,233	0	84,233 0	956,107	0	956,107 0	0
TOTAL GROSS OUTPATIENT REVENUE	33,210,054	34,441,325	(1,231,271) (4)	282,959,656	276,818,066	6,141,590 2	262,372,846
TOTAL GROSS PATIENT REVENUE	41,716,679	44,357,820	(2,641,142) (6)	367,647,871	364,981,068	2,666,803 1	347,868,818
DEDUCTIONS FROM REVENUE:							
MEDICARE CONTRACTUAL ALLOWANCES	12,487,997	12,184,740	303,257 3	103,140,567	98,860,302	4,280,265 4	92,717,914
MEDI-CAL CONTRACTUAL ALLOWANCES	11,739,472	11,563,698	175,774 2	98,761,903	93,777,014	4,984,889 5	89,387,563
BAD DEBT EXPENSE	1,006,487	1,106,676	(100,189) (9)	6,723,730	9,196,301	(2,472,571) (27)	5,990,209
CHARITY CARE	29,422	35,029	(5,607) (16)	401,746	283,850	117,896 42	316,819
OTHER CONTRACTUALS AND ADJUSTMENTS	4,210,132	5,410,227	(1,200,095) (22)	44,532,938	43,865,020	667,918 2	41,315,435
HOSPITALIST/PEDS CONTRACTUAL ALLOW	(33,397)	0	(33,397) 0	112,833	0	112,833 0	0
TOTAL DEDUCTIONS FROM REVENUE	29,440,112	30,300,370	(860,258) (3)	253,673,716	245,982,487	7,691,229 3	229,727,939
NET PATIENT REVENUE	12,276,566	14,057,450	(1,780,884) (13)	113,974,156	118,998,581	(5,024,425) (4)	118,140,879
OTHER OPERATING REVENUE	1,892,080	1,260,774	631,306 50	17,795,653	10,647,701	7,147,952 67	8,295,499
NET OPERATING REVENUE	14,168,646	15,318,224	(1,149,578) (8)	131,769,809	129,646,282	2,123,527 2	126,436,378
OPERATING EXPENSES:							
SALARIES & WAGES	5,513,596	5,682,181	(168,585) (3)	48,110,838	49,640,133	(1,529,355) (3)	45,121,310
REGISTRY	834,859	525,384	309,475 59	6,236,434	4,728,459	1,507,975 32	4,728,023
EMPLOYEE BENEFITS	2,266,709	2,532,858	(266,149) (11)	21,592,622	21,925,229	(332,608) (2)	19,542,769
PROFESSIONAL FEES	1,816,271	1,647,848	168,423 10	16,266,180	14,805,169	1,461,011 10	13,863,192
SUPPLIES	1,287,119	1,293,567	(6,448) (1)	11,629,938	11,547,855	82,083 1	9,856,162
PURCHASED SERVICES	1,380,733	1,412,372	(31,639) (2)	12,182,672	12,232,324	(49,652) 0	11,836,156
RENTAL	160,957	169,962	(9,005) (5)	1,608,699	1,528,002	80,697 5	1,454,240
DEPRECIATION & AMORT	347,333	315,203	32,130 10	3,076,351	2,836,824	239,527 8	2,852,750
INTEREST	5,913	19,417	(13,504) (70)	264,775	176,798	87,977 50	423,530
OTHER	510,541	534,620	(24,079) (5)	4,751,034	4,996,919	(245,885) (5)	4,051,035
TOTAL EXPENSES	14,124,031	14,133,412	(9,381) 0	125,719,543	124,417,772	1,301,771 1	113,729,166
NET OPERATING INCOME (LOSS)	44,615	1,184,812	(1,140,197) (96)	6,050,266	5,228,510	821,756 16	12,707,211

HAZEL HAWKINS MEMORIAL HOSPITAL - COMBINED  
HOLLISTER, CA 95023  
FOR PERIOD 03/31/26

	CURRENT MONTH			PRIOR YR			YEAR-TO-DATE			
	ACTUAL 03/31/26	BUDGET 03/31/26	POS/NEG VARIANCE	PERCENT VARIANCE	PRIOR YR 03/31/25	ACTUAL 03/31/26	BUDGET 03/31/26	POS/NEG VARIANCE	PERCENT VARIANCE	PRIOR YR 03/31/25
NON-OPERATING REVENUE\EXPENSE:										
DONATIONS	24,191	20,000	4,191	21	13,143	494,155	180,000	314,155	175	226,594
PROPERTY TAX REVENUE	248,434	248,434	0	0	241,122	2,235,906	2,235,906	0	0	2,170,098
GO BOND PROP TAXES	181,114	181,114	0	0	175,915	1,630,022	1,630,026	(4)	0	1,583,233
GO BOND INT REVENUE\EXPENSE	(61,114)	(61,114)	0	0	(65,081)	(550,022)	(550,026)	4	0	(585,733)
OTHER NON-OPER REVENUE	15,866	16,399	(533)	(3)	16,656	142,137	147,591	(5,454)	(4)	147,663
OTHER NON-OPER EXPENSE	(17,317)	(17,407)	90	(1)	(22,650)	(166,183)	(199,343)	33,160	(17)	(245,600)
INVESTMENT INCOME	(5,733)	1,625	(7,358)	(453)	701	9,684	14,625	(4,941)	(34)	13,078
COLLABORATION CONTRIBUTIONS	0	0	0	0	0	0	0	0	0	0
TOTAL NON-OPERATING REVENUE/(EXPENSE)	385,441	389,051	(3,610)	(1)	359,805	3,795,699	3,458,779	336,920	10	3,309,333
NET SURPLUS (LOSS)	430,056	1,573,863	(1,143,807)	(73)	657,701	9,845,965	8,687,289	1,158,676	13	16,016,544
EBIDA	\$ 674,706	\$ 1,786,473	\$ (1,111,767)	(62.23)%	\$ 884,737	\$ 12,008,499	\$ 10,643,456	\$ 1,365,043	12.82%	\$ 18,117,394
EBIDA MARGIN	4.76%	11.66%	(6.90)%	(59.16)%	6.72%	9.11%	8.21%	0.90%	11.00%	14.33%
OPERATING MARGIN	0.31%	7.73%	(7.42)%	(95.93)%	2.26%	4.59%	4.03%	0.56%	13.85%	10.05%
NET SURPLUS (LOSS) MARGIN	3.04%	10.27%	(7.24)%	(70.45)%	5.00%	7.47%	6.70%	0.77%	11.50%	12.67%

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HAZEL HANKINS MEMORIAL HOSPITAL - ACUTE FACILITY  
HOLLISTER, CA 95023  
FOR PERIOD 03/31/26

	CURRENT MONTH			PRIOR YR			YEAR-TO-DATE			
	ACTUAL 03/31/26	BUDGET 03/31/26	POS/NEG VARIANCE	PERCENT VARIANCE	PRIOR YR 03/31/25	ACTUAL 03/31/26	BUDGET 03/31/26	POS/NEG VARIANCE	PERCENT VARIANCE	PRIOR YR 03/31/25
GROSS PATIENT REVENUE:										
ROUTINE REVENUE	2,721,419	3,940,491	(1,219,072)	(31)	2,970,467	30,723,006	31,207,859	(484,853)	(2)	29,683,207
ANCILLARY INPATIENT REVENUE	3,006,269	3,490,183	(483,914)	(14)	2,989,837	30,171,531	35,056,080	(4,884,549)	(14)	34,589,572
HOSPITALIST I/P REVENUE	112,871	0	112,871		0	1,460,414	0	1,460,414		0
TOTAL GROSS INPATIENT REVENUE	5,840,559	7,430,674	(1,590,115)	(21)	5,960,304	62,354,951	66,263,939	(3,908,988)	(6)	64,272,779
ANCILLARY OUTPATIENT REVENUE	33,125,821	34,441,325	(1,315,504)	(4)	30,750,981	282,003,549	276,818,066	5,185,483	2	282,372,846
HOSPITALIST O/P REVENUE	84,233	0	84,233		0	956,107	0	956,107		0
TOTAL GROSS OUTPATIENT REVENUE	33,210,054	34,441,325	(1,231,271)	(4)	30,750,981	282,959,656	276,818,066	6,141,590	2	282,372,846
TOTAL GROSS ACUTE PATIENT REVENUE	39,050,613	41,871,999	(2,821,386)	(7)	36,711,285	345,314,607	343,082,005	2,232,602	1	326,645,625
DEDUCTIONS FROM REVENUE ACUTE:										
MEDICARE CONTRACTUAL ALLOWANCES	12,153,183	11,896,604	256,579	2	10,954,187	100,399,573	96,400,510	3,999,063	4	90,329,570
MEDI-CAL CONTRACTUAL ALLOWANCES	11,776,311	11,462,946	313,365	3	10,615,376	98,981,539	92,886,496	6,095,043	7	88,662,390
BAD DEBT EXPENSE	1,005,388	1,101,676	(96,288)	(9)	298,395	6,744,671	9,151,301	(2,406,630)	(26)	5,956,405
CHARITY CARE	29,422	35,029	(5,607)	(16)	16,750	397,089	283,850	113,239	40	255,380
OTHER CONTRACTUALS AND ADJUSTMENTS	4,171,469	5,374,991	(1,203,522)	(22)	4,630,715	44,261,424	43,554,604	706,820	2	41,079,163
HOSPITALIST\PEDS CONTRACTUAL ALLOW	(33,397)	0	(33,397)		0	112,833	0	112,833		0
TOTAL ACUTE DEDUCTIONS FROM REVENUE	29,102,376	29,871,246	(768,870)	(3)	26,515,423	250,897,129	242,276,761	8,620,368	4	226,281,908
NET ACUTE PATIENT REVENUE	9,948,238	12,000,753	(2,052,515)	(17)	10,195,862	94,417,478	100,805,244	(6,387,766)	(6)	100,363,717
OTHER OPERATING REVENUE	1,785,693	1,260,774	524,919	42	764,142	16,838,170	10,647,701	6,190,469	58	8,295,499
NET ACUTE OPERATING REVENUE	11,733,930	13,261,527	(1,527,597)	(12)	10,960,004	111,255,649	111,452,945	(197,297)	0	108,659,216
OPERATING EXPENSES:										
SALARIES & WAGES	4,428,751	4,559,728	(130,977)	(3)	4,271,051	38,609,336	39,796,717	(1,187,381)	(3)	35,840,401
REGISTRY	758,270	476,160	282,110	59	542,376	5,631,174	4,285,440	1,345,734	31	4,284,598
EMPLOYEE BENEFITS	1,770,379	2,018,356	(247,977)	(12)	1,717,606	16,841,401	17,406,210	(564,809)	(3)	15,200,419
PROFESSIONAL FEES	1,814,061	1,645,348	168,713	10	1,337,160	16,246,290	14,782,669	1,463,621	10	13,843,302
SUPPLIES	1,158,704	1,195,199	(36,495)	(3)	935,740	10,595,083	10,675,513	(80,430)	(1)	8,990,659
PURCHASED SERVICES	1,240,555	1,307,836	(67,281)	(5)	1,086,771	11,171,859	11,310,731	(138,872)	(1)	10,948,228
RENTAL	149,813	162,046	(12,233)	(8)	151,360	1,455,307	1,454,538	769	0	1,380,077
DEPRECIATION & AMORT	306,353	276,162	30,191	11	275,710	2,713,817	2,485,455	228,362	9	2,501,057
INTEREST	5,913	19,417	(13,504)	(70)	124,300	264,775	176,798	87,977	50	423,530
OTHER	453,849	483,322	(29,473)	(6)	450,099	4,189,165	4,435,461	(246,296)	(6)	3,562,430
TOTAL EXPENSES	12,086,648	12,143,574	(56,926)	(1)	10,892,173	107,718,206	106,809,532	908,674	1	96,970,702
NET OPERATING INCOME (LOSS)	(352,718)	1,117,953	(1,470,671)	(132)	67,832	3,537,443	4,643,413	(1,105,970)	(24)	11,688,514

HAZEL HAWKINS MEMORIAL HOSPITAL - ACUTE FACILITY  
 HOLLISTER, CA 95023  
 FOR PERIOD 03/31/26

	ACTUAL			CURRENT MONTH			PRIOR YR			YEAR-TO-DATE			PRIOR YR			
	03/31/26	BUDGET	POS/NEG	03/31/26	POS/NEG	VARIANCE	03/31/25	PERCENT	VARIANCE	03/31/26	BUDGET	POS/NEG	VARIANCE	03/31/25	PERCENT	VARIANCE
NON-OPERATING REVENUE\EXPENSE:																
DONATIONS	24,191	20,000	4,191	21	13,143	494,155	180,000	314,155	175	226,594						
PROPERTY TAX REVENUE	211,194	211,194	0	0	204,954	1,900,746	1,900,746	0	0	1,844,586						
GO BOND PROP TAXES	181,114	181,114	0	0	175,915	1,630,022	1,630,026	(4)	0	1,583,233						
GO BOND INT REVENUE\EXPENSE	(61,114)	(61,114)	0	0	(65,081)	(550,022)	(550,026)	4	0	(585,733)						
OTHER NON-OPER REVENUE	15,866	16,399	(533)	(3)	16,656	142,137	147,591	(5,454)	(4)	147,663						
OTHER NON-OPER EXPENSE	(13,457)	(13,548)	91	(1)	(17,602)	(121,940)	(155,100)	33,160	(21)	(191,046)						
INVESTMENT INCOME	(5,733)	1,625	(7,358)	(453)	701	9,684	14,625	(4,941)	(34)	13,078						
COLLABORATION CONTRIBUTIONS	0	0	0	0	0	0	0	0	0	0						
TOTAL NON-OPERATING REVENUE/(EXPENSE)	352,061	355,670	(3,609)	(1)	328,685	3,504,781	3,167,862	336,919	11	3,038,375						
NET SURPLUS (LOSS)	(657)	1,473,623	(1,474,280)	(100)	396,517	7,042,224	7,811,275	(769,051)	(10)	14,726,889						

EHAZEL HAWKINS SKILLED NURSING FACILITIES  
 HOLLISTER, CA  
 FOR PERIOD 03/31/26

	CURRENT MONTH			PRIOR YR			YEAR-TO-DATE		
	ACTUAL 03/31/26	BUDGET 03/31/26	POS/NEG VARIANCE	PERCENT VARIANCE	PRIOR YR 03/31/25	BUDGET 03/31/26	POS/NEG VARIANCE	PERCENT VARIANCE	PRIOR YR 03/31/25
GROSS SNF PATIENT REVENUE:									
ROUTINE SNF REVENUE	2,119,830	2,092,500	27,330	1	2,078,340	18,495,000	(276,025)	(2)	17,859,060
ANCILLARY SNF REVENUE	546,235	393,321	152,914	39	497,771	3,404,063	710,226	21	3,364,133
TOTAL GROSS SNF PATIENT REVENUE	2,666,065	2,485,821	180,244	7	2,576,111	21,899,063	434,201	2	21,223,193
DEDUCTIONS FROM REVENUE SNF:									
MEDICARE CONTRACTUAL ALLOWANCES	334,814	288,136	46,678	16	411,038	2,459,792	281,202	11	2,388,344
MEDI-CAL CONTRACTUAL ALLOWANCES	(36,839)	100,752	(137,591)	(137)	(60,821)	890,518	(1,110,155)	(125)	726,174
BAD DEBT EXPENSE	1,099	5,000	(3,901)	(78)	38,960	45,000	(65,941)	(147)	33,803
CHARITY CARE	0	0	0	0	0	4,656	4,656		61,438
OTHER CONTRACTUALS AND ADJUSTMENTS	38,663	35,236	3,427	10	(13,794)	310,416	(38,902)	(13)	236,272
TOTAL SNF DEDUCTIONS FROM REVENUE	337,737	429,124	(91,387)	(21)	375,383	3,705,726	(929,139)	(25)	3,446,031
NET SNF PATIENT REVENUE	2,328,329	2,056,697	271,632	13	2,200,728	18,193,337	1,363,340	8	17,777,162
OTHER OPERATING REVENUE	106,387	0	106,387	0	0	957,483	957,483	0	0
NET SNF OPERATING REVENUE	2,434,716	2,056,697	378,019	18	2,200,728	18,193,337	2,320,823	13	17,777,162
OPERATING EXPENSES:									
SALARIES & WAGES	1,084,845	1,122,453	(37,608)	(3)	1,111,590	9,501,502	(341,974)	(4)	9,280,908
REGISTRY	76,589	49,224	27,365	56	79,434	605,259	162,240	37	443,425
EMPLOYEE BENEFITS	496,330	514,502	(18,173)	(4)	484,107	4,519,019	232,202	5	4,342,350
PROFESSIONAL FEES	2,210	2,500	(290)	(12)	2,210	19,890	(2,610)	(12)	19,890
SUPPLIES	128,416	98,368	30,048	31	99,637	872,342	162,513	19	865,503
PURCHASED SERVICES	140,178	104,536	35,642	34	96,060	1,010,814	89,221	10	891,927
RENTAL	11,144	7,916	3,228	41	16,519	153,392	73,464	109	74,163
DEPRECIATION	40,980	39,041	1,939	5	39,509	362,535	11,166	3	351,693
INTEREST	0	0	0	0	0	0	0	0	0
OTHER	56,692	51,298	5,394	11	41,598	561,869	411	0	488,605
TOTAL EXPENSES	2,037,383	1,989,838	47,545	2	1,970,663	18,001,337	393,097	2	16,758,465
NET OPERATING INCOME (LOSS)	397,332	66,859	330,473	494	230,064	2,512,823	1,927,726	330	1,018,697
NON-OPERATING REVENUE\EXPENSE:									
DONATIONS	0	0	0	0	0	0	0	0	0
PROPERTY TAX REVENUE	37,240	37,240	0	0	36,168	335,160	0	0	325,512
OTHER NON-OPER EXPENSE	(3,859)	(3,859)	0	0	(5,048)	(44,243)	0	0	(54,554)
TOTAL NON-OPERATING REVENUE/(EXPENSE)	33,381	33,381	0	0	31,120	290,917	0	0	270,958
NET SURPLUS (LOSS)	430,713	100,240	330,473	330	261,185	2,803,741	1,927,727	220	1,289,655

HAZEL HAWKINS MEMORIAL HOSPITAL  
 HOLLISTER, CA  
 For the month ended 03/31/26

	CURR MONTH 03/31/26	PRIOR MONTH 02/28/26	POS/NEG VARIANCE	PERCENTAGE VARIANCE	PRIOR YR 06/30/25
CURRENT ASSETS					
CASH & CASH EQUIVALENT	40,597,910	36,736,689	3,861,221	11	46,670,217
PATIENT ACCOUNTS RECEIVABLE	70,223,737	70,466,228	(242,491)	0	66,556,290
BAD DEBT ALLOWANCE	(7,158,372)	(6,641,794)	(516,578)	8	(7,062,672)
CONTRACTUAL RESERVES	(41,999,892)	(42,698,635)	698,743	(2)	(40,404,377)
OTHER RECEIVABLES	11,681,935	10,385,883	1,296,052	13	4,952,401
INVENTORIES	5,041,909	5,035,972	5,937	0	4,981,471
PREPAID EXPENSES	2,444,902	2,733,584	(288,682)	(11)	2,599,584
DUE TO\FROM THIRD PARTIES	(181,860)	(181,860)	0	0	(181,860)
TOTAL CURRENT ASSETS	80,650,269	75,836,067	4,814,202	6	78,111,054
ASSETS WHOSE USE IS LIMITED					
BOARD DESIGNATED FUNDS	6,492,371	8,076,013	(1,583,642)	(20)	5,666,884
TOTAL LIMITED USE ASSETS	6,492,371	8,076,013	(1,583,642)	(20)	5,666,884
PROPERTY, PLANT, AND EQUIPMENT					
LAND & LAND IMPROVEMENTS	3,370,474	3,370,474	0	0	3,370,474
BLDGS & BLDG IMPROVEMENTS	100,124,163	100,124,163	0	0	100,098,374
EQUIPMENT	48,592,458	48,352,062	240,396	1	46,216,122
CONSTRUCTION IN PROGRESS	8,292,742	7,703,423	589,319	8	4,324,809
GROSS PROPERTY, PLANT, AND EQUIPMENT	160,379,838	159,550,123	829,715	1	154,009,779
ACCUMULATED DEPRECIATION	(101,603,700)	(101,241,455)	(362,245)	0	(98,393,920)
NET PROPERTY, PLANT, AND EQUIPMENT	58,776,138	58,308,668	467,470	1	55,615,859
OTHER ASSETS					
UNAMORTIZED LOAN COSTS	275,540	281,282	(5,742)	(2)	327,215
PENSION DEFERRED OUTFLOWS NET	5,277,892	5,277,892	0	0	5,277,892
TOTAL OTHER ASSETS	5,553,432	5,559,174	(5,742)	0	5,605,107
TOTAL UNRESTRICTED ASSETS	151,472,210	147,779,921	3,692,288	3	144,998,904
RESTRICTED ASSETS					
	128,907	128,854	53	0	127,208
TOTAL ASSETS	151,601,117	147,908,775	3,692,341	3	145,126,112

HAZEL HAWKINS MEMORIAL HOSPITAL  
 HOLLISTER, CA  
 For the month ended 03/31/26

	CURR MONTH 03/31/26	PRIOR MONTH 02/28/26	POS/NEG VARIANCE	PERCENTAGE VARIANCE	PRIOR YR 06/30/25
<b>CURRENT LIABILITIES</b>					
ACCOUNTS PAYABLE	7,453,673	7,466,528	12,855	0	6,221,841
ACCRUED PAYROLL	2,741,807	2,156,564	(585,243)	27	3,467,229
ACCRUED PAYROLL TAXES	164,076	116,857	(47,220)	40	257,552
ACCRUED BENEFITS	4,440,031	4,261,665	(178,366)	4	5,074,320
OTHER ACCRUED EXPENSES	51,864	45,327	(6,536)	14	80,907
PATIENT REFUNDS PAYABLE	11,321	1,310	(10,012)	764	1,310
DUE TO\FROM THIRD PARTIES	5,657,026	1,300,804	(4,356,222)	335	5,056,186
OTHER CURRENT LIABILITIES	913,198	936,180	22,982	(3)	777,080
<b>TOTAL CURRENT LIABILITIES</b>	<b>21,432,997</b>	<b>16,285,235</b>	<b>(5,147,761)</b>	<b>32</b>	<b>20,936,425</b>
=====					
<b>LONG-TERM DEBT</b>					
LEASES PAYABLE	4,636,609	4,693,619	57,009	(1)	4,799,273
BONDS PAYABLE	26,678,200	28,306,720	1,628,520	(6)	28,534,881
<b>TOTAL LONG TERM DEBT</b>	<b>31,314,810</b>	<b>33,000,339</b>	<b>1,685,529</b>	<b>(5)</b>	<b>33,334,154</b>
=====					
<b>OTHER LONG-TERM LIABILITIES</b>					
DEFERRED REVENUE	0	0	0	0	0
LONG-TERM PENSION LIABILITY	24,088,121	24,288,121	200,000	(1)	25,888,121
<b>TOTAL OTHER LONG-TERM LIABILITIES</b>	<b>24,088,121</b>	<b>24,288,121</b>	<b>200,000</b>	<b>(1)</b>	<b>25,888,121</b>
=====					
<b>TOTAL LIABILITIES</b>	<b>76,835,927</b>	<b>73,573,695</b>	<b>(3,262,232)</b>	<b>4</b>	<b>80,158,700</b>
<b>NET ASSETS:</b>					
UNRESTRICTED FUND BALANCE	64,915,019	64,915,019	0	0	64,817,839
RESTRICTED FUND BALANCE	101,386	101,333	(53)	0	149,573
NET REVENUE/(EXPENSES)	9,748,785	9,318,729	(430,056)	5	0
<b>TOTAL NET ASSETS</b>	<b>74,765,189</b>	<b>74,335,080</b>	<b>(430,109)</b>	<b>1</b>	<b>64,967,412</b>
=====					
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>151,601,117</b>	<b>147,908,775</b>	<b>(3,692,341)</b>	<b>3</b>	<b>145,126,112</b>
=====					



San Benito Health Care District  
Hazel Hawkins Memorial Hospital  
MARCH 2026

Description	MTD Budget	MTD Actual	YTD Actual	YTD Budget	FYE Budget
Average Daily Census - Acute	16.56	11.13	13.35	14.92	15.00
Average Daily Census - SNF	90.00	90.48	88.43	90.00	90.00
Acute Length of Stay	2.79	3.05	2.85	2.80	2.80
<b>ER Visits:</b>					
Inpatient	124	92	990	1,242	1,638
Outpatient	2,302	2,358	19,896	20,058	27,053
Total	2,426	2,450	20,886	21,300	28,691
Days in Accounts Receivable	50.0	52.5	52.5	50.0	50.0
Productive Full-Time Equivalents	575.17	556.01	538.90	575.17	575.17
Net Patient Revenue	14,057,450	12,276,566	113,974,156	118,998,581	157,730,532
Payment-to-Charge Ratio	31.7%	29.4%	31.0%	32.6%	32.4%
Medicare Traditional Payor Mix	29.22%	31.60%	30.30%	29.07%	28.71%
Commercial Payor Mix	23.26%	21.88%	22.71%	23.01%	23.36%
Bad Debt % of Gross Revenue	2.50%	2.40%	1.83%	2.50%	2.53%
EBIDA	1,786,473	674,706	12,008,499	10,643,456	13,769,729
EBIDA %	11.66%	4.76%	9.11%	8.21%	7.98%
Operating Margin	7.73%	0.31%	4.59%	4.03%	3.79%
Salaries, Wages, Registry & Benefits %: by Net Operating Revenue	57.06%	60.80%	57.63%	58.85%	59.06%
by Total Operating Expense	61.84%	61.00%	60.40%	61.32%	61.39%
<b>Bond Covenants:</b>					
Debt Service Ratio - 1.25	11.45	4.32	8.55	7.58	7.36
Current Ratio - 1.50	2.00	3.76	3.76	2.00	2.00
Days Cash on hand - 30.00	93.92	90.58	90.58	93.92	110.00
Met or Exceeded Target					
Within 10% of Target					
Not Within 10%					

**Statement of Cash Flows**  
**Hazel Hawkins Memorial Hospital**  
**Hollister, CA**  
**Nine months ending March 31, 2026**

	CASH FLOW		COMMENTS
	Current Month 3/31/2026	Current Year-To-Date 3/31/2026	
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Net Income (Loss)	\$430,056	\$9,845,965	
Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities:			
Depreciation	362,245	3,209,779	
(Increase)/Decrease in Net Patient Accounts Receivable	60,326	(1,976,232)	
(Increase)/Decrease in Other Receivables	(1,296,052)	(6,729,997)	
(Increase)/Decrease in Inventories	(5,937)	(60,438)	
(Increase)/Decrease in Pre-Paid Expenses	288,682	154,681	
(Increase)/Decrease in Due From Third Parties	0	0	
Increase/(Decrease) in Accounts Payable	(12,855)	1,232,293	
Increase/(Decrease) in Notes and Loans Payable	0	0	
Increase/(Decrease) in Accrued Payroll and Benefits	810,828	(1,355,730)	
Increase/(Decrease) in Accrued Expenses	6,536	(29,042)	
Increase/(Decrease) in Patient Refunds Payable	10,012	10,011	
Increase/(Decrease) in Third Party Advances/Liabilities	4,356,222	600,837	
Increase/(Decrease) in Other Current Liabilities	(22,982)	38,665	Semi-Annual Int. - 2005 GO & 2021 Revenue Bonds
<b>Net Cash Provided by Operating Activities:</b>	<b>4,557,025</b>	<b>(4,905,173)</b>	
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Purchase of Property, Plant and Equipment	(829,715)	(6,370,060)	
(Increase)/Decrease in Limited Use Cash and Investments	0	0	
(Increase)/Decrease in Other Limited Use Assets	1,563,642	(825,488)	Bond Principal & Int Payment - 2014 (2005) & 2021 Bonds
(Increase)/Decrease in Other Assets	5,742	51,678	Amortization
<b>Net Cash Used by Investing Activities</b>	<b>759,669</b>	<b>(7,143,870)</b>	
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>			
Increase/(Decrease) in Capital Lease Debt	(57,009)	(162,663)	
Increase/(Decrease) in Bond Mortgage Debt	(1,828,520)	(1,856,660)	
Increase/(Decrease) in Other Long Term Liabilities	(200,000)	(1,800,000)	2014 GO Principal & Refinancing of 2013 Bonds with 2021 Bonds
<b>Net Cash Used for Financing Activities</b>	<b>(1,885,529)</b>	<b>(3,819,343)</b>	Long Term Pension Liability
<b>(INCREASE)/DECREASE IN RESTRICTED ASSETS</b>	<b>0</b>	<b>(49,886)</b>	
<b>Net Increase/(Decrease) in Cash</b>	<b>3,861,221</b>	<b>(6,072,307)</b>	
Cash, Beginning of Period	36,736,689	46,670,217	
<b>Cash, End of Period</b>	<b>\$40,597,910</b>	<b>\$40,597,910</b>	\$0

Cost per day to run the District  
Operational Days Cash on Hand

\$448,207  
90.58  
\$41,866,134  
(\$1,268,224)  
Budgeted Cash on Hand  
Variance

Hazel Hawkins Memorial Hospital  
 Supplemental Payment Programs  
 YTD as of March 31, 2026  
 FYE June 30, 2026

	Payor	Actual FY 2026	Actual FY 2025	Notes:
<b>Intergovernmental Transfer Programs:</b>				
- AB 113 Non-Designated Public Hospital (NDPH)				
- SFY 2023/2024 Final Payment SFY 2024/2025	DHCS	202,500	39,795	Requires District to fund program and wait for matching return.
- SFY 2024/2025 Interim SFY 2025/2026	DHCS	202,500	305,302	IGT due April 2026. Expect payment by June 2025.
- SB 239 Hospital Quality Assurance Fund (HOQAF) CY 2025	CCAH	2,160,000	2,407,056	IGT due April 2026. Expect payment by June 2025.
- Rate Range Jan. 1, 2023 through Dec. 31, 2023	Anthem	-	1,339,141	Paid IGT of \$1,067,193 in April. Rec. in May.
- Rate Range Jan. 1, 2024 through Dec. 31, 2024	CCAH	2,911,769	-	Received in February 2025.
- QIP PY 6 Settlement CY 2023	DHCS	-	4,311,260	Received on January 13, 2026. Higher than prior year in place of AB 915.
- QIP PY 7 Settlement "Interim" Payment for CY 2024	CCAH	2,249,573	-	Sent IGT of \$2,342,379 in March. Rec. in May.
- QIP PY 7 Settlement "Final" Payment for CY 2024	CCAH	2,249,573	-	Funded IGT on Aug. 22nd, \$900,434.15. Rec'd in Oct. 2025.
- District Hospital Directed Payments (DHDP) CY 2024	DHCS	643,091	710,853	Funded IGT due Feb/Mar 2026, Rec. funding Apr/May 2026.
- QIP PY 5 Loan Repayment	District	-	(3,090,086)	Funded IGT on Aug. 22nd, \$379,041.08. Expect payment in Oct/Nov '25.
		10,619,006	6,023,320	Paid on December 9, 2024.
<b>IGT sub-total</b>				
<b>Non-Intergovernmental Transfer Programs:</b>				
- AB 915 SY 2024-25	DHCS	-	1,802,585	Direct Payments.
- SB 239 Hospital Quality Assurance Fund (HOQAF)	DHCS	-	1,069,577	Received on March 17, 2025. Based on FFS. County now under CCAH.
- SB 239 Hospital Quality Assurance Fund (HOQAF) VIII	DHCS	-	1,081,621	Rec. Sep. 4, 2024.
- SB 239 Hospital Quality Assurance Fund (HOQAF) VIII	DHCS	-	3,244,863	Expected to Rec. 4th qtr payment by June 30, 2025.
- SB 239 Hospital Quality Assurance Fund (HOQAF) IX	DHCS	2,380,004	-	Rec'd 1st, 2nd, & 3rd Qtr payments YTD.
- Distinct Part, Nursing Facility (DP/NF)		-	-	Qtrly Pmts reduced by 45% and not expected this fiscal year.
- Medi-Cal Disproportionate Share (DSH)	DHCS	1,170,657	1,260,151	Based on actual cost difference.
		3,550,661	8,458,797	H.R. 1 reduction of 60% delayed until FY 2028.
<b>Non-IGT sub-total</b>				
<b>Program Grand Totals</b>		14,169,667	14,482,117	
<b>Total Received</b>		6,975,090	17,572,203	
<b>Total Pending</b>		7,194,577	-	
<b>Total Paid</b>		-	(3,090,086)	
<b>Net Supplemental Payments</b>		14,169,667	14,482,117	

**San Benito Health Care District**

**Actual/Budgeted Cash Flow**

**FYE June 30, 2026**

Description	FY 2026												Total
	Actual July 2025	Actual August 2025	Actual September 2025	Actual October 2025	Actual November 2025	Actual December 2025	Actual January 2026	Actual February 2026	Actual March 2026	Revised Est. April 2026	Revised Est. May 2026	Revised Est. June 2026	
Recurring Revenue	\$ 13,221,775	\$ 11,459,048	\$ 12,240,725	\$ 12,734,075	\$ 10,984,359	\$ 13,730,837	\$ 12,942,428	\$ 10,645,938	\$ 12,885,065	\$ 13,362,928	\$ 13,293,374	\$ 12,799,521	\$ 150,300,073
H.R. 1 Medicare & Medi-Cal Reductions	-	-	-	-	-	-	-	-	-	-	-	-	-
Net Supplemental & Other Oper. Revenue	371,991	(961,061)	798,840	3,192,705	(1,467,377)	1,546,950	4,643,567	(2,905,751)	4,564,373	333,361	308,361	9,493,361	19,919,321
<b>Total Cash Receipts</b>	<b>13,593,766</b>	<b>10,497,987</b>	<b>13,039,565</b>	<b>15,926,780</b>	<b>9,516,982</b>	<b>15,277,787</b>	<b>17,585,995</b>	<b>7,740,187</b>	<b>17,449,438</b>	<b>13,696,289</b>	<b>13,601,735</b>	<b>22,292,883</b>	<b>170,219,394</b>
Operating Cash Disbursements	13,352,042	14,367,411	12,892,496	12,655,969	11,894,728	12,863,713	15,949,795	12,518,661	12,352,519	13,594,014	13,913,361	13,522,357	159,877,066
Defined Benefit Pension Funding	-	-	-	-	-	1,200,000	200,000	200,000	200,000	200,000	200,000	200,000	2,400,000
<b>Operating Cash Flow</b>	<b>241,724</b>	<b>(3,869,424)</b>	<b>147,069</b>	<b>3,270,811</b>	<b>(2,377,746)</b>	<b>1,214,074</b>	<b>1,436,200</b>	<b>(4,978,474)</b>	<b>4,896,919</b>	<b>(97,725)</b>	<b>(511,626)</b>	<b>8,570,526</b>	<b>7,942,328</b>
Other Non-Operating Revenue/Expenses:													
Property Taxes - Revenue	-	-	-	-	-	1,820,456	-	-	-	-	1,489,464	-	3,309,920
Capital Expenditures	(342,905)	(306,092)	(714,187)	(748,835)	(817,991)	(1,249,665)	(763,338)	(597,332)	(829,715)	(250,000)	(250,000)	(250,000)	(7,120,060)
2021 Revenue Bonds Expense	(155,983)	(155,983)	(155,983)	(155,983)	(155,983)	(155,983)	(155,983)	(155,983)	(155,983)	(150,650)	(150,650)	(150,650)	(1,855,800)
<b>Net Cash Flow</b>	<b>257,164</b>	<b>(4,331,499)</b>	<b>(723,101)</b>	<b>2,365,993</b>	<b>(3,351,720)</b>	<b>1,628,881</b>	<b>516,879</b>	<b>(5,731,789)</b>	<b>3,911,221</b>	<b>(498,375)</b>	<b>577,188</b>	<b>8,169,876</b>	<b>2,276,388</b>
% of Revenue	-2%	-41%	-6%	15%	-35%	11%	3%	-74%	22%	-4%	4%	37%	1%
<b>Beginning Cash Balance</b>	<b>\$ 46,670,211</b>	<b>\$ 46,413,047</b>	<b>\$ 42,081,547</b>	<b>\$ 41,358,446</b>	<b>\$ 43,724,439</b>	<b>\$ 40,372,718</b>	<b>\$ 42,001,600</b>	<b>\$ 42,518,478</b>	<b>\$ 36,736,689</b>	<b>\$ 40,597,910</b>	<b>\$ 40,049,535</b>	<b>\$ 40,576,723</b>	<b>\$ 46,670,211</b>
Net Cash Flow	(257,164)	(4,331,499)	(723,101)	2,365,993	(3,351,720)	1,628,881	516,879	(5,731,789)	3,911,221	(498,375)	577,188	8,169,876	2,276,388
DHLP Funding - Loan (Separate Acct.)	-	-	-	-	-	-	-	-	-	-	-	-	-
Usage of DHLP	-	-	-	-	-	-	-	-	-	-	-	-	-
Less: Repayment (from Operational funds)	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Ending Cash Balance</b>	<b>\$ 46,413,047</b>	<b>\$ 42,081,547</b>	<b>\$ 41,358,446</b>	<b>\$ 43,724,439</b>	<b>\$ 40,372,718</b>	<b>\$ 42,001,600</b>	<b>\$ 42,518,478</b>	<b>\$ 36,736,689</b>	<b>\$ 40,597,910</b>	<b>\$ 40,049,535</b>	<b>\$ 40,576,723</b>	<b>\$ 48,696,599</b>	<b>(250,000)</b>
FYE June 30, 2026 Budget	42,866,565	42,364,666	41,627,055	41,233,677	38,889,950	39,430,565	38,992,045	42,503,566	41,866,134	41,582,574	44,466,658	49,241,349	49,241,349
Variance	3,546,482	(283,119)	(268,609)	2,490,762	1,482,768	2,571,035	3,526,433	(5,766,877)	(1,268,224)	(1,533,039)	(3,889,935)	(544,750)	(544,750)

0

- A - The revenue we collect for providing patient services.
- B - The Medicare sequestration increase and DSH reductions were not implemented. The Medi-Cal reductions were budgeted in Bad Debt Expense and a reduction to Supplemental payments.
- C - Includes \$3,000,000 budgeted reductions for Supplemental payments.
- D - Cash outflow related to operational expenses for the District.
- E - Funding for the frozen defined benefit pension plan per the actuary's 10-year funding schedule.
- F - Property taxes received from the County.
- G - Capital expenditures for non-DHLP projects and equipment.
- H - Cal-Mortgage revenue bonds. The Measure L 2005 G.O. bond payments are not included since the funding is a passthrough for the District.
- I - Payments for the \$2.7 million drawn from the DHLP. The District will apply for the remaining \$7.3 million in funding when the bid for the final phase of the lab remodel is accepted.

## AMENDMENT TO AGREEMENT

This Amendment is entered into by and between **Press Ganey Associates LLC** (d/b/a Press Ganey Associates, Inc.) (“Press Ganey”) and **Hazel Hawkins Memorial Hospital** (“Client”) (and together with Press Ganey, the “Parties”) as of July 1, 2026 (“Amendment Effective Date”).

**WHEREAS**, the Parties have entered into a Master Services Agreement effective July 1, 2022, as amended (the “Agreement”); and

**WHEREAS**, the Parties desire to amend the Agreement with the terms and conditions set forth herein; and

**NOW THEREFORE**, in consideration of the premises set forth above and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

1. **Amendments to the Agreement.** As of the Amendment Effective Date, the Agreement is hereby amended as follows:
  - a. Section 3 (TERM) is hereby repealed and replaced with Section 3 as follows:
    3. **TERM.** The initial term of this Agreement shall commence on July 1, 2026 and continue for sixty (60) months therefrom (the “Initial Term”). This Agreement shall renew automatically for successive one (1) year periods (each a “Subsequent Term,” and together with Initial Term, the “Term”) on the expiration date of the Initial Term or Subsequent Term, as the case may be, at prevailing prices unless either Party provides the other Party ninety (90) days advance written notice of nonrenewal. Notwithstanding the forgoing, this Agreement shall automatically extend and continue to govern for so long as a SOW remains in effect or an aspect of delivery of the Services described in a SOW remains outstanding, including but not limited to as described in Section 13(d).
  - b. Section 16 (MISCELLANEOUS), is hereby modified to include subsection (k) as follows:
    - k. **Generative AI.** Press Ganey may use Generative AI (as defined below) in connection with the Services. As used herein, “Generative AI” means any artificial intelligence technology deployed in a private environment only accessible by Press Ganey, that generates content or insights based on patterns in data, including but not limited to language models. Press Ganey represents, warrants and covenants that all Generative AI technology utilized in connection with the Services provided under this Agreement shall incorporate and maintain appropriate human-in-the-loop (HITL) mechanisms to ensure the accuracy, reliability, and appropriateness of any outputs, recommendations, or determinations made by such Generative AI technology. Press Ganey further represents, warrants and covenants that any Generative AI utilized in connection with the Services is designed with the intention to avoid discrimination, bias and hallucinations that could adversely impact such outputs, recommendations, or determinations.
  - c. Exhibit A (Patient Experience Mid-Market Statement of Work) is hereby repealed and replaced with Exhibit A (Patient Experience Statement of Work), affixed hereto.

- d. Exhibit B (Outpatient and Ambulatory Surgery CAHPS Regulatory Survey Statement of Work) is hereby repealed and replaced with Exhibit B (Outpatient and Ambulatory Surgery CAHPS Regulatory Survey Statement of Work), affixed hereto.
  - e. Attachment A is hereby repealed and replaced with Attachment A, affixed hereto.
2. **Limited Effect.** Except as expressly provided in this Amendment, all of the terms and provisions of the Agreement are and will remain in full force and effect and are hereby ratified and confirmed by the Parties. On and after the Effective Date, each reference in the Agreement to “this Agreement,” “the Agreement,” “hereunder,” “hereof,” “herein” or words of like import, and each reference to the Agreement in any other agreements, documents or instruments executed and delivered pursuant to, or in connection with, the Agreement, will mean and be a reference to the Agreement as supplemented by this Amendment.
3. **Conflicts.** To the extent there is a conflict between the terms of this Amendment and the Agreement, the terms of this Amendment shall control.

IN WITNESS WHEREOF, the undersigned have executed this Amendment as of the Amendment Effective Date.

<b>HAZEL HAWKINS MEMORIAL HOSPITAL (Client #33418)</b>	<b>PRESS GANEY ASSOCIATES LLC (D/B/A PRESS GANEY ASSOCIATES, INC.)</b>
<b>By:</b>	<b>By:</b>
<b>Name:</b>	<b>Name:</b>
<b>Title:</b>	<b>Title:</b>
<b>Date:</b>	<b>Date:</b>

**EXHIBIT A  
PATIENT EXPERIENCE  
STATEMENT OF WORK**

This Statement of Work (“SOW”) is entered into as of July 1, 2026 (“Effective Date”) by and between **Press Ganey Associates LLC** (d/b/a Press Ganey Associates, Inc.), an Indiana limited liability company (“Press Ganey”) and **Hazel Hawkins Memorial Hospital** (“Client,” and together with Press Ganey, the “Parties”) pursuant to and subject to the terms and conditions of the Master Services Agreement between the Parties effective July 1, 2022, as amended (the “MSA”). Capitalized terms not defined in this SOW will have the meanings assigned to them in the MSA.

**1. SERVICE SUMMARY.**

a. Patient Experience Survey Products. Press Ganey shall use commercially reasonable efforts to:

- Create and send multiple versions of the survey tool, as necessary and as requested by Client.
- Conduct multiple wave surveying services to satisfy Client’s participation requirements, pursuant to applicable initiatives set forth in the Consumer Assessment of Health Providers and Systems, sponsored by the Centers for Medicare and Medicaid Services, if applicable.
- Provide access to survey images and recordings, if available and permitted based on CMS guidelines.
- Offer Client the ability to monitor the number of surveys administered, returned, and completed.
- Transcribe all patient survey comments made in English and Spanish collected via mail or telephone verbatim (most grammar mistakes would not be corrected) and apply a comment rating to each comment.
- Apply a comment rating to each eSurvey comment made in English and Spanish using a sentiment analysis software algorithm.

b. Patient Experience Reports. Press Ganey shall use commercially reasonable efforts to:

- Provide a worldwide, royalty-free, non-exclusive, limited, non-transferable, non-assignable, non-sublicensable license to use Press Ganey’s Patient Experience web-based application(s), for an unlimited number of users at each facility; client must designate a primary root user who will be responsible for user access and management of adding, maintaining and deleting users for their organization. For the avoidance of doubt, Client shall have no right or license to use any source code associated with the application and agrees not to reverse engineer the application or otherwise attempt to obtain the source code for the application or make any other use of the application except as authorized by Press Ganey in writing;
- Provide reporting of patient experience results that include, but are not limited to:
  - (1) Dashboard of CAHPS performance. for standard time periods.
  - (2) Interactive reporting, including the ability to create configurable data views
  - (3) Benchmarking to allow organizational comparison with selected peer groups
  - (4) Improvement priorities
  - (5) Comment reports
- Make comments available for review through the web-based application and provide the capability for Client’s designated staff to review comments containing concerning content through specialized reporting, also referred to as “Hot Comments”. The determination regarding the content to be flagged by the Hot Comments functionality requires Client’s input. Client acknowledges that (i) Press Ganey does not guarantee that Hot Comments will identify all content that Client considers to be concerning and (ii) Press Ganey has no obligation to flag comments for any reason.

- Provide additional reports through the web-based application on a monthly, quarterly, or annual basis upon Client's request. There may be a fee associated with these additional reports.
- c. Midmarket Expert Support. Press Ganey will provide a healthcare expert to virtually support Client in the following activities:
- Advise in the development and promotion of patient experience strategy
  - Advise on data interpretation, goal setting, and data management
  - Provide training and education
  - Share best practices, toolkits, and Press Ganey publications
  - Facilitate networking

Mutually agreed upon onsite days will be charged at a fee of \$3500 per day and Travel expenses for onsite visits will be billed as incurred.

If onsite days are provided, these days can be scheduled in 4- or 8-hour increments only.

- d. Application Support. Press Ganey shall use commercially reasonable efforts to provide access to support specialists who will:
- Work collaboratively with client on the implementation of new survey products and continuous on-going support:
  - Cooperate with client to determine survey customization that aligns with organizational goals and initiatives. Survey customizations can be made once annually.
  - Recommend appropriate sampling strategies aimed toward obtaining actionable data. Client may request sampling adjustments quarterly, and Press Ganey will cooperate with Client to determine whether the requested adjustment is recommended.
  - Collaborate with client and other Press Ganey staff to align inbound data with expected reporting outputs that drive improvement initiatives.
  - Provide reasonably detailed information from audits proactively performed in connection with Client setup and otherwise throughout the term of the SOW to guide compliance with CAHPS regulations and guidelines. Client acknowledges that this is not an assurance of compliance with any federal and/or state laws, regulations, or requirements. Client understands that it has a separate and distinct non-delegable legal obligation to comply with all federal and/or state laws, regulations or requirements and Press Ganey is not liable for Client's failure to comply with these requirements.
- e. Client Support Desk. Press Ganey shall use commercially reasonable efforts to provide access to our client support desk who will:
- Provide virtual, real time client user assistance, Monday – Friday, 8:00 am – 8:00 pm EST.

**2. DATA COLLECTION METHODOLOGY.** Provided that Client is in compliance with its obligations under Section 4, Press Ganey shall use commercially reasonable efforts to:

- a. InfoTurn Surveying (Mail Methodology). Press Ganey shall:
- Provide surveys and accompanying cover letters for each contracted patient survey service;
  - Provide surveys and a return, business reply envelope with each mailing;

- Complete mailings within three (3) business days of receipt of electronic patient data;
  - Provide access to scanned survey images within three (3) business days of their return via the PG Application; and
  - Transcribe all survey comments made in English within five (5) business days of Press Ganey's receipt, if Client has contracted for Press Ganey's "Comments Service".
- b. Email & Mail Digital-First Surveying (CMS Web with Mail mixed-mode methodology). Press Ganey shall:
- Adhere to the administration modes, timing, and wave pattern prescribed by CMS for CAHPS web with mail mixed-mode methodology;
  - Sample for the minimum number of returns required for the CAHPS program (the "Program");
- c. eSurvey Blend with Text Invitation (Electronic Internet Surveying).
- Send and process mail survey first before sending one SMS text invitation and/or email notifications to all survey takers who provide a mobile number or email address to Client, provided that Client has obtained valid "prior express consent" or "prior express written consent," as applicable, from such survey takers in accordance with its obligations under Section 4 herein;
  - Enter survey results into the Press Ganey database and make them available for viewing via the PG Application within three (3) business days following submission.

### 3. SERVICE ASSURANCE.

- a. Press Ganey Hours of Operations: Monday – Friday, 8:00 am – 8:00 pm EST.
- b. Press Ganey Holidays. Press Ganey recognizes the following ten (10) holidays, and all offices are closed on these days or their days of observance:
- New Year's Day (January 1)
  - Martin Luther King Day (third Monday in January)
  - Memorial Day (last Monday in May)
  - Juneteenth (June 19)
  - Independence Day (July 4)
  - Labor Day (first Monday in September)
  - Thanksgiving (fourth Thursday in November)
  - Day after Thanksgiving
  - Christmas Eve (December 24)
  - Christmas (December 25)
- c. Federal Closures. Press Ganey services may be impacted by federal closures, such as federal holidays, federal shutdown, states of emergency, severe weather, or natural disaster. Every reasonable effort will be made to notify the Client and return to normal business operations once the federal closure ends. The timing for this return to normal business operations will be dependent upon the cause and duration of the closure as well as the resulting aftermath. Information on these closures may be found at [www.pressganey.com/terms](http://www.pressganey.com/terms).
- d. Other Closures. There may be occasions where Press Ganey closes all offices, such as for a corporate meeting or a day of community service. If these instances occur, the client will be

notified by Press Ganey a minimum of thirty (30) days in advance of such a closure. Information on these closures may be found at [www.pressganey.com/terms](http://www.pressganey.com/terms).

**4. CLIENT RESPONSIBILITIES.** Client shall at all times during the Term:

- Comply with certain hardware and software requirements to receive Press Ganey's online services, as amended from time to time, which requirements may be found at [www.pressganey.com/terms](http://www.pressganey.com/terms);
- If using Digital First methodology – ensure that valid and up-to-date email addresses for encounters at the Facility are captured, stored, and transmitted to Press Ganey.
- Designate a primary root user for the Press Ganey Online System and Applications that is responsible for user access and management of users within their organization.
- Upon the departure of an employee from Client's facility, immediately terminate their access to Press Ganey Applications and other Press Ganey systems;
- Obtain any and all patient consents, authorizations, and/or approvals required by applicable U.S. federal and state laws, rules, regulations, policy, or industry guidelines to enable Press Ganey to execute its obligations under this Agreement, including but not limited to privacy policies, laws regarding the transfer and/or transmission of data, the Telemarketing Sales Rule and the Telephone Consumer Protection Act (the "TCPA"), and the CTIA Short Code Handbook.
- If Client is receiving Text Invitation services, ensure that the Patient providing the "prior express consent" or "prior express written consent" to send texts to a telephone number as required by the TCPA, that Patient is the current subscriber or customary user for that telephone number, and that the consent obtained from such Patient/subscriber has not been revoked.
- Ensure that the email addresses provided to Press Ganey are currently assigned to the designated Patient and that no Patient has opted out or unsubscribed from receiving emails from Client.
- Comply with the requirements of sampling strategy and survey distribution methodology. Client recognizes that a common distribution methodology must be used in order to avoid bias, enable comparative data to be valid, and meet the highest standards of reporting. Additionally, Client acknowledges that reporting standards require that a minimum number of surveys must be returned before a statistically-valid report can be issued by Press Ganey. The minimum requirement for small hospital databases and for other services not mentioned below is thirty (30) returned surveys. The minimum requirements for the large hospital comparative databases are as follows:
  - Inpatient – one hundred and seventy-five (175)
  - Pediatric Inpatient – one hundred and forty-two (142)
  - Emergency Room – one hundred and forty-five (145)
  - Ambulatory Surgery – one hundred and six (106)
  - Medical Practice – thirty (30)
  - Outpatient Services – one hundred and forty-nine (149)

**5. ACKNOWLEDGEMENT; DISCLAIMER.** THE PARTIES AGREE THAT FOR PURPOSES OF THE TCPA, PRESS GANEY SHALL BE DEEMED TO BE CONTACTING PATIENTS AT THE CLIENT'S DIRECTION, UNDER THE CLIENT'S SUPERVISION, AND FOR THE CLIENT'S BENEFIT AND CLIENT SHALL HAVE SOLE RESPONSIBILITY TO OBTAIN ANY AND ALL NECESSARY CONSENTS FROM PATIENTS AS DEFINED UNDER THE TCPA.

**6. PAYMENT TERMS.**

- a. Contract fees are as indicated on **Attachment A**.

IN WITNESS WHEREOF, the undersigned have executed this SOW effective as of the Effective Date.

<b>HAZEL HAWKINS MEMORIAL HOSPITAL (Client #33418)</b>	<b>PRESS GANEY ASSOCIATES LLC (D/B/A PRESS GANEY ASSOCIATES, INC.)</b>
<b>By:</b>	<b>By:</b>
<b>Name:</b>	<b>Name:</b>
<b>Title:</b>	<b>Title:</b>
<b>Date:</b>	<b>Date:</b>

**EXHIBIT B**  
**OUTPATIENT AND AMBULATORY SURGERY**  
**CAHPS REGULATORY SURVEY**  
**STATEMENT OF WORK**

This Statement of Work (“SOW”) is entered into as of July 1, 2026 (“Effective Date”) by and between **Press Ganey Associates LLC (d/b/a Press Ganey Associates, Inc.)**, an Indiana limited liability company (“Press Ganey”) and **Hazel Hawkins Memorial Hospital** (“Client,” and together with Press Ganey, the “Parties”) pursuant to and subject to the terms and conditions of the Master Services Agreement between the Parties effective July 1, 2022, as amended (the “MSA”). Capitalized terms not defined in this SOW will have the meanings assigned to them in the MSA.

**1. SERVICE SUMMARY.**

- a. Press Ganey shall use commercially reasonable efforts to:
- Create and send multiple versions of the survey tool, as necessary and as requested by Client;
    - The Outpatient and Ambulatory Surgery CAHPS (“OAS CAHPS”) portion of the survey cannot be altered. Supplemental questions must comply with the Centers for Medicare and Medicaid Services (“CMS”) guidelines.
  - Follow the procedures and specifications as prescribed by CMS
    - Administer the survey based on the timelines prescribed by CMS for each contracted OAS CAHPS client, if Client has transmitted data to Press Ganey by the defined data submission deadline;
      - An OAS CAHPS client/facility is defined as a single CMS Certification Number (CCN)
    - Submit data to CMS at specified time
    - Limit patient level data to protect respondent identity
  - Provide access to survey images or interview recordings, if respondent provides consent to share their identity linked to their responses;
  - Provide a worldwide, royalty-free non-exclusive, limited, non-transferable, non-assignable, non-sublicensable license to use Press Ganey’s Patient Experience web-based application(s), for an unlimited number of users at each facility; client must designate a primary root user who will be responsible for user access and management of adding, maintaining and deleting users for their organization. For the avoidance of doubt, Client shall have no right or license to use any source code associated with the application and agrees not to reverse engineer the application or otherwise attempt to obtain the source code for the application or make any other use of the application except as authorized by Press Ganey in writing;
  - Offer Client the ability to monitor the number of surveys administered and returned;
  - Provide the opportunity to review recommendations and other content for improvement related to major service lines located in the Press Ganey Solution Starter;
  - Provide access to Press Ganey’s Online Community – an information exchange forum that allows facilities to review industry best practices and collaborative solutions for improving patient satisfaction;
  - Offer educational networking opportunities with other Press Ganey clients through the National Client Conference and Regional Education Symposiums; and
  - Provide subscriptions to Press Ganey publications.

- b. Patient Survey Comments. Press Ganey shall use commercially reasonable efforts to:

- Transcribe all patient survey comments made in English collected via mail or telephone verbatim (most grammar mistakes will not be corrected) and make comments available for review through the PG Application, and permit Client's designated staff to review "Hot Comments" in real-time through Press Ganey's "Real Time Comments" application;
- Provide additional reports through the PG Application on a monthly, quarterly or annual basis upon Client's request; and

c. Advisor Support. Press Ganey will provide Patient Experience Advisory support as outlined in Exhibit A.

Mutually agreed upon onsite days will be charged at a fee of \$3500 per day and Travel expenses for onsite visits will be billed as incurred.

If onsite days are provided, these days can be scheduled in 4- or 8-hour increments only.

d. Application Support. Press Ganey shall use commercially reasonable efforts to provide access to support specialists who will:

- Work collaboratively with client on the implementation of new survey products and continuous on-going support:
- Cooperate with client to determine survey customization that aligns with organizational goals and initiatives. Survey customizations can be made once annually.
- Recommend appropriate sampling strategies aimed toward obtaining actionable data. Client may request sampling adjustments quarterly, and Press Ganey will cooperate with Client to determine whether the requested adjustment is recommended.
- Collaborate with client and other Press Ganey staff to align inbound data with expected reporting outputs that drive improvement initiatives.
- Provide reasonably detailed information from audits proactively performed in connection with Client setup and otherwise throughout the term of the SOW to guide compliance with CAHPS regulations and guidelines. Client acknowledges that this is not an assurance of compliance with any federal and/or state laws, regulations, or requirements. Client understands that it has a separate and distinct non-delegable legal obligation to comply with all federal and/or state laws, regulations or requirements and Press Ganey is not liable for Client's failure to comply with these requirements.

**2. DATA COLLECTION METHODOLOGY.** Provided that Client is in compliance with its obligations under Section 4, Press Ganey shall use commercially reasonable efforts to:

a. Mail Surveying (CMS Mail Methodology). Press Ganey shall:

- Adhere to the administration modes, timing, and wave pattern prescribed by CMS for the OAS CAHPS mail methodology.
- Sample for the minimum number of returns required for the OAS CAHPS program (the "Program");

b. Email & Mail Digital-First Surveying (CMS Web with Mail mixed-mode methodology). Press Ganey shall:

- Adhere to the administration modes, timing, and wave pattern prescribed by CMS for the OAS CAHPS web with mail mixed-mode methodology;
- Sample for the minimum number of returns required for the OAS CAHPS program (the "Program");

- c. eSurvey Blend with Text Invitation (Electronic Internet Surveying). (Unofficial -non-regulatory)
  - Send and process regulatory survey first. Any patient not selected for the regulatory survey will receive one SMS text invitation and/or email notifications to all survey takers who provide a mobile number or email address to Client, provided that Client has obtained valid “prior express consent” or “prior express written consent,” as applicable, from such survey takers in accordance with its obligations under Section 4 herein;
  - Enter survey results into the Press Ganey database and make them available for viewing via the PG Application within three (3) business days following submission.

### 3. SERVICE ASSURANCE.

- a. Press Ganey Hours of Operations. Press Ganey shall provide access to our associates Monday – Friday, 8:00 am – 8:00 pm EST.
- b. Press Ganey Holidays. Press Ganey recognizes the following ten (10) holidays and all offices are closed on these days or their days of observance:
  - New Year’s Day (January 1)
  - Martin Luther King Day (third Monday in January)
  - Memorial Day (last Monday in May)
  - Juneteenth (June 19)
  - Independence Day (July 4)
  - Labor Day (first Monday in September)
  - Thanksgiving (fourth Thursday in November)
  - Day after Thanksgiving
  - Christmas Eve (December 24)
  - Christmas (December 25)
- c. Federal Closures. Press Ganey services may be impacted by federal closures, such as federal holidays, federal shutdown, states of emergency, severe weather, or natural disaster. Every effort will be made to notify the Client and return to normal business operations once the federal closure ends. The timing for this return to normal business operations will be dependent upon the cause and duration of the closure as well as the resulting aftermath. Information on these closures may be found at [www.pressganey.com/terms](http://www.pressganey.com/terms).
- d. Other Closures. There may be occasions where Press Ganey closes all offices, such as for a corporate meeting or a day of community service. If these instances occur, the client will be notified by Press Ganey a minimum of thirty (30) days in advance of such a closure. Information on these closures may be found at [www.pressganey.com/terms](http://www.pressganey.com/terms).

### 4. CLIENT RESPONSIBILITIES. Client shall at all times during the Term:

- Comply with all CMS OAS CAHPS standards and guidelines;
  - If using Digital First methodology – ensure that valid and up-to-date email addresses for encounters at the Facility are captured, stored, and transmitted to Press Ganey.
- Provide a list of patients in a data file by the data submission deadline established by Press Ganey. The data file must conform to Press Ganey file specifications;
  - If client chooses to stratify their sample, ensure that each stratification group has a minimum of ten (10) patients to sample per month.
- According to the CAHPS Quality Assurance Guidelines a Client may only change CAHPS vendors at the beginning of a calendar quarter. Therefore, any cancellation will not be valid until after data submission to CMS has been completed for applicable calendar quarter.
- Include the Press Ganey copyright on each survey;
- Recognize that clients are prohibited from altering the OAS CAHPS survey including dropping standard questions or changing the rating scale;

- Comply with certain hardware and software requirements to receive Press Ganey's online services, as amended from time to time, which requirements may be found at [www.pressganey.com/terms](http://www.pressganey.com/terms);
- Designate a root user for the Press Ganey Online System and Applications that is responsible for user access and management of users within the organization;
- Upon the departure of an employee from Client's facility, immediately terminate their access to Press Ganey Applications and other Press Ganey systems;
- Comply with the requirements of sampling strategy and survey distribution methodology. Client recognizes that a common distribution methodology must be used in order to avoid bias, enable comparative data to be valid, and meet the highest standards of reporting. Additionally, Client acknowledges that reporting standards require that a minimum number of surveys must be returned before a statistically-valid report can be issued by Press Ganey. The minimum requirement for this service is thirty (30) returned surveys. Demographic information cannot be provided with less than eleven (11) responses.
- Obtain any and all patient consents, authorizations, and/or approvals required by applicable U.S. federal and state laws, rules, regulations, policy, or industry guidelines to enable Press Ganey to execute its obligations under this Agreement, including but not limited to privacy policies, laws regarding the transfer and/or transmission of data, the Telemarketing Sales Rule and the Telephone Consumer Protection Act (the "TCPA"), and the CTIA Short Code Handbook.
- If Client is receiving Text Invitation services, ensure that the Patient providing the "prior express consent" or "prior express written consent" to send texts to a telephone number as required by the TCPA, that Patient is the current subscriber or customary user for that telephone number, and that the consent obtained from such Patient/subscriber has not been revoked.

**5. ACKNOWLEDGEMENT; DISCLAIMER.** THE PARTIES AGREE THAT FOR PURPOSES OF THE TCPA, PRESS GANEY SHALL BE DEEMED TO BE CONTACTING PATIENTS AT THE CLIENT'S DIRECTION, UNDER THE CLIENT'S SUPERVISION, AND FOR THE CLIENT'S BENEFIT AND CLIENT SHALL HAVE SOLE RESPONSIBILITY TO OBTAIN ANY AND ALL NECESSARY CONSENTS FROM PATIENTS AS DEFINED UNDER THE TCPA.

**6. PAYMENT TERMS.**

- a. Contract fees are as indicated on **Attachment A**.

IN WITNESS WHEREOF, the undersigned have executed this Statement of Work as of the Effective Date.

HAZEL HAWKINS MEMORIAL HOSPITAL (Client #33418)	PRESS GANEY ASSOCIATES LLC (D/B/A PRESS GANEY ASSOCIATES, INC.)
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

## ATTACHMENT A

1. Beginning July 1, 2026, Client shall pay Press Ganey an annual contract fee of \$74,700.00 (“Annual Fee”) for the services outlined below which will be invoiced and payable upfront quarterly.

The Annual Fee includes:

- i. Up to 6,100 mailed surveys annually through the United States Postal Service for the services of:
    - Ambulatory Surgery with OAS CAHPS
    - Inpatient with HCAHPS
  - ii. Unlimited email invitations and one text invitation per patient encounter for the services of:
    - Ambulatory Surgery with OAS CAHPS
    - Inpatient
    - Medical Practice (provider-fixed)
    - Emergency Department
    - Outpatient
  - iii. Digital First (web/mail) surveying for the services of:
    - Ambulatory Surgery with OAS CAHPS
    - Inpatient with HCAHPS
  - iv. Comment processing
  - v. Up to 50 Medical Practice Providers
2. Surveys mailed over the included annual amount will be invoiced monthly as incurred at a rate of \$4.51 per survey, plus any annual increases allowed under the Agreement.
  3. Upon written notification to Press Ganey, additional Medical Practice providers may be added at an annual rate of \$500.00 per provider, plus any annual increases allowed under the Agreement. Each additional provider shall receive comment processing, unlimited email invitations, and one text invitation per patient encounter.
  4. Up to two (2) complimentary registrations to Press Ganey Human Experience Conference annually.
  5. All fees during the Initial Term of the Agreement will increase three percent (3%) per year and will continue to be invoiced upfront quarterly.
  6. Additional facilities and services may be added upon mutual written agreement of the Parties at mutually agreed upon pricing.



**FIRST AMENDMENT TO PHARMACY AGREEMENT**

This first amendment to the Pharmacy Agreement ("**First Amendment**") is entered into by and between Cardinal Health Pharmacy Services, LLC, a Delaware limited liability company, located at 13651 Dublin Ct., Stafford, Texas 77477 ("**Cardinal Health**"), and Hazel Hawkins Memorial Hospital, located at 911 Sunset Drive, Hollister, California 95023 ("**Customer**"). Cardinal Health and Customer are sometimes individually referred to as ("**Party**"), or collectively referred to as ("**Parties**") within the terms of this First Amendment.

**WHEREAS**, Cardinal Health and Customer are parties to that certain Pharmacy Agreement, with an Effective Date of January 1, 2022, as may be revised and amended from time to time (the "**Agreement**");

**WHEREAS**, Cardinal Health and Customer wish to amend the Agreement as hereinafter set forth;

**NOW, THEREFORE**, in consideration of the promises and the mutual covenants herein contained, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Cardinal Health and Customer, intending to be legally bound, hereby agree as follows:

1. **Term of Agreement.** Section 4.01, Term of Agreement, is hereby deleted in its entirety and replaced with Section 4.01 herein.

**4.01 Term of Agreement** The term of this Agreement shall continue through April 30, 2029 (the "**Initial Term**"), unless subject to earlier termination as set forth in the Agreement. This Agreement shall be renewed for up to two (2) successive two (2) year periods upon the same terms and conditions contained herein unless either Party notifies the other in writing no later than ninety (90) days prior to the end of the Initial Term of its intent not to renew.

2. All terms and conditions of the Agreement not supplanted or supplemented herein shall remain unaltered and in full force and effect. To the extent that there is any conflict between this First Amendment and the Agreement, this First Amendment shall control.

3. This First Amendment may be executed in one or more counterparts, each of which shall constitute an original, but all of which together shall constitute one instrument. Signatures to this First Amendment may be delivered by electronic mail (e.g., a "pdf" file) or by any other electronic means that is intended to preserve the original appearance of the document, and such delivery will have the same effect as the delivery of the paper document bearing the actual, handwritten signatures.

4. This First Amendment to the Pharmacy Agreement is effective as of May 1, 2026.

IN WITNESS WHEREOF, the parties, each acting by its authorized representative, have executed this First Amendment effective as noted herein.

Hazel Hawkins Memorial Hospital

Cardinal Health Pharmacy Services, LLC

By: \_\_\_\_\_

By: \_\_\_\_\_

Print: \_\_\_\_\_

Print: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_