



Monterey County

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Board Report

Legistar File Number: A 15-291

August 25, 2015

Introduced: 8/7/2015

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) to execute Amendment No. 6 to the Agreement (A-12214) with Monterey Language Services for translation, interpretation and other language services at NMC, adding \$90,000 for a revised full total Agreement amount not to exceed \$475,000.

RECOMMENDATION:

It is recommended the Board of Supervisors:

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) to execute Amendment No. 6 to the Agreement (A-12214) with Monterey Language Services for translation, interpretation and other language services at NMC, adding \$90,000 for a revised full total Agreement amount not to exceed \$475,000.

SUMMARY/DISCUSSION:

According to statistical information provided by data taken during intake patient registration, approximately 52% of the patient population at Natividad Medical Center identify themselves as limited English proficient (LEP). The Joint Commission, the agency that accredits and certifies NMC, has standards which require effective communication for LEP patients through the use of competent qualified interpreters. The California and Federal laws that regulate equal access to all patients, including Title VI of the Civil Right Act of 1964, prohibit discrimination on the basis of race, color or national origin and require that healthcare be delivered with effective communication for non-English speakers. The provision of interpretation services helps NMC reduce liability for medical errors due to a breakdown in communication and improves the quality of healthcare.

NMC utilizes a three-pronged approach to meet the language needs of patients: in-person interpreting by NMC Medical Interpreters, NMC dual-role bilingual staff, and independent contractors; video interpreting; and over-the-phone interpreting. Monterey Language Services can provide an umbrella of language services that are not available from other vendors such as on-call telephone/in-person interpretation for Indigenous Mexican languages and in-person ASL interpretation for deaf patients. Without these services NMC would lose capacity to provide qualified interpretation services to a large group of patients and would not be in compliance with the Joint Commission standards or California and Federal laws that regulate equal access to all patients.

NMC wishes to amend the Agreement with Monterey Language Services in order to continue

interpretation services without interruption until the end term date of June 30, 2016. The additional \$90,000 is for the estimated amount needed to provide services during the term of the Agreement. The actual cost is contingent upon patient volume, the needs of individual patients, and the number of bilingual staff hired into positions which require bilingual skills, which is unpredictable by nature.

There was a significant increase during Fiscal Year 2014-15 in services due to the increased patient census triggered by the start of NMC's Level II Trauma.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this Amendment No. 6 as to legal form and risk provisions, and the Auditor-Controller has reviewed and approved as to payment provisions. The Amendment No. 6 has also been reviewed and approved by NMC's Finance Committee on July 30, 2015 and by its Board of Trustees on August 7, 2015.

FINANCING:

The cost for this Amendment No. 6 is \$90,000 which is included in the Fiscal Year 2015-16 Adopted Budget. There is no impact to the General Fund.

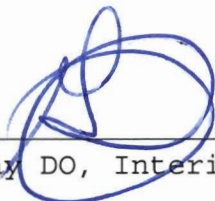
Prepared by: Victor Sosa, Language Access Coordinator, 796-1612

Approved by: Gary R. Gray, DO, Interim Chief Executive Officer, 783-2504

Attachments:

- Amendment 6 to Agreement with Monterey Language Services.pdf
- Amendment 5 to Agreement with Monterey Language Services.pdf
- Amendment 4 to Agreement with Monterey Language Services.pdf
- Amendment 3 to Agreement with Monterey Language Services.pdf
- Amendment 2 to Agreement with Monterey Language Services.pdf
- Amendment 1 to Agreement with Monterey Language Services.pdf
- Agreement with Monterey Language Services.pdf
- Spend Sheet

Attachments on file with the Clerk of the Board



Gary Gray DO, Interim Chief Executive Officer



Date