



County of Monterey

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

File #: A 13-308, Version: 1

Approve and authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Renewal and Amendment No. 5 to the Agreement (A-11512/MYA447) with CyraCom International for Language and Interpretation Services at NMC, extending the Agreement to June 30, 2014 and adding \$50,000 for a revised total Agreement amount not to exceed \$171,000 in the aggregate.

RECOMMENDATION:

It is recommended the Board of Supervisors approve and authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Renewal and Amendment No. 5 to the Agreement (A-11512/MYA447) with CyraCom International for Language and Interpretation Services at NMC, extending the Agreement to June 30, 2014 and adding \$50,000 for a revised total Agreement amount not to exceed \$171,000 in the aggregate.

SUMMARY/DISCUSSION:

Approximately 52% of the patient population at NMC identify themselves as limited English proficient (LEP). The Joint Commission, the agency that accredits 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.

CyraCom International Inc. provides on-demand, over-the-phone interpretation services to NMC's healthcare providers allowing them to communicate with their patients in a safe, secure and professional environment. The service is available 24/7 in 150 languages and serves as a safety net to NMC's healthcare providers when all other resources have been exhausted. Additionally, this Renewal and Amendment No. 5 adds utilization of CyraCom's language proficiency examination for NMC's bilingual staff as part of the service. This is an industry accepted rating exam that allows NMC not only to have a pass/no pass designation, but also provides a detailed analysis that NMC can use to improve the language skills of bilingual staff.

NMC entered into an Agreement (#A-11512) with CyraCom International Inc., in 2008 to provide telephonic interpretation services to NMC's healthcare providers and their patients. This Renewal and Amendment No. 5 assures that interpretation, and the language proficiency testing services described above, continue.

There was a delay obtaining the necessary documentation from the vendor in time to request approval of an Amendment to the Agreement for the 2013/2014 fiscal year. The original request for amendment documents was sent to the vendor in April 2013 and was never returned due to a change in staffing by the vendor. NMC is requesting that the Board of Supervisors back date this Renewal and Amendment No. 5 to July 1, 2013 to cover the continued services by the vendor.

NMC is currently in the approval process for the purchase of electronic contract management software. The

software would provide automatic and more timely notifications as to expiration dates of agreements and eliminate the need for back dating of agreements due to continued services provided by the vendor. Final completion of the approval process and purchase of the software is expected this spring

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this Renewal and Amendment No. 5 as to legal form and risk provisions. Auditor-Controller has reviewed and approved this Renewal and Amendment No. 5 as to fiscal provisions. The Renewal and Amendment No. 5 has also been reviewed and approved by Natividad Medical Center's Board of Trustees.

FINANCING:

The cost for this Renewal and Amendment No. 5 is \$50,000 and is included in the Fiscal Year 2013/2014 Adopted Budget. There is no impact to the General Fund.

Prepared by: Victor Sosa, Hospital Medical Interpretation Coordinator 783-1612

Approved by: Harry Weis, Chief Executive Officer, 783-2553

Attachments: Renewal and Amendment No. 5, Original Agreement, Renewal and Amendments 1, 2, 3 and 4, Spend Sheet.

Attachments on file with the Clerk to the Boards Office