



County of Monterey

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

Board Report

File #: A 19-147, Version: 1

Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 2 to the agreement (A-13118) with Monterey Language Services for translation, interpretation and other language services, extending the agreement an additional one (1) year period (July 1, 2019 through June 30, 2020) for a revised full agreement term of July 1, 2016 through June 30, 2020, and adding \$120,000 for a revised total agreement amount not to exceed \$595,000.

RECOMMENDATION:

It is recommended the Board of Supervisors:

Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 2 to the agreement (A-13118) with Monterey Language Services for translation, interpretation and other language services, extending the agreement an additional one (1) year period (July 1, 2019 through June 30, 2020) for a revised full agreement term of July 1, 2016 through June 30, 2020, and adding \$120,000 for a revised total agreement amount not to exceed \$595,000.

SUMMARY/DISCUSSION:

Approximately 42% of the patient population at Natividad identify as limited English proficient (LEP). The Joint Commission, the agency that accredits and certifies Natividad, has standards which require effective communication for LEP patients through the use of competent qualified interpreters. Federal and State mandates that govern and regulate equal access to all patients, include Title VI of the Civil Right Act of 1964 and HHS Section 1557, these prohibit discrimination on the basis of race, color, or national origin and require that healthcare be delivered with effective communication to LEP patients. The provision of interpretation services helps Natividad reduce liability for medical errors due to a breakdown in communication and improves the quality of healthcare outcomes.

Natividad utilizes a multi-pronged approach to meet the language needs of patients: in-person interpreting by Natividad medical interpreters, Natividad dual-role bilingual staff, and independent contractors such as Monterey Language Services; video interpreting; and over-the-phone interpreting.

Monterey Language Services provides an umbrella of language services that are not available from other vendors such as on-call telephone/in-person interpretation and in-person American Sign Language interpretation for deaf and hard of hearing patients. They also have on-call interpreters that Natividad uses for emergency situations 24/7 such as Trauma and Crisis in the ER. Without these services, Natividad would lose the capacity to fully 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.

Natividad continues to experience an increase in interpreting requests. Monterey Language Services has been an invaluable support in language resources that have supported us with the capacity to meet increasing demand.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this amendment No. 2 as to legal form, and the Auditor-Controller has reviewed and approved as to payment provisions. The amendment No. 2 has also been reviewed and approved by NMC's Finance Committee on March 28, 2019 and by its Board of Trustees on April 5, 2019.

FINANCING:

The cost for this amendment No. 2 is \$120,000 of which \$120,000 is included in the Fiscal Year 2019-20 Recommended Budget.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This contract for interpreter services falls under the Health and Human Services initiatives, since communication between patient and provider is essential for high quality healthcare and good outcomes. Medical journals as well as a consensus in the medical profession establishes the connection between effective communication and high quality healthcare. Interpreter services allows Natividad to comply with Title VI and HHS section 1557 regulations to avoid any discrimination in the access of high quality healthcare services for Limited English Proficient (LEP) patients.

- Economic Development
- Administration
- Health and Human Services
- Infrastructure
- Public Safety

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

Attachments:

Monterey Language Services Amendment 2

Monterey Language Services Amendment 1

Monterey Language Services Agreement

Attachments on file with the Clerk of the Board