



County of Monterey

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

Board Report

File #: A 12-041, **Version:** 1

Authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 2 to the Agreement (A-12028) with Health Care Interpreter Network for Shared Interpreter Services at NMC, extending the Agreement to June 30, 2013 and adding \$60,000 for a revised total Agreement amount not to exceed \$190,000 in the aggregate.

RECOMMENDATION:

It is recommended the Board of Supervisors authorize the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 2 to the Agreement (A-12028) with Health Care Interpreter Network for Shared Interpreter Services at NMC, extending the Agreement to June 30, 2013 and adding \$60,000 for a revised total Agreement amount not to exceed \$190,000 in the aggregate.

SUMMARY/DISCUSSION:

Joint Commission standards, California and Federal laws regulate equal access to healthcare for all patients. Hospitals have a legal obligation to ensure language access for their patients. To reduce linguistic barriers faced by many of NMC's patients in seeking and obtaining healthcare, NMC has formed agreements with Monterey Language Services ("MLS"), Cyacom, and The Health Care Interpreter Network (HCIN). MLS provides in-person language interpretation as well as interpretation services in several indigenous Mexican languages. Cyacom provide telephonic language interpretation services in 170 languages, including American Sign Language (ASL).

HCIN is a cooperative of California hospitals and health care providers, which, through an automated video/voice call center system, allows the sharing at competitive rates of trained healthcare interpreters on staff at HCIN's member hospitals, including several county hospitals. Videoconferencing and telephonic devices allow each member hospital to connect on the HCIN system within seconds to an interpreter, located either at its own hospital or one of the other colleague hospitals, in one of fifteen languages, including ASL.

NMC entered into an agreement (PO # SC916) with HCIN for a period of one year starting 7-1-2010 through 6-30-2011, in order to obtain access to the system of shared interpreter services. As a result of the Agreement, NMC is connected to the HCIN secure broadband network, over HCIN's Video/Voice over IP Call Center, allowing NMC access to 24/7 video or telephonic language interpretation services for NMC's patients. During periods of "down" time at NMC, NMC's staff interpreters log onto the system and provide interpreter services to other hospitals on the network, thereby increasing overall NMC staff productivity.

It is therefore recommended that the terms of the contract be extended for Fiscal Year 2012-2013.

Business Automobile Insurance Exemption

Business Automobile Liability Insurance requirements are waived for this vendor under this Agreement. There is no risk or exposure regarding vehicles.

* Contractor does not travel onto County property with vehicles.

Worker's Compensation Insurance Exemption

* Contractor, which maintains and operates the automated video/voice call center system supporting the shared interpreter services system, does not have employees. Accordingly, Worker's Compensation Insurance is not required.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this Amendment as to legal form and risk provisions. Auditor-Controller has reviewed

and approved this Amendment as to fiscal provisions. The Amendment has also been reviewed and approved by Natividad Medical Center's Board of Trustees.

FINANCING:

The cost for this Amendment is \$60,000 and is included in the Fiscal Year 2012/2013 Recommended Budget. There is no impact to the General Fund.

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

Approved by: Harry Weis, Chief Executive Officer, 783-2124

Attachments: Agreement, Amendments #1 and 2.