



# County of Monterey

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

## Board Report

---

**File #: A 19-246, Version: 1**

---

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment no. 3 to the agreement (A-12753) with Health Care Interpreter Network (HCIN) for shared interpreter services at NMC, adding \$50,000 for a revised total agreement amount not to exceed \$440,000 and with no change to the agreement term of July 1, 2015 through June 30, 2021.
- b. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$19,500) of the original cost of the agreement.

### **RECOMMENDATION:**

#### **It is recommended the Board of Supervisors:**

- a. Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment no. 3 to the agreement (A-12753) with Health Care Interpreter Network (HCIN) for shared interpreter services at NMC, adding \$50,000 for a revised total agreement amount not to exceed \$440,000 and with no change to the agreement term of July 1, 2015 through June 30, 2021.
- b. Authorize the Deputy Purchasing Agent for NMC or his designee to execute up to three (3) future amendments to the agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$19,500) of the original cost of the agreement.

### **SUMMARY/DISCUSSION:**

Federal and state laws including, but not limited to Section 1557 of the Affordable Care Act (ACA) require healthcare organizations to provide patients with access to qualified interpreters. Approximately 42% of the patient population at NMC identify themselves as limited English proficient (LEP). Health Care Interpreter Network's (HCIN) automated video/voice call center system provides NMC with 24/7 access to trained healthcare interpreters in 170 languages, including American Sign Language (ASL) using video conferencing devices and various forms of telephone interpreter services.

NMC has been using HCIN's network to stay compliant with the ever-changing rules and regulations as well as maintaining Joint Commission accreditation. The provision of interpretation services also helps NMC to improve the quality of healthcare and reduce liability for medical errors due to a breakdown in communication.

Due to the recent wireless upgrade at NMC, video conferencing devices purchased over 10 years ago are no longer supported. NMC is requesting an increase of \$50,000 to replace the older devices with current model devices.

### **OTHER AGENCY INVOLVEMENT:**

County Counsel has reviewed and approved this amendment no. 3 as to legal form, and the Auditor-Controller has reviewed and approved as to payment provisions. This amendment no. 3 has also been reviewed and approved by NMC's Finance Committee on June 7, 2019 and by its Board of Trustees on June 7, 2019.

### **FINANCING:**

The cost for this amendment no. 3 is \$50,000, all of which shall be included in the Fiscal Year 2020-21 Recommended Budget. Should NMC seek extensions of the original agreement, amounts for any extensions will be included in those budgets as appropriate.

**BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

The agreement provides NMC with the additional support it needs to maintain compliant with multiple federal and state laws while providing reliable and quality patient care, the outcome of which improves the health and quality of life for patients and their families.

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

Prepared by: Victor Sosa, CMI, Hospital Interpreter Services Manager, 796-1612

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

Attachments:

Health Care Interpreter Network Amendment 3  
Health Care Interpreter Network Amendment 2  
Health Care Interpreter Network Amendment 1  
Health Care Interpreter Network Agreement

Attachments on file with the Clerk of the Board