



County of Monterey

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

Board Report

File #: A 14-060, **Version:** 1

Authorize and direct the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 5 to the Agreement (A-12214) with Monterey Language Services for Translation, Interpretation and other Language Services at NMC, extending the Agreement to June 30, 2016 and adding \$140,000 for a revised total Agreement amount not to exceed \$385,000 in the aggregate (for the period December 1, 2010 to June 30, 2016).

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Authorize and direct the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 5 to the Agreement (A-12214) with Monterey Language Services for Translation, Interpretation and other Language Services at NMC, extending the Agreement to June 30, 2016 and adding \$140,000 for a revised total Agreement amount not to exceed \$385,000 in the aggregate (for the period December 1, 2010 to June 30, 2016).

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.

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 provide interpretation services without interruption to June 30, 2016. The additional \$140,000 is for the estimated amount of services to be provided during the extended 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.

Business Automobile Liability Insurance requirements are waived for this vendor under this Agreement. There is no risk or exposure regarding vehicles. This vendor has no vendor-owned fleet of vehicles. The vendor does have non-owned automobile liability insurance.

This vendor is exempt from Worker's Compensation Insurance. Contractor is the sole provider of services with no permanent or temporary workers. 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 CAO-Budget and Analysis Division has advised to inform the BOS the spending authority (appropriations) associated with NMC's FY 2014 Adopted Budget has been exceeded and approval and authorization for modification of NMC's appropriation budget should be presented to the BOS. The amendment has also been reviewed and approved by Natividad Medical Center's Board of Trustees.

FINANCING:

The total cost of this Agreement is \$385,000; \$24,969 was disbursed in Fiscal Year 2010/2011 (7 months); \$71,694 was disbursed in Fiscal Year 2011/2012; \$73,156 was disbursed in Fiscal Year 2012/2013; and \$74,000 is included in the Fiscal Year 2013/2014 Budget, of which \$55,643 has been disbursed year to date. \$70,000 is included in the Fiscal Year 2014/2015 Recommended Budget; the remaining \$70,000 will be budgeted in subsequent fiscal years. NMC is confirming its appropriations position and if its spending authority has been exceeded will return to the Board. 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 1-5

Attachments on file with the Clerk to the Board's Office