



# County of Monterey

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

## Board Report

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**File #:** A 14-084, **Version:** 1

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Authorize and direct the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 6 to the Agreement (A-11512) with CyraCom International for Language and Interpretation Services at NMC, extending the Agreement to June 30, 2015 and adding \$15,000 for a revised amount not to exceed \$186,000 in the aggregate (for the period July 1, 2008 to June 30, 2015).

### **RECOMMENDATION:**

It is recommended that the Board of Supervisors:

Authorize and direct the Purchasing Manager for Natividad Medical Center (NMC) to execute Amendment No. 6 to the Agreement (A-11512) with CyraCom International for Language and Interpretation Services at NMC, extending the Agreement to June 30, 2015 and adding \$15,000 for a revised amount not to exceed \$186,000 in the aggregate (for the period July 1, 2008 to June 30, 2015).

### **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. CyraCom International provides on-demand, over-the-phone interpretation services to NMC's healthcare providers allowing communication with 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.

NMC has an Agreement with CyraCom to provide telephone interpreter services for nearly any language and to utilize CyraCom's language proficiency examination for NMC's bilingual staff. The industry accepted rating exam allows NMC not only to have a pass/no pass designation, but also provides a detailed analysis that NMC can use to improve language skills of bilingual staff.

NMC wishes to amend the Agreement in order to continue to provide interpretation and the language proficiency testing services described above without interruption through June 30, 2015. The additional \$15,000 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.

**OTHER AGENCY INVOLVEMENT:**

County Counsel has reviewed and approved this Amendment as to legal form and risk provisions. Auditor-Controller has reviewed this Amendment and approved this 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. Since NMC is an Enterprise Fund, this does not prevent continued expenditures and is not a legal requirement, but it is considered good public policy, transparency and fiscal management. This Amendment has also been reviewed and approved by Natividad Medical Center's Board of Trustees.

**FINANCING:**

The total cost of this Agreement is \$186,000 for the period of July 1, 2008 to June 30, 2015. \$15,000 was disbursed in Fiscal Year 2008/2009; \$28,213 was disbursed in Fiscal Year 2009/2010; \$23,035 was disbursed in Fiscal Year 2010/2011; \$23,894 was disbursed in Fiscal Year 2011/2012; \$30,858 was disbursed in Fiscal Year 2012/2013; and \$9,364 was disbursed so far in Fiscal Year 2013/2014. \$15,000 is included in the Fiscal Year 2014/2015 Recommended Budget. 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, Hospital Medical Interpretation Coordinator 783-1612

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

Attachments: Agreement; Amendments 1-6

Attachments on file with the Clerk to the Boards Office