Legislation Details (With Board Report)

File #:	A 21-078	**Name:**	Health Care Interpreter Network Agreement
Type:	BoS Agreement	**Status:**	Passed - Natividad Medical Center
File created:	3/8/2021	**In control:**	Board of Supervisors
On agenda:	4/20/2021	**Final action:**	4/20/2021
Title:	Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute an agreement with Health Care Interpreter Network (HCIN) for shared interpreter services at NMC for an amount not to exceed $265,000 with an agreement term July 1, 2021 through June 30, 2024.		
Sponsors:			
Indexes:			
Code sections:			
Attachments:	1. Board Report, 2. Health Care Interpreter Network Agreement.pdf, 3. Completed Board Order Item No. 33		

Date	Ver.	Action By	Action	Result
4/20/2021	1	Board of Supervisors	approved - natividad medical center	Pass

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute an agreement with Health Care Interpreter Network (HCIN) for shared interpreter services at NMC for an amount not to exceed $265,000 with an agreement term July 1, 2021 through June 30, 2024.

RECOMMENDATION:

It is recommended the Board of Supervisors:

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute an agreement with Health Care Interpreter Network (HCIN) for shared interpreter services at NMC for an amount not to exceed $265,000 with an agreement term July 1, 2021 through June 30, 2024.

SUMMARY/DISCUSSION:

Federal and state laws including, but not limited to Section 1557 of the Affordable Care Act (ACA) and Title VI 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 Qualified 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.

Since providers deemed it necessary to use video/telephone to limit exposure and communicate with COVID patients, we have experienced a 183% increase in service requests. Specifically, in June 2020 began the significant increase in usage and we anticipate the high usage to continue.

OTHER AGENCY INVOLVEMENT:

The Office of County Counsel has reviewed and approved this agreement as to form, and the Auditor-Controller has reviewed and approved as to payment provisions. The agreement has also been reviewed and approved by NMC's Finance Committee on by its

Board of Trustees on March 12, 2021.

FINANCING:

The cost for this agreement is $265,000 of which $50,000 shall be included in the Fiscal Year 2021-22 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
X 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 Agreement

Attachments on file with the Clerk of the Board