



# County of Monterey

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

## Board Report

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**File #: A 16-088, Version: 1**

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Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute an Agreement with Monterey Language Services for translation, interpretation and other language services at NMC for an amount not to exceed \$225,000 for the term July 1, 2016 through June 30, 2019.

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

Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute an Agreement with Monterey Language Services for translation, interpretation and other language services at NMC for an amount not to exceed \$225,000 for the term July 1, 2016 through June 30, 2019.

**SUMMARY/DISCUSSION:**

Approximately 52% of the patient population at Natividad Medical Center identify as limited English proficient (LEP). The Joint Commission, the agency that accredits and certifies 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 outcomes.

NMC utilizes a multi-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 and in-person ASL interpretation for deaf and hard of hearing patients. They also have on-call interpreters we can use for emergency situation 24/7 such as Trauma and Crisis in our ER. Without these services NMC would lose the 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.

There has been a significant increase in request for interpreter services due to the increased patient census triggered by NMC's Level II Trauma. In the past two years we have seen a considerable increase in requests of 108% baseline totals of 2013. Monterey Language Services has been an invaluable support in language resources to keep up with increasing demand.

**OTHER AGENCY INVOLVEMENT:**

County Counsel has reviewed and approved this Agreement as to legal form and risk provisions, 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 3/24/16 and by its Board of Trustees on 4/1/16.

**FINANCING:**

The cost for this Agreement is \$225,000 of which \$75,000 is included in the Fiscal Year 2016-17 Adopted Budget. Amounts for remaining years of the Agreement will be included in those budgets as appropriate. There is no impact to the General Fund.

Prepared by: Victor Sosa, Hospital Medical Interpreter, 783-7612

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

Attachments:

Agreement with Monterey Language Services

Attachments on file with the Clerk of the Board