



County of Monterey

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

Board Report

File #: A 18-046, **Version:** 1

Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 1 to the agreement (A-13118) with Monterey Language Services for translation, interpretation and other language services, adding \$250,000 for a revised total agreement amount not to exceed \$475,000.

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. 1 to the agreement (A-13118) with Monterey Language Services for translation, interpretation and other language services, adding \$250,000 for a revised total agreement amount not to exceed \$475,000.

SUMMARY/DISCUSSION:

Approximately 48% of the patient population at Natividad Medical Center (NMC) 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 LEP patients. 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 provides an umbrella of language services that are not available from other vendors such as on-call telephone/in-person interpretation and in-person American Sign Language interpretation for deaf and hard of hearing patients. They also have on-call interpreters that NMC uses for emergency situations 24/7 such as Trauma and Crisis in the 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.

NMC continues to experience an increase in interpreting requests. Requests increased by 28% in FY 2015-16 and 29% in FY 2016-17, a total increase of 57% in a two-year period. Monterey Language Services has been an invaluable support in language resources that has the capacity to meet increasing demand.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this amendment No. 1 as to legal form and risk provisions, and the Auditor-Controller has reviewed and approved as to payment provisions. The amendment No. 1 has also been reviewed and approved by NMC's Finance Committee on April 4, 2018 and by its Board of Trustees on April 6, 2018.

FINANCING:

The cost for this amendment No. 1 is \$250,000 of which \$100,000 is included in the Fiscal Year 2017-18 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This contract for interpreter services falls under the Health and Human Services initiatives, since communication between patient and provider is essential for high quality healthcare and good outcomes. Medical journals as well as a consensus in the medical profession establishes the connection between effective communication and high quality healthcare. Interpreter services allows NMC to comply with Title VI and HHS section 1557 regulations to avoid any discrimination in the access of services for Limited English Proficient (LEP) patients.

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

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

Attachments:

Monterey Language Services Amendment 1

Monterey Language Services Agreement

Attachments on file with the Clerk of the Board