



Board Report

File #: A 18-084, Version: 1

Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 2 to the agreement (A-12753) with Health Care Interpreter Network for shared interpreter services, extending the agreement an additional three (3) year period (July 1, 2018 through June 30, 2021) for a revised full agreement term of July 1, 2015 through June 30, 2021, and adding \$195,000 for a revised total agreement amount not to exceed \$390,000.

RECOMMENDATION:

It is recommended the Board of Supervisors:

Authorize the Deputy Purchasing Agent for Natividad Medical Center (NMC) or his designee to execute amendment No. 2 to the agreement (A-12753) with Health Care Interpreter Network for shared interpreter services, extending the agreement an additional three (3) year period (July 1, 2018 through June 30, 2021) for a revised full agreement term of July 1, 2015 through June 30, 2021, and adding \$195,000 for a revised total agreement amount not to exceed \$390,000.

SUMMARY/DISCUSSION:

We continue to experience an increase in interpreting requests by 28% for FY 2015-16 and another 29% for FY 2016-17, a total increase of 57% in this two-year period. Health Care Interpreter Network (HCIN) has been an invaluable support in language resources that allows NMC to keep up with the increasing demand. Approximately 48% 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, as well as the HHS section 1557, 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.

The Health Care Interpreter Network (HCIN) is a cooperative of California hospitals and health care providers sharing trained healthcare interpreters through an automated video/voice call center system. Video conferencing devices and all forms of telephones throughout each hospital connect within seconds to an interpreter on the HCIN system, either at their own hospital or one of their colleague hospitals. NMC has been allowed to establish a connection to the HCIN secure broadband network and utilize the services of its Video/Voice over IP Call Center. This enables NMC to provide 24/7 interpreting services to our patients in 170 languages including American Sign Language (ASL). The HCIN system has proven very reliable which is crucial for NMC because it reduces the possibility of liability to provider and patients. Another valuable aspect of this service is that our staff interpreters can log onto the system and offset the cost by providing interpreter services to the hospitals on the network on their slow or down time, making them more productive. Without these services NMC would lose their capacity to provide a qualified interpreter to a large group of patients and would not be in compliance

with the Joint Commission standards, California and federal laws that regulate equal access to all patients.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved this amendment No. 2 as to legal form and risk provisions, and the Auditor-Controller has reviewed and approved as to payment provisions. The amendment No. 2 has also been reviewed and approved by NMC's Finance Committee on April 2, 2018 and by its Board of Trustees on April 6, 2018.

FINANCING:

The cost for this amendment No. 2 is \$195,000 of which \$64,000.00 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 also allows us 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

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 Amendment 2
Health Care Interpreter Network Amendment 1
Health Care Interpreter Network Agreement

Attachments on file with the Clerk of the Board