Introduced: 7/11/2025
Version: 1

Current Status: Agenda Ready
Matter Type: BoS Agreement

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment no. 2 with Propio LS, LLC for over the phone, video remote interpreter and language assessment services at NMC, extending the agreement an additional one (1) year period (July 1, 2026 through June 30, 2027) for a revised full agreement term of January 1, 2024, through June 30, 2027, and adding $220,000 for a revised total agreement amount not to exceed $350,000.

RECOMMENDATION:

It is recommended the Board of Supervisors:

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment no. 2 with Propio LS, LLC for over the phone, video remote interpreter and language assessment services at NMC, extending the agreement an additional one (1) year period (July 1, 2026 through June 30, 2027) for a revised full agreement term of January 1, 2024, through June 30, 2027, and adding $220,000 for a revised total agreement amount not to exceed $350,000.

SUMMARY/DISCUSSION:

Approximately 52% of the patient population at Natividad identifies themselves as Limited English Proficient (LEP). The Joint Commission, the agency that accredits Natividad, has standards that require effective communication for LEP patients by using competent, qualified interpreters. The California and Federal laws that regulate equal access to all patients, including Title VI of the Civil Rights Act of 1964, prohibit discrimination based on race, color, or national origin and require that healthcare be delivered with effective communication for non-English speakers. Interpretation services help Natividad reduce liability for medical errors due to a communication breakdown and improve healthcare quality.

Natividad utilizes a three-pronged approach to meet the language needs of patients: in-person interpreting by Natividad Medical Interpreters, dual-role bilingual staff, and video interpreting and over-the-phone interpreting. Propio provides on-demand, video, and over-the-phone interpretation services to Natividad's healthcare providers, allowing communication with patients in a safe, secure, and professional environment. The service is available 24/7 in 300 languages and serves as a safety net to Natividad's healthcare providers when all other resources have been exhausted.

Natividad wishes to amend the Agreement to continue to provide interpretation services described above without interruption through June 30, 2027. The annual expenditures are contingent upon patient volume and the needs of individual patients. We continue to see an increase in requests for services month over month, and staff have come to depend on this service as a safety net when in-person interpreters are unavailable.

OTHER AGENCY INVOLVEMENT:

The Office of County Counsel has reviewed and approved this amendment no. 2 as to form, and the Auditor-Controller has reviewed and approved as to payment provisions. This amendment no. 2 has also been reviewed and approved by Natividad's Finance Committee and by its Board of Trustees on July 11, 2025.

FINANCING:

The cost for this agreement is $220,000 of which $220,000 is included in the FY 2025-26 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate. Funding will be provided from Natividad's Enterprise Fund 451-9600-6613.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Supporting the continuation of this agreement will allow Natividad to continue to provide quality health care and to provide effective communication between our limited English-speaking patients, their families and providers.

__ Economic Development
__ Administration
X Health and Human Services
__ Infrastructure
__ Public Safety

Prepared by: Janine Bouyea, Hospital Assistant Administrator, 783-2701
Approved by: Charles R. Harris, Chief Executive Officer, 783-2553

Attachments:
Propio LS, LLC Amendment No. 2
Propio LS, LLC Amendment No. 1
Propio LS, LLC Agreement

Attachments on file with the Clerk of the Board