



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Health System



**Date:** November 8, 2012  
**Board Meeting Date:** January 15, 2012  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Jean S. Fraser, Chief, Health System  
Susan Ehrlich, MD, MPP, Chief Executive Officer, San Mateo Medical Center

**Subject:** Amendment to the agreement with Health Care Interpreter Network

**RECOMMENDATION:**

Adopt a Resolution authorizing an amendment to the agreement with Health Care Interpreter Network for interpreting services for FY 2011-12, increasing the amount by \$8,600 to an amount not to exceed \$108,600.

**BACKGROUND:**

San Mateo Medical Center (SMMC) has been using Health Care Interpreter Network (HCIN) since March of 2003 to administer the automated processes for the provision of voice and video medical interpretation on a regional basis.

**DISCUSSION:**

HCIN provides health care professionals with a valuable tool to diagnose patient's condition by providing video/voice medical interpretation services to patients with limited English proficiency and/or hearing disabilities. In FY 2011-12 there was a dramatic increase in the need for these services. That increase in utilization resulted in overspending of the contract thus requiring this amendment to increase the maximum amount of the agreement.

The amendment and Resolution have been reviewed and approved by County Counsel as to form.

This amendment contributes to the Shared Vision 2025 outcome of a Healthy Community by providing video/voice medical interpretation services to patients with limited English proficiency and/or hearing disability and their medical providers. It is anticipated that approximately 8,500 patients with limited English will require an average

of 13 minutes of video/voice interpretation while receiving treatment at SMMC or its clinics; this is an indicator for improved access to healthcare.

**PERFORMANCE MEASURE(S):**

Measure	FY 2011-12 Actual	FY 2012-13 Projected
Number of patients with limited English who will require an average of 13 minutes of video/voice interpretation while receiving treatment at SMMC or its clinics	8,000	8,500

**FISCAL IMPACT:**

The term of this agreement is July 1, 2011 through June 30, 2012. The amendment increases the amount by \$8,600 to \$108,600.

The payment provisions of the agreement are increased by \$8,600 in funds above the original amount of the agreement. The increase is needed to cover the increased number patients who require video/voice interpretations.

Expenses at SMMC are covered by fees for services or third-party payors whenever possible. The portion of expenses for services provided to the medically indigent or to those covered by programs that do not meet the full costs of care are covered by the County's General Fund contribution to SMMC, and are within the existing annual appropriation.