



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: January 28, 2013
Board Meeting Date: February 26, 2013
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 agreement with Health Care Interpreter Network

RECOMMENDATION:

Adopt a Resolution waiving the Request for Proposals process and authorizing an amendment to the agreement with Health Care Interpreter Network for voice and video medical interpreting services, extending the term through June 30, 2015, increasing the amount by \$400,000 for a new amount not to exceed \$500,000.

BACKGROUND:

On April 3, 2012, the Chief Executive Officer of the San Mateo Medical Center (SMMC) approved agreement No. 66038-12-D057 with Health Care Interpreter Network (HCIN) in the amount of \$100,000 to administer the automated processes of voice and video medical interpretation.

The agreement was first amended on June 4, 2012, to change the contract number to reflect the correct fiscal year. SMMC has been using HCIN voice and video medical interpreter services since March of 2003.

HCIN serves all but two of the public hospitals in the California Association of Public Hospitals and Health System (CAPH) organization which is the core of the state's safety health net. This service enables interpreters to visually observe the patient being translated so interpreters can both hear the patient's response and observe the patient's reactions, thereby aiding physicians in correctly diagnosing the patient's condition and improving the patient experience.

DISCUSSION:

In the first quarter of 2012, SMMC began collecting data to develop a tool to forecast and track interpretation services. Currently these reports indicate that 47% of SMMC's

patients require video and voice interpretations which were higher than the 40% that was previously forecast. HCIN has an annual administration fee of \$40,000 with a .75 per minute rate for voice and video interpretation.

SMMC anticipates a continuing increase in demand for these services as SMMC moves into compliance with new joint commission regulatory standards requiring interpretation for all such patients and the increase in the percentage of patients requiring video and voice interpretation.

These factors necessitate an increase in the maximum amount payable under the agreement. It has also been determined that it is in the best interest of the County and SMMC's patients to extend the current term of the agreement by two years to continue to provide this valuable tool for patient-provider communication.

SMMC is requesting a waiver of the Request for Proposals (RFP) process for this amendment to the agreement because HCIN provides a unique service and is the only provider with medically-trained voice and video interpreters that is linked to other public hospitals.

The amendment and Resolution have been reviewed and approved by County Counsel as to form. Contractor meets insurance certification requirements.

SMMC also requests your Board authorize the Chief of the Health System or designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

This amendment contributes to the Shared Vision 2025 outcome of a Healthy Community by providing video and voice medical interpretation services to patients with limited English proficiency and/or hearing disability and their medical providers. It is anticipated that approximately 19,500 voice and video consultations will be required by patients receiving treatment at SMMC or its clinics; this is an indicator for improved access to healthcare.

PERFORMANCE MEASURE:

Measure	FY 2011-12 Actual	FY 2012-13 Projected
Approximate number of patient consultations that will require video/voice interpretation	15,352	19,500

FISCAL IMPACT:

This amendment extends the term of the agreement by two years for a new term of July 1, 2012 through June 30, 2015, and increases the maximum fiscal obligation by \$400,000 to \$500,000. Funds in the amount of \$157,144 are included in the SMMC FY

2012-13 Adopted Budget and funds in the amount of \$171,428 are included in the SMMC 2013-14 Recommended Budget. Similar arrangements will be made for future budget years.

The payment provisions of the agreement are increased by \$400,000 in funds above the original amount of the agreement. The increase is needed to cover the increased number of consultations with patients who require video/voice interpretations and the two year extension of the agreement.

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.