



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: July 23, 2013
Board Meeting Date: September 10, 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 the agreement with Pacific Interpreters, Inc.

RECOMMENDATION:

Adopt a Resolution authorizing an amendment to the agreement with Pacific Interpreters, Inc., to provide telephonic medical interpreter services, increasing the amount by \$100,000 to an amount not to exceed \$300,000.

BACKGROUND:

On December 14, 2010, your Board approved, by Resolution 071187, an agreement with Pacific Interpreters, Inc. (Pacific) to provide telephonic medical interpreter services in relation to patient care at San Mateo Medical Center (SMMC) in an amount not to exceed \$200,000. Pacific was chosen following a formal Request for Proposals process. SMMC serves a large number of residents who are Limited English Proficient (LEP). As a result, a commercial vendor is required in order to provide remote telephonic medical interpretation for LEP patients and the employees providing services to them. Pacific provides on-call interpretation services as needed by SMMC.

Pacific's services are secondary to SMMC's primary translation service system, the Health Care Interpreter Network (HCIN). Pacific is used, for example, when HCIN interpreters are not available because they are already engaged or are not available in the required language. Pacific's services are primarily used after hours or on weekends. Calls that cannot be handled by HCIN are automatically re-routed to Pacific.

DISCUSSION:

The use of interpreters for SMMC patients continues to increase at a rate greater than anticipated. In part the increase is a result of SMMC's move into compliance with new Joint Commission regulatory standards which require interpretation for all non-English-speaking patients. This increase is seen as a positive reflection on the level of care we

provide our LEP patients. Based on the continuing need for interpreter services, SMMC requests your Board approve an amendment to continue services through the end of the agreement's term. The proposed amendment would add \$100,000, which should permit services to continue through December 31, 2013.

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

The contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

This agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by enabling SMMC to provide access to safe, rapid and high quality medical care for LEP patients who and are not otherwise able to communicate effectively with their medical provider or SMMC staff. It is anticipated that 95% of requests for interpretation will be answered by Pacific Interpreters within three minutes.

PERFORMANCE MEASURE:

Measure	FY 2012-13 Actual	FY 2013-14 Projected
Request for interpretations answered by Pacific Interpreters within three minutes	90%	95%

FISCAL IMPACT:

The term of this agreement is January 1, 2010 through December 31, 2013, in an amount not to exceed \$300,000. Funds in the amount of \$200,000 were included in the SMMC FY 2012-13 Adopted Budget, and funds in the amount of \$100,000 will be included in the SMMC 2013-14 Recommended Budget. The payment provisions for units of service remains the same as in the original 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.