



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



**Date:** September 23, 2015  
**Board Meeting Date:** December 15, 2015  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Louise Rogers, Chief, Health System  
Susan Ehrlich, MD, MPP, Chief Executive Officer, San Mateo Medical Center

**Subject:** Amendment to the agreement with Pacific Interpreters, Inc., a Language Line Solutions Company for interpreter services

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Pacific Interpreters, Inc., a Language Line Solutions Company for interpreter services, increasing the amount by \$350,000 to an amount not to exceed \$1,750,000.

**BACKGROUND:**

On April 22, 2014, your Board approved an agreement with Pacific Interpreters, Inc. (Pacific Interpreters), a Language Line Solutions Company for interpreter services. On May 23, 2014, your Board approved an amendment to add the Human Services Agency (HSA) to this agreement for their interpreter needs at the negotiated rate for San Mateo Medical Center (SMMC), which increased the amount by \$800,000 to an amount not to exceed \$1,400,000. Pacific Interpreters provides a vital communication link between SMMC's limited English proficiency (LEP) patients and their providers.

**DISCUSSION:**

SMMC underestimated the increase in demand for interpreter services as the result of a new Joint Commission regulatory standard. This standard requires SMMC to offer all patients with LEP interpretation services. Based on current trends the agreement will not have enough funding for the term of the agreement. This amendment will increase the amount by \$350,000, allowing SMMC to continue to provide this vital service.

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

Approval of this amendment 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 residents of San Mateo County. It is anticipated that 95% of requests for phone interpretation will be fulfilled by Pacific Interpreters within three minutes.

**PERFORMANCE MEASURE:**

Measure	FY 2014-15 Actual	FY 2015-16 Projected
Requests for interpretation fulfilled by Pacific Interpreters within three minutes	95%	95%

**FISCAL IMPACT:**

The term of the amended agreement is January 1, 2014 through December 31, 2016. The amount of the agreement is not to exceed \$1,750,000. Funds in the amount of \$188,462 are included in the SMMC FY 2015-16 Adopted Budget and Funds in the amount of \$161,538 will be included in the SMMC FY 2016-17 Recommended Budget.

HSA's portion of this contract will remain unchanged at \$266,666 annually.

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 fully meet the costs of care is covered by the County General Fund contribution to SMMC, and are within the existing annual appropriation.