



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: March 4, 2014
Board Meeting Date: April 22, 2014
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: Agreement with Pacific Interpreters, Inc., a LanguageLine Solutions Company

RECOMMENDATION:

Adopt a Resolution authorizing an agreement with Pacific Interpreters Inc., a LanguageLine Solutions Company, to provide interpreter services for the term of January 1, 2014 through December 31, 2016, in an amount not to exceed \$600,000.

BACKGROUND:

Based on the large number of languages spoken by patients and family members at San Mateo Medical Center (SMMC), a commercial vendor is required to provide remote telephonic interpretation (phone interpretation) between SMMC employees and SMMC patients with limited English proficiency). SMMC's phone interpretation needs may be at any time of the day or night, in virtually any language. SMMC anticipates a continuing increase in demand for phone interpretation as SMMC moves into compliance with new Joint Commission regulatory standards requiring SMMC to offer phone interpretation to all patients with limited English proficiency.

In September 2010, SMMC and Health Plan of San Mateo (HPSM), which partners with the County for phone interpreter services, issued a joint Request for Proposals (RFP). On December 14, 2010, your Board approved an agreement with Pacific Interpreters, Inc., a LanguageLine Solutions Company (Pacific Interpreters), which was selected as a result of the RFP process, for the term of January 1, 2011 to December 31, 2013.

DISCUSSION:

Recently, SMMC was notified that HPSM had elected to continue their agreement with Pacific Interpreters for three additional years. SMMC is requesting a waiver from the RFP process for this agreement to continue using Pacific Interpreters during the same

term as HPSM. HPSM and SMMC both use the same phone interpretation provider due to the collaboration between SMMC and HPSM on serving limited English proficiency patients/members.

Specifically, when interpretation services are requested by SMMC or HPSM, the calls are automatically routed to the Health Care Interpreter Network (HCIN), the primary interpretation services vendor. If the HCIN does not have the capacity to take the call, the call is then routed to the secondary vendor which is Pacific Interpreters. HCIN can only route calls to a single back-up vendor. Accordingly, HPSM and SMMC must both contract with the same secondary vendor for interpretation services. We will ensure that HPSM understands the need to issue an RFP for the secondary vendor before this contract comes up for renewal again.

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

SMMC also requests that 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.

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.

Approval of 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 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 2013-14 Estimate	FY 2014-15 Projected
Request for interpretations fulfilled by Pacific Interpreters within three minutes	90%	95%

FISCAL IMPACT:

The term of the agreement is January 1, 2014 through December 31, 2016, in an amount not to exceed \$600,000. Funds in the amount of \$100,000 are included in the SMMC FY 2013-14 Adopted Budget and funds in the amount of \$200,000 will be included in the SMMC FY 2014-15 Recommended Budget. Similar arrangements will be made for future budget years.

The payment provisions and levels of service in this contract are essentially the same as the prior contract.

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.