



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: May 13, 2015
Board Meeting Date: July 7, 2015
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 Health Care Interpreter Network to provide voice and video medical interpreting services

RECOMMENDATION:

Adopt a Resolution authorizing an agreement with Health Care Interpreter Network for voice and video medical interpreting services for the term July 1, 2015 through June 30, 2018, in an amount not to exceed \$800,000.

BACKGROUND:

Health Care Interpreter Network (HCIN) serves all but three of the public hospitals in the California Association of Public Hospitals and Health Systems, which forms the core of the state's health safety net. Because HCIN's service enables interpreters to visually observe the patient being translated, interpreters can both hear the patient's response and observe the patient's reactions. This aids physicians in correctly diagnosing the patient's condition and improving the patient experience.

DISCUSSION:

Current reports indicate that 47% of the patients at San Mateo Medical Center (SMMC) require video and voice interpretations. SMMC anticipates a continuing increase in demand for these services due to: (1) new Joint Commission regulatory standards requiring interpretation for all patients with limited English proficiency, and (2) an overall increase in the number of patients requiring video and voice interpretation at SMMC.

SMMC is requesting a waiver of the Request for Proposals (RFP) process for this agreement because HCIN provides a unique service and is the only provider with highly trained medical interpreters, accessible through HCIN's public hospital network.

The Resolution contains the County's standard provisions allowing amendment of the County fiscal obligations by a maximum of \$25,000 (in aggregate).

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

This agreement contributes to the Shared Vision 2025 of a Healthy Community by providing voice and video medical interpretation services to patients with limited English proficiency and/or hearing disability and their medical providers. It is anticipated that approximately 34,000 voice and video consultations will be required annually by patients receiving treatment at SMMC or its clinics.

PERFORMANCE MEASURE:

Measure	FY 2013-14 Actual	FY 2014-15 Projected
Number of voice and video consultations required by patients receiving treatment at SMMC or its clinics	30,000	34,000

FISCAL IMPACT:

The term of the agreement is July 1, 2015 through June 30, 2018. The amount of the agreement is not to exceed \$800,000. Funds in the amount of \$266,666 will be included in the SMMC FY 2015-16 Recommended Budget.

The terms of this agreement are essentially the same as the previous 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 medical indigent or to those covered by programs that do not fully meet the costs of care are covered by the County General Fund contribution to SMMC, and are within the existing annual appropriation.