



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 18-532

Board Meeting Date: 6/26/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, Health System
Chester J. Kunnappilly, MD, Chief Executive Officer, San Mateo Medical Center

Subject: Amendment to Agreement with Health Care Interpreter Network to Provide Voice and Video Medical Interpreting Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment to agreement with Health Care Interpreter Network extending the term through June 30, 2021 and increasing the amount by \$1,400,000, to an amount to not exceed \$2,225,000.

BACKGROUND:

On July 7, 2015, your Board approved an agreement with Health Care Interpreter Network to provide voice and video medical interpreting services to comply with new Joint commission regulatory standards requiring the availability of interpretation services for all patients with limited English proficiency. On September 29, 2017, the agreement was amended by the Chief Executive Officer of the San Mateo Medical Center (SMMC) to increase the maximum amount payable by \$25,000, for an additional communication line to handle the increased call volume.

DISCUSSION:

SMMC continues to see an increasing demand for video and voice interpretations, due to the Joint Commission regulatory standards. Current reports indicate that 47% of the patients at SMMC require video and voice interpretation services. SMMC has seen an 89% increase in the number of interpretations requested over the original term of this agreement.

SMMC is seeking a waiver of the Request for Proposals process for this agreement because HCIN provides a unique service and is the only provider with highly trained medical interpreters that is linked to other public hospitals.

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

The County's Contract Compliance Committee has approved a waiver request to extend the

agreement by an additional three years beyond the original the three-year term.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate). The Board already granted such authority with the original agreement, and said amendment authority has since been exhausted.

The amendment contributes to the Shared Vision 2025 outcome 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 65,000 voice and video consultations annually will be required by patients receiving treatment at SMMC or its clinics.

PERFORMANCE MEASURE:

Measure	FY 2016-17 Actual	FY 2017-18 Estimated
Approximate number voice and video consultations will be required by patients receiving treatment at SMMC or its clinics	57,600 consultations	66,000 consultations

FISCAL IMPACT:

The term of the agreement is July 1, 2015 through June 30, 2021. The amount of the agreement, as amended, is not to exceed \$2,225,000. The amendment increases the contract amount by \$1,400,000. Funds in the amount of \$470,000 are included in the SMMC FY 2018-19 Recommended Budget. Similar arrangements are made for future years.

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.