

HEALTH COMMISSION

CITY AND COUNTY OF SAN FRANCISCO

RESOLUTION NO. 039-85

RESOLUTION DECLARING A POLICY TO OFFER BILINGUAL HEALTH CARE AT THE EMERGENCY ROOM, PSYCHIATRIC EMERGENCY ROOM, PHARMACY, AND LABOR AND DELIVERY DEPARTMENT AT SAN FRANCISCO GENERAL HOSPITAL.

WHEREAS, The Health Commission is the Governing Body of San Francisco General Hospital; and

WHEREAS, The Health Commission and the Department of Public Health staff is committed to providing quality health care to every San Franciscan; and

WHEREAS, Many of the patients who are provided with medical care at San Francisco General Hospital do not speak or understand English; and

WHEREAS, The Commission and the Department recognize the importance of effective communication between health care providers and patients; and

WHEREAS, The Department of Public Health entered into a compliance agreement in 1978 with the U.S. Department, Office of Civil Rights, Health and Human Services Division to provide bilingual staff services at the Medical Emergency Room, Psychiatric Emergency Room, Pharmacy and Labor and Delivery; and

WHEREAS, The Department established a bilingual task force in 1984 which recommends that certain positions be designated as bilingual positions and that the department provide ongoing monitoring of the availability of bilingual services in conjunction with a needs assessment for bilingual services on a quarterly basis;

WHEREAS, The Department is committed to working cooperatively to provide bilingual services in all areas of the hospital; and

WHEREAS, The department is deemed to be in compliance with the Office of Civil Rights based on a commitment to hire and maintain qualified bilingual staff in the four critical care areas including the emergency room, psychiatric emergency room, pharmacy, and labor and delivery; and

WHEREAS, The Office of Civil Rights is satisfied with the Department's performance and future plans with respect to providing bilingual services; and

WHEREAS, The Department has agreed with the recommendations of the Bilingual Services Task Force to continue language exempt waivers as needed and to maintain and evaluate the ongoing need for bilingual services; therefore, be it

RESOLVED, That the Commission declares a policy that the Department provide bilingual personnel in the critical areas as identified by the Office of Civil Rights and generally throughout the hospital as recommended by the Bilingual Services Task Force, and that it hire the personnel needed to remain in compliance with the Office of Civil Rights, and that maintenance of effort be evaluated quarterly.

*I hereby certify that the foregoing resolution was adopted by the Health Commission
at its meeting of October 1, 1985*


Secretary