



A 2-Part Language Solutions Stakeholders Meeting

April 16 and 24, 2008

A California Academy of Family
Physicians and San Francisco
Medical Society Project

Funding provided by the California Endowment



San Francisco Medical Society

Steven Fugaro, MD

President of the Board

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Executive Director

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Sandra Newman, MPH

Director of Health Policy

Jane Cho

Project Coordinator



Project / Group Leaders

Diana Lau, RN, MS, CNS

President

Asian Healthcare Institute

Assistant Clinical Professor

UCSF School of Nursing

Administrative Director

UCSF Asian Heart & Vascular Center

Michael Jang, MA

President

Qualitative and Quantitative Researcher

Institute for Scientific Analysis



Stakeholders

Physician – language advocates (2)

IPA groups (2) – Brown & Toland, Chinese Community Health Care Association

City College Medical Interpreters Program (1)

City and County of San Francisco – Office of Language services (2)

San Francisco Human Services Agency – MediCal Connections (1)

HMO representatives (3) – BC, HealthNet, CCHP

Medical office manager (1)

Representative from the Video Medical Interpreters Project (1)

Language Policy advocates (1) – CPEHN

California Health Interpreters Association (1)

Language provider (UCSF vendor) – CultureWise, Inc.

San Francisco Medical Society (1)

California Academy of Family Physicians (1)

MIA:

• **Employers**



Goals of stakeholder meeting

Part I : Brainstorming innovative ideas

Part II : Integrate ideas and develop a language solution model **by consensus**



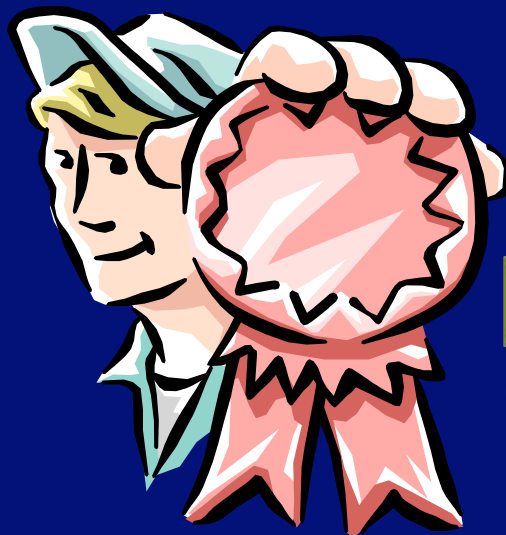
Lack of standardization and a coherent management plan / protocol

- Various interpreter standards/criteria
 - Research to validate standards
 - Data collection on interpreter utilization
 - Customized computer system support
 - Standardization of interpreter trainings
 - Evaluation of interpreters / agencies
 - Education – MDs / Patients / Interpreters
-



BY CONSENSUS

Centralized Language Broker



Quality



Quantity





Successes & challenges

SB 853 -
HMOs each
developing
their
language
resources to
meet 1109
deadline.

NOT a state
process

CENTRALIZATION



CENTRALIZED COLLABORATIVE LANGUAGE PORTAL MODEL

PROS ?

CONS?