



City and County of San Francisco
Edwin M. Lee, Mayor

San Francisco Department of Public Health

Barbara A. Garcia, MPA
Director of Health

Director's Report for Health Commission Meeting of

May 21, 2013

A current overview of issues affecting the state of public health in San Francisco

<http://www.sfdph.org/dph/comupg/aboutdph/insideDept/dirRpts/default.asp>

Welcome to New Health Commissioner Judith F. Karshmer

Please join me in welcoming Judith F. Karshmer, PhD, PMHCNS-BC, Dean and Professor, School of Nursing and Health Professions, University of San Francisco as the newest member of the San Francisco Health Commission. Dr. Karshmer completed her undergraduate degree in nursing at the University of Iowa, graduate degree in advanced psychiatric- mental health nursing at Rutgers-The State University of New Jersey, masters in social psychology at the University of Massachusetts and PhD at New Mexico State University.

Dr. Karshmer is currently the Dean of the School of Nursing & Health Professions at the University of San Francisco and in that capacity has been instrumental in reconfiguring the Master of Science in Nursing-Clinical Nurse Leader (MSN-CNL) program with multiple entry options for both the nurse and non-nurse applicant. Under her leadership, USF launched the first DNP program in California in 2007 and currently has DNP programming for post-baccalaureate students, a DNP completion program for masters' prepared nurses, and a track for the executive nurse leader.

In Fall 2011, Dean Karshmer added an MPH program to the School's portfolio and in Fall 2013 an interdisciplinary PsyD program, and an MS in Behavioral Health option will open. Dr. Karshmer is the immediate past president of the California Association of Colleges of Nursing. A member of the American Association of College Nursing-American Organization of Nurse Executives (AACN- AONE) Task Force on Academic-Practice Partnerships, and was recently elected as a Commissioner to the Commission on Collegiate Nursing Education (CCNE), representing deans.

We look forward to working with Commissioner Karshmer and will be relying on her experience, training and expertise to help us as we move forward into a very exciting era in public health.

Strike Planned for May 21-22

A strike has been planned against the University of California for May 21 and 22 by the patient care technical workers represented by the American Federation of State County and Municipal Employees (AFSCME). The strike across the UC system will affect all five UC medical centers,

The Whistleblower Program, operated by the Controller's Office, receives complaints regarding the misuse of City funds, improper activities by City officers and employees, deficiencies in the quality and delivery of government services, and wasteful and inefficient City government practices. There are a number of ways to file a complaint. Go to www.sfcontroller.org and click on the Frequently Requested tab to access the Whistleblower complaint instructions in the drop down menu.

including UCSF Medical Center, and affiliated sites including San Francisco General Hospital and Trauma Center (SFGH). Sympathy strikes also have been announced by the service employees represented by AFSCME and the health care professionals represented by the University Professional and Technical Employees (UPTE).

Please note that the strike is not against the City and County of San Francisco and does not concern any disputes at SFGH.

The striking AFSCME patient care workers include those in Clinical Laboratories, Respiratory Care Services, Operating Room Technicians, Renal Dialysis Technicians, Histology Technicians in Pathology, Biomedical Engineering Technicians and Poison Control. The UPTE workers are in the departments of Clinical Laboratories, Pathology, Psychiatry, Renal Dialysis and Poison Control.

UC officials announced Monday May 13 that the University will seek a restraining order against the AFSCME strike, citing a threat to public health and safety at its five medical centers. The outcome of the injunction request is not known at this time.

For more information and updates go to <http://www.ucsf.edu/news/2013/05/105921/ucsf-responds-afscmes-plans-two-day-strike>.

Another Step Closer to ACA Implementation: Healthy San Francisco and SF PATH

The City and County of San Francisco created *Healthy San Francisco* and *SF PATH* to provide access to care for our residents who were not eligible for health insurance. To date, over 110,000 participants have been enrolled. Our HSF and SF PATH Application Assistors are preparing to help our participants apply for new free or affordable health insurance programs when pre-enrollment begins in October 2013. To ensure that our participants have clear information about upcoming changes that may impact them due to the Affordable Care Act, we have added new, special health reform information pages to the websites at <http://healthysanfrancisco.org/healthreform/> and <http://sfpath.org/healthreform/>.

Collectively, these sites receive over 5,000 visits per month. This content will ensure that we have clear and informative content for participants with questions regarding the impact of the Affordable Care Act on their potential health coverage options and how to apply in the future. These sites are in English, Spanish, and Chinese and will be updated continually as more information becomes available. These sites emphasize that regardless of your immigration status, medical condition, or income, we can find the right program for you.

Service Excellence Program Continues to Expand with YouTube Videos

As part of our move towards integration, the Service Excellence program is a DPH-wide training campaign that includes staff at SFGH, LHH and the COPC clinics in developing creative and sustainable ways to improve the patient and staff experiences. This work began formally last summer with the training of more than 3,000 DPH staff. This year, physicians also were trained in service excellence.

To highlight the training and depict the Service Excellence standards in action, the SFGH Learning Center has created a series of short videos, now available on YouTube. The most

recent video, “Creating a Team Spirit,” highlighted Laguna Honda Hospital staff members. I urge the Commissioners to take time to watch these videos as we continue the important steps towards integration with Service Excellence as a hallmark of that journey. Here are links to the videos. They can also be found on the Service Excellence web site, available to all DPH staff on the CHN Intranet: <http://in-sfghweb02/DET/service-excellence>.

Video 1. Making Positive First Impressions - http://www.youtube.com/watch?v=IE-xLmKH3ns&feature=player_embedded

Video 2. Treating Other's as "Guests" - http://www.youtube.com/watch?v=wtSbZwjcwJY&feature=player_embedded

Video 3. Service Recovery - http://www.youtube.com/watch?feature=player_embedded&v=WYz_CJvj_4o

Video 4. Communicating Effectively - <http://www.youtube.com/watch?v=jLkHx09vwEs&feature=youtu.be>

Video 5. Creating a Team Spirit - <http://youtu.be/oilFTek-NTM>

18th Annual Afrocentric Parenting Conference

The 18th annual Afrocentric Parenting Conference is scheduled for Friday, May 31, 9 a.m. – 3 p.m., 1300 on Fillmore @ Eddy. This year’s keynote speaker is Joy Angela Degruy, author of *Post Traumatic Slave Syndrome: America’s Legacy of Enduring Injury and Healing*. Dr. Degruy will explore how Black women can be empowered to assess and transform defeating belief systems and world views and live healthy, self-actualized lives. The event is sponsored by the San Francisco Black Infant Health Program. For more information, call 415/776-4457 or email info@blackinfanthealthsf.org. Registration is \$50. Deadline to register is May 24th.

Annual Compliance Training

The San Francisco Department of Public Health is committed to promoting a strong compliance culture and encourages all DPH employees, contractors, and agents to conduct themselves with the highest legal and ethical standards. To that end, it is every individual’s responsibility to be aware of key compliance issues that impact their jobs daily. As such, mandatory compliance trainings are provided to educate employees, contractors, and agents on important compliance laws and policies, including DPH Code of Conduct. Currently, we are offering compliance training throughout the Department in a variety of modalities, including on-line training modules. We would be happy to share a compliance training lesson with any Commissioner who is interested in learning more about this important function.

Rethink Your Drink Campaign in San Francisco

The Feeling Good Project, funded by the Network for a Healthy California, is participating in the *Rethink Your Drink Campaign* in San Francisco. The Feeling Good Project was one of a number of organizations recognized at the Bay Area Nutrition and Physical Activity Collaborative (BANPAC) on May 9th for promoting Healthy Food, Beverage and Movement Guidelines. The Guidelines were adopted by the San Francisco County Nutrition Action Plan, a group composed of programs in San Francisco providing Nutrition Services to low income San Francisco residents.

In collaboration with BANPAC the Feeling Good Project has provided training and support so that organizations serving low income San Francisco residents can adopt similar policies. In the

next few months the staff will be taking the *Rethink Your Drink* message to public events, training providers on available educational resources and providing classes to the clients of Community Partners. The Feeling Good Project is also participating in the UCSF-Bay HIP Sugar Sweetened Beverage Partnership Working Group that, together with Shape Up SF, is coordinating a range of activities throughout the City.

***We Can!*[®] Chinese Families Campaign Holds Graduation**

The *We Can!*[®] Chinese Families campaign, sponsored by the Chinatown Public Health Center, graduated over 130 people, including adults, youth and preschoolers on April 20 at Chinatown YMCA. The families attended concurrent age-specific workshop series of 4 classes on healthy eating and active living. The 10 healthy skills they learned include: eating a balanced diet, learning the “Choose My Plate” concept, eating more fruits and vegetables, increasing physical activity, selecting low-sugar and low-fat foods, controlling food portion sizes, limiting sugar-sweetened beverages, reducing screen time, reading food labels, and healthy cooking. The evaluation results show 93% of the participants are eating more fruits and vegetables, 83% are increasing physical activity and choosing food with less fat and less added sugar; and 81% are reading food labels.

Asian Pacific American Mental Health Day

Friday, May 10th was Asian Pacific American Mental Health Day. In honor of the day, Chinatown Public Health Center pediatrician Peter Ng, MD, and Center Director Albert Yu, MD, along with Irene Sung, MD, Chief Medical Officer from Community Programs, joined Richmond Area Multi-Services, Inc. (RAMS) staff and others at a press event to discuss the issues of detecting and addressing mental health concerns in primary care & non-mental health care settings. Asian & Pacific Islanders have the lowest rates of utilization of mental health services among ethnic populations, which may be due to the substantial stigma that exists, as well as cultural and linguist isolation of the community, family and individual. The media event focused on these disparities and brought attention to the critical need to raise awareness and talk about mental health, de-stigmatize seeking help, and increase access to and support of culturally competent/relevant services for the Asian American & Pacific Islander community.

Behavioral Health Summit

Laguna Honda's Behavioral Health Summit drew a packed house of Department of Public Health practitioners on April 24th. Six panelists discussed best practices for patients with dementia, substance use addictions and other behavioral challenges, including how to provide care to behaviorally complex patients, what a typical day looks like in the life of a behaviorally complex patient, staff training and skills reinforcement, challenges in implementing practice changes for behaviorally complex patients, and how to gauge success. Following is a lineup of the panelists.

- Bonnie Bollwinkel, Licensed Clinical Social Worker, Alzheimer's Assoc. of Northern CA
- Gordon Muir Giles, Developer of Neurobehavioral Care, Crestwood Behavioral Health, Inc.
- Emily Leavitt, Licensed Clinical Social Worker, UCSF Alliance Health Project
- Rajesh Parekh, MD, Psychiatrist, Department of Public Health
- Matt Tierney, Nurse Practitioner, UCSF
- Robinetta Wheeler, Assistant Patient Care Manager, Stanford Hospitals and Clinics

The planning group of hospital staff members who organized the summit reconvened on May 15 to plan next steps.

Project (Homeless) Family Connect 49

PHC 49, scheduled for Friday, June 7th, is a special Family Connect event. As with last year's highly-popular Family Connect, the event will take place at the Bayview Opera House, Joe Lee Rec Center, 3rd Street & Newcomb. Due to the smaller size of this event, pre-registration is required. If any of the Commissioners, staff, or members of the public would like to volunteer, there is always room for eager hands and hearts at these events. Medical training is not essential.

Whooping Cough Awareness

The San Francisco Immunization Coalition (SFIC) has launched a campaign to raise awareness and funds to help prevent whooping cough. It has been three years since the worst outbreak of whooping cough in California in over a half century. Because pertussis tends to come in three to five years cycles, we need to prepare for another possible increase in cases. SFIC is working to increase awareness and educate the public and health care providers about the disease and ways to prevent it. The campaign can be found at <http://www.razoo.com/story/Help-Us-Prevent-The-Next-Epidemic>.

Community Meeting for UCSF Research Building on SFGH Campus

UCSF is hosting its second community meeting on June 17th in the SFGH Cafeteria from 6:30-8 p.m. to provide new information on a proposed new research building on the SFGH campus. SFGH is home to 170 UCSF principal investigators receiving more than \$160 million in grants each year for research that has direct benefits to patients and the community.

The new building would provide updated lab space that meets UC seismic requirements for research programs that are currently located in the red brick buildings on campus. The new research building would be built on the parking lot near the Emergency Department entrance, located off of 23rd St. Construction would start after completion of the SFGH Rebuild and open by 2018.

Sobering Center to Receive Emergency Services Award

The San Francisco Department of Public Health's Sobering Center, 1172 Mission Street, is being awarded the Community Services Award as part of the 15th Annual Emergency Services Awards Program. The EMS Agency and SF Paramedic Association is acknowledging the Sobering Center for "years of meritorious service to the chronically homeless and inebriates with sobering services and the benefit provided to the EMS system by temporary sobering clinics during special events." Tae-Wol Stanley and Shannon Smith-Bernardin will be accepting the award on behalf of the Sobering Center at today's (May 21st) awards luncheon.

A bit of history about the Sobering Center: The San Francisco Sobering Center was developed as a pilot program in 2003 to focus on the safe sobering of acutely intoxicated individuals. The Sobering Center continues to address the needs of the City's most vulnerable residents—homeless, alcohol-dependent persons in San Francisco. At the Sobering Center, alcohol abuse is considered the primary problem, though many clients have secondary issues with other substances, mental illness, and/or multiple medical diagnoses.

The focus of The Sobering Center is to (1) improve the health outcomes and quality of care for individuals with chronic alcoholism; (2) increase appropriate options for acutely intoxicated individuals, in order to reduce inappropriate use of emergency department resources; and, (3)

decrease the inappropriate use of ambulance transports for acutely intoxicated individuals. In calendar year 2012, the sobering center had a total of 4,566 visits by nearly 1,600 unduplicated clients.

HIV Prevention Staff Member Selected for the NASTAD Minority Leadership Program

Oscar Macias of the HIV Prevention Section has been selected to participate in the 2013-2014 National Alliance of State and Territorial AIDS Directors (NASTAD) Minority Leadership Program (MLP). Oscar is one of 16 participants selected from across the U.S. based on demonstrated leadership and commitment to developing skills and working within a health department to improve the health of communities. Through the Minority Leadership Program, Oscar will participate in meetings in Washington, DC., webinars, coaching from leaders in the field, and will produce a personal development plan and a final program project.

**COMMUNITY HEALTH NETWORK
SAN FRANCISCO GENERAL HOSPITAL & TRAUMA CENTER**

May 2013
Governing Body Report - Credentialing Summary
(4/18/13 BUSINESS-MEC)

	5/2013	07/2012 to 06/2013
New Appointments	7	159
Reinstatements	0	1
Reappointments	46	484
Delinquencies:	0	0
Reappointment Denials:	0	0
Resigned/Retired:	8	168
Disciplinary Actions	0	0
Administrative Suspension	0	1
Restriction/Limitation-Privileges	0	1
Deceased		
Changes in Privileges		
Voluntary Relinquishments	20	141
Additions	11	141
Proctorship Completed	15	245

Current Statistics – as of 4/1/13		
Active Staff	521	
Courtesy Staff	502	
Affiliated Professionals (non-physicians)	244	
TOTAL MEMBERS	1,267	

Applications in Process	43
Applications Withdrawn Month of May 2013	0
SFGH Reappointments in Process 6/2013 to 8/2013	161

LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

May 2013

Health Commission - Director of Health Report

(May 9, 2013 Medical Exec Committee)

	May	(FY 2012-2013) Year-to-Date
New Appointments	0	5
Reinstatements	0	0
Reappointments	5	39
Delinquencies:	0	0
Reappointment Denials:	0	0
Resigned/Retired:	0	11
Disciplinary Actions	0	0
Restriction/Limitation-Privileges	0	0
Deceased	0	0
Changes in Privileges		
Additions	0	0
Voluntary Relinquishments	0	0
Proctorship Completed	0	14
Proctorship Extension	0	1

Current Statistics – as of 5/1/2013	
Active Medical Staff	35
As-Needed Medical Staff	12
External Consultant Medical Staff	47
Affiliated Professionals	6
TOTAL MEMBERS	100

Applications in Process	4
Applications Withdrawn Month of May 2013	1