



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

February 4, 2014

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>

Centers for Medicare and Medicaid Services Verifies SFGH Compliance

On January 24, San Francisco General Hospital and Trauma Center reported that the federal Centers for Medicare and Medicaid Services (CMS) has verified the hospital's compliance with its Plan of Correction (POC) to fix the problems that contributed to the tragic death of patient Lynne Spalding Ford, and that the hospital has made significant progress toward a safer and more secure hospital. Her family is in the forefront of our minds as we continue to work to improve safety and security for all our patients.

CMS conducted a thorough investigation from October 30 to November 8 2013, following the hospital's self-reporting of Ms. Spalding's death. The survey covered general security, patient safety/security and privacy. The federal investigators returned the week of January 21 to re-survey the hospital. The surveyors completed staff interviews, observed practice in the patient care areas, and reviewed documents before concluding that SFGH is in compliance with all requirements.

Many of the changes outlined in the POC already have been implemented and we can assure Ms. Spalding's family, and all our patients, visitors and staff, that we are a safer organization today.

Working in collaboration with the San Francisco Sheriff's Department, which provides security on the San Francisco General Hospital (SFGH) campus, we have made significant improvements in the key problem areas identified during the investigations: general security, patient safety/security and privacy. A full summary of the improvements is available at:

<http://www.sfdph.org/dph/comupg/oservices/medSvs/SFGH/default.asp> under 'Helpful Links', the top link, 'SFGH Emergency Information.'

New San Francisco Health Network Director of Primary Care

Congratulations to Dr. Hali Hammer for being named the new Director of Integrated Primary Care for the San Francisco Health Network (SFHN) effective March 17, 2014. Joining Albert Yu, Director for Ambulatory Care, and his team, Dr. Hammer will be responsible for the strategic planning, integration, delivery, and operational performance of all primary care programs which include: SFGH and Community Primary Care, Primary Care-Behavioral Health

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.

Integration, Dental Services, Youth Programs, Breast and Cervical Cancer Treatment Program, Family Planning, Primary Care Quality Improvement, and Urgent Care Services.

Dr. Hali Hammer has dedicated her entire professional career to date serving DPH and SFGH patients. She completed her residency and chief residency in the UCSF/SFGH Family and Community Medicine Residency Program. Over the past 20 years, she has served in multiple leadership roles including Medical Director of SFGH Urgent Care Center, Medical Director of SFGH Family Health Center, Associate Director of UCSF/SFGH Family & Community Medicine (FCM) Residency, Director of FCM Continuous Quality Improvement Program, and Vice Chief of SFGH Family & Community Medicine. She is currently a Professor of UCSF Clinical Family Medicine. Dr. Hammer received her undergraduate degree from Amherst College and Doctor of Medicine degree from Albert Einstein College of Medicine.

LHH Prepares for the Implementation of ICD-10

Laguna Honda is preparing for the transition to ICD-10 that will occur on October 1, 2014. On February 5, staff participated in a webinar training entitled “ICD-10 Coding and Documentation for Long Term Care.” Information has been made easily accessible on our Intranet page which now includes an “ICD-9/10 Lookup”. This has ICD-9 lookup by diagnosis with a crosswalk of ICD-9 to 10 codes. Over the next several months, Laguna Honda will be assisted by a Clinical Documentation Integrity consultant who will be providing analysis of our most common diagnoses and helping us prepare a “cheat sheet” for coding of our most common diagnoses. In addition, the consultant will be educating providers on documentation requirements for ICD-10.

Jail Health Services

Jail Health Services (JHS) is pleased to announce that the Forensic AIDS Project, Jail Psychiatric Services, and Jail Aftercare Services have changed their names to more accurately reflect how each program functions as a fully integrated part of JHS. While all contact information (phone numbers and addresses) remain the same, going forward, our program names will be as follows:

- Reentry Services (formerly Jail Aftercare Services)
- Behavioral Health Services (formerly Jail Psychiatric Services)
- HIV and Integrated Services (formerly Forensic AIDS Project)

As the jail population increasingly suffers from co-occurring chronic diseases, mental illness and substance use disorders, an integrated approach to health care is essential. Our name changes reflect our commitment to this more effective approach to caring for people with multiple healthcare needs. As always, JHS will continue to focus on the comprehensive medical and behavioral health needs of prisoners and improving the continuity of care between the jail and the community.

LHH CNS Recognized

Clinical Nurse Wound Care Specialist, Fatima Ascano-Martin has been selected from a nationwide group of nurses to participate on an esteemed panel of nursing professionals of the American Nurses Credentialing Center (ANCC), a subsidiary of the American Nurses Association. In February, Fatima will be meeting with 13 other ANCC members in Maryland to help promote excellence in nursing by reviewing the latest advance practice credentialing program in nursing.