



**Gavin Newsom**  
Mayor

**Mitchell H. Katz, MD**  
Director of Health

## **NO JULY MEETING – NEXT MEETING AUGUST 4, 2006**

Charity Care Project  
June 2, 2006; 10:00 a.m. to 12:00 p.m.  
101 Grove Street, Room 205

### **MINUTES**

#### **Introductions**

The following individuals attended the meeting:

- Myriam Cabello, UCSF
- Orlando Elizondo, UCSF
- Terry Giovannini, CPMC
- Emily Gordon, SEIU
- Mary Gregory, Operation Access
- Dick Hodgson, SFCCC
- Anne Kronenberg, Department of Public Health
- Barry Lawlor, St. Mary's
- Alicia Neumann, Department of Public Health
- Lara Sallee, Kaiser Permanente
- Ron Smith, Hospital Council

#### **Goals/Issues/Expectations**

Anne Kronenberg opened, and minutes from the last meeting were approved (with the addition of Orlando to the attendees list.) Anne reminded the group that production of the summary report is coming to the forefront and will take more and more of our time as the summer and fall progress. The summary report is tentatively scheduled for presentation to the Health Commission in early November.

#### **Update on Bayview/Hunter's Point (BVHP) organizing**

Anne expressed frustration with the group's follow through after the lunch at Dago Mary's, and that DPH's Karen Cohn assumed the bulk of the work of writing the MTA grant. The group concurred that although much is happening, coordination and leadership is missing. Terry asked what next steps might look like and the group came up with several ideas that will require institutional commitment, yet leverage the uniqueness of each facility and its contribution to San Francisco health. The group agreed to the following:

- The African American Health Disparities Project will extend its steering committee meeting on June 22<sup>nd</sup> to include the Charity Care Project group and discuss coordinating efforts. Ron will work with Sheri on the scheduling and invitations. Tentatively, the extension will convene from 10:30 to noon at Chinese Hospital on 6/22.
- At this meeting on the 22<sup>nd</sup>, Orlando Elizondo will present a draft position description for a Bayview community organizer to be employed by the group through the Hospital Council. This person will serve as a broker and resource for the organizations working out there, and those who would like to help them. The goal would be to match resources with existing needs (which we already know a lot about, e.g., reducing infant mortality, treating ACSCs, and reaching those who do not currently seek care). Additionally, the person will facilitate reporting on participation and outcomes.

- Ron will produce notes from the Dago Mary's lunch, and a list of community organizations that participated in Dago Mary's lunch.

Ron also mentioned that additional sources of assistance may include the HAAS Foundation, and Carol Watson at United Way, who reports that residents of the Bayview do not feel culturally comfortable with many health care providers. The group agreed that it would be terrific to get input from Supervisor Maxwell, and will think about ways to build trust and show results. Ron reports that Mary Beth Love from SFSU has recently written a report on successes in the Bayview.

#### **CIBISA and Operation Access reports as guidance for Community Benefit reporting**

Alicia Neumann has received most all of the community benefit reports, and Kaiser, CHW, and Sutter all report benefits comparably for poor populations. Susan Moore is currently working on a UCSF report that may also fit. Alicia will contact Chinese about their participation and prepare a summary of community benefits (with either 2004 or 2005 data) for review at the next meeting.

Additionally, Alicia requested that hospitals submit their charity care report zip code data electronically to her for easier (and safer) use in the summary.

#### **Development of a list of physician issues with regard to providing care**

Anne discovered that the Board of Consumer Affairs can provide a list of all physicians registered in San Francisco or regionally for a nominal fee of \$245; however, the list would not identify physician ethnicity. Also, DPH's infectious disease group maintains a list of active San Francisco physicians.

The group discussed how to use this new resource to better include physicians in its work. Ron Smith suggested that Dr. Banks might speak to a group of African American physicians about participating in Bayview healthcare. Barry Lawlor agreed to develop a list of physicians who take Medi-Cal. (Tom Conrow at DHS [Tom.Conrow@sfgov.org] may be able to help, and last year reported that the state has been slow to produce information in this area). Also, Alicia Neumann will draft a survey to go out in December or January that can help us first assess physician's current participation in charity care, Medi-Cal and community efforts at large. Mary Gregory pointed out that physicians generally do not distinguish between Medi-Cal and charity care, so questions should account for this. Alicia will have a draft of the physician survey for the group to review in the fall.

#### **Expanding the annual Charity Care Report Summary to include patient experience**

Anne asked whether the group would like to include patient voices in this year's summary report. Dick Hodgson reported that Leadership SF included patient profiles at their meeting last month. Lara questioned how data could be obtained without coercion or violating patient confidentiality. Barry suggested that eligibility workers could offer patients the opportunity to report on their charity care experience confidentially to an independent source. He will draft a script for financial assistance folks to use and send it to Alicia (next week). Alicia will draft a list of questions for patients to use to report on their experience. Emily Gordon suggested that the process remain open to as many people as possible, and data about more patients may be more meaningful than a few longer stories. The group concurred and agreed to collect as much information as possible.

*June 12, 2006*

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**Update from Anne Kronenberg on Mayor Newsom's Health Access Program.**

An actuarial plan was presented to the committee and received mixed reviews. Ron reported that the hospitals are meeting with Sandra Hernandez Thursday night. Dick reported that the clinics have some questions about the reimbursement rate. The HAP committee will meet only twice more.

**Next Meeting**

The next meeting will take place on August 4, 2006 from 10:00 am to 12:00 pm at 101 Grove St., Room 302.