

# THE PUBLIC HEALTH COMMUNITY

## *Clients and Services*

The Department of Public Health provides an essential safety net for health care services in San Francisco. A complete spectrum of health services is provided to protect and promote the health of all San Franciscans. Though all residents are impacted by the Department’s public health services (such as environmental health), there are direct services provided to a specific number of residents. These personal health care services are absolutely essential to the lives of the residents who have come to rely on the continuum of care (from primary care to long term care) offered by the Department.

### **The Community Health Network’s Services**

Established as the division of the Department that encompasses all personal health care services, the Community Health Network (CHN) has the unique role of addressing the broad health needs of all San Franciscans, with a special emphasis and commitment to serving the City’s most vulnerable, diverse populations. The CHN encompasses a wide array of services across a continuum of care. Major service components include primary care (provided at sites throughout the City), specialty care, home care, long-term care (through Laguna Honda Hospital), emergency care, and acute care (through San Francisco General Hospital).

### ***San Francisco General Hospital and Primary Care Clinics***

The data provided in this section include services provided at the Department’s Primary Care Clinics and at San Francisco General Hospital (SFGH). The clinics provide care to communities throughout the City through a network of 20 community- and hospital-based primary and specialty care clinics. These clinics are an essential piece of the Department’s full range of health care services, offering preventive care and management for chronic conditions.



Patients are seen regardless of insurance status and ability to pay, making them an essential piece of the local health care safety net. SFGH provides a full complement of inpatient, outpatient, emergency, skilled nursing, diagnostic, mental health, and rehabilitation services for adults and children. It is the largest acute inpatient and rehabilitation hospital for psychiatric patients in the City. Additionally, it is the only acute hospital in San Francisco that provides twenty-four hour psychiatric emergency services and operates the only Level I Trauma Center for 1.5 million residents of San Francisco and northern San Mateo County.

In FY 2003-04, the CHN provided health care services to 115,992 unduplicated clients. Throughout the system, the top diagnoses in order were:

- |   |  |   |
|---|--|---|
| <p><b>Emergency Department</b></p> <ul style="list-style-type: none"> <li>• Alcohol Abuse</li> <li>• Abdominal Pain</li> <li>• Hypertension</li> <li>• Chest Pain</li> <li>• Acute Upper Respiratory Infection</li> </ul> | <p><b>Acute Inpatient Care</b></p> <ul style="list-style-type: none"> <li>• Hypertension</li> <li>• Psychosis</li> <li>• Normal delivery</li> <li>• HIV disease</li> <li>• Congestive Heart Failure</li> </ul> | <p><b>Primary Care Clinics</b></p> <ul style="list-style-type: none"> <li>• Hypertension</li> <li>• Diabetes</li> <li>• HIV disease</li> <li>• Hyperlipidemia</li> <li>• Lumbago</li> </ul> |
|---|--|---|

<b>CHN Provided the Following Services</b>	
<b>In FY 2002-03</b>	<b>In FY 2003-04</b>
<ul style="list-style-type: none"> <li>• 323,552 Primary Care Visits</li> <li>• 195,521 Specialty Visits</li> <li>• 9,377 Dental Visits</li> <li>• 11,112 Urgent Visits</li> <li>• 63,310 Emergency Visits</li> <li>• 56,486 Medical Emergencies                             <ul style="list-style-type: none"> <li>◦ 15.1% Admitted</li> </ul> </li> <li>• 6,824 Psych Emergencies                             <ul style="list-style-type: none"> <li>◦ 35.9% Admitted</li> </ul> </li> <li>• 3,300 Patients Requiring Level 1 Trauma Center Services</li> <li>• 100,695 Acute Inpatient Days</li> <li>• 21,110 Home Health Care Visits</li> <li>• 10,016 SFGH Skilled Nursing Days</li> <li>• 43,232 MHRF Skilled Nursing Days</li> </ul>	<ul style="list-style-type: none"> <li>• 325,389 Primary Care Visits</li> <li>• 161,816 Specialty Visits</li> <li>• 8,299 Dental Visits</li> <li>• 11,142 Urgent Visits</li> <li>• 60,013 Emergency Visits</li> <li>• 52,914 Medical Emergencies                             <ul style="list-style-type: none"> <li>◦ 15.6% Admitted</li> </ul> </li> <li>• 7,099 Psych Emergencies                             <ul style="list-style-type: none"> <li>◦ 36.4% Admitted</li> </ul> </li> <li>• 2,871 Patients Requiring Level 1 Trauma Center Services</li> <li>• 104,727 Acute Inpatient Days</li> <li>• 21,870 Home Health Care Visits</li> <li>• 10,125 SFGH Skilled Nursing Days</li> <li>• 30,791 MHRF Skilled Nursing Days</li> </ul>

**Laguna Honda Hospital’s Services**



*Residents of Laguna Honda Hospital.*

Laguna Honda Hospital (LHH) is an eleven hundred-bed long-term health center located in the Twin Peaks area of San Francisco. LHH has cared for San Francisco’s residents since 1866. The mission of LHH is to provide high quality, culturally competent, rehabilitative and long term care services to the diverse populations of San Francisco. A full range of medical, nursing and social services are offered to the residents of LHH.

**LHH Provided the Following Services**

- | <u>In FY 2002-03</u>  | <u>In FY 2003-04</u>  |
|---|---|
| <ul style="list-style-type: none"> <li>• 378,412 Skilled Nursing Facility (SNF) Days</li> <li>• 1,385 Acute Days</li> <li>• Served 1,707 Residents</li> <li>• Average Daily Census = 1,041.8</li> <li>• Average Length of Stay in LHH Acute Units = 9.5 Days</li> <li>• Average Length of Stay in LHH SNF Units = 408.9 Days</li> </ul> | <ul style="list-style-type: none"> <li>• 378,445 Skilled Nursing Facility (SNF) Days</li> <li>• 1,621 Acute Days</li> <li>• Served 1,671 Residents</li> <li>• Average Daily Census = 1,038</li> <li>• Average Length of Stay in LHH Acute Units = 10.3</li> <li>• Average Length of Stay in LHH SNF Units = 348.2 Days</li> </ul> |

**Community Behavioral Health System’s Services**

In FY 2003-04, the Department reorganized the individual systems of mental health and substance abuse care into an integrated system of “Community Behavioral Health Services” (CBHS). This newly formed unit is defined as an integrated, inter-disciplinary system of care that approaches individuals, families, and communities as a whole and addresses the interactions between psychological, biological and socio-cultural and environmental factors. The vision for this integrated system is “*Any Door, the Right Door,*” a system that can respond quickly and appropriately to clients’ behavioral health needs no matter which entry point brings them in.

At this early stage in the integration, data from substance abuse and mental health services have not been combined, and thus will be reported separately.

**Substance Abuse Services**

- Client’s Main Drug of Choice**
- Heroin (33%)
  - Alcohol (24%)
  - Cocaine (23%)
  - Methamphetamine (11%)
  - Marijuana (8%)
  - PCP/Hallucinogen/Hypnotic (1%)
  - Other (1%)

The Department’s substance abuse providers are led by two principles, which are used in the development and management of a wide variety of community programs. The first is harm reduction, a set of practical strategies that reduce negative consequences of drug use, incorporating a spectrum of strategies from safer use to managed use to abstinence. The second is treatment on demand, which aims to reduce the harm associated with alcohol and drugs by creating enough services to meet the demand.

A total of 11,725 clients unduplicated by most recent episode, received direct treatment services in FY 2003-04. Of these, 95 percent were substance abusers and 5 percent were co-dependents or parents, children, or spouses of substance abusers. For clients with substance abuse problems (11,183), heroin was the most commonly reported drug of choice by clients receiving direct treatment services. Methamphetamine use has shown a steady rise with 8 percent reporting it as their drug of choice in 2000, and 11 percent reporting the same in FY 2003-04.

Direct substance abuse treatment services include:

- Intensive Outpatient Services,
- Outpatient Services,
- Residential Services,
- Family Residential Services,
- Family Residential Off-site Treatment Services,
- Residential Off-Site Treatment Services,
- Residential Medical Detoxification Services,
- Residential Social Detoxification Services,
- Methadone Detoxification Services,
- Methadone Maintenance Services, and
- Day Treatment.

### **Community Mental Health Services**

Community Mental Health Services offers a full range of outpatient mental health services, including assessment, medication monitoring, and individual, couple and family therapy. These services are provided in many different locations, including Primary Care Clinics, in-home, at school, in supportive housing sites, and more. In FY 2003-04, mental health services were provided to 24,405 children, youth and adults. This section of the Department has seen a steady increase of clients over the years. In fact, there has been a 19.5 percent increase of clients served since FY 2000-01. The table below shows the numbers of clients served since FY 2000-01.

<b>Fiscal Year</b>	<b>Clients Served</b>
2000-01	20,422
2001-02	21,535
2002-03	22,887
2003-04	24,405

***Most Common Mental Health Diagnoses***

- Other Psychoses (23%)
- Mood Disorders – Other (20%)
- Schizophrenic Disorders (11%)
- Paranoid Disorders (9%)
- Adjustment Disorders (8%)
- Child/Adolescent Disorders (8%)
- Personality Disorders (7%)
- Anxiety Disorders (4%)
- Mood Disorders – Bipolar (4%)
- Substance Abuse Disorders (3%)
- Organic Mental Disorders (2%)

## Housing and Urban Health’s Services

Housing and Urban Health (HUH) is the division within the Department responsible for creating housing options for homeless and disabled residents. The Department, through its many services, is deeply involved in caring for persons who are living in poverty, many of whom lack adequate housing. HUH’s main goal is to provide community-based housing combined with innovative health care services for people who have been living on the streets, in shelters, and/or rotating through our institutional settings.

HUH’s Direct Access to Housing program has become a major emphasis for HUH and a cornerstone of the Department’s overall strategy to stabilize and house San Francisco’s chronically homeless population. Direct Access to Housing includes the leasing of Single Room Occupancy (SROs) hotels for the purpose of housing people directly from the streets, shelter, acute hospital or other institutional settings. Much of the success of the program is due to infusion of flexible on-site medical, psychiatric, and substance abuse services that strive to maintain residential stability and prevent recidivism back to homelessness.

The number of beds provided through HUH programs has been steadily increasing over the years, as shown below:

<b>FY 2001-02</b>	<b>FY 2002-03</b>	<b>FY 2003-04</b>
1,453 Beds	1,730 Beds	1,814 Beds

The 1,814 beds offered in FY 2003-04 represent a variety of different programs to help homeless individuals move into more stable, healthy lives. The following lists the various categories of programs:

- **Permanent/Long Term Programs (873 beds):** These housing programs are designed to assist clients in stabilizing and maintaining their health and quality of life, usually with case management and other services on-site to assist with these goals.
- **Subsidies Programs (562 beds):** These rental assistance/subsidy programs are designed to assist clients in stabilizing and maintaining their health and quality of life and are often linked to case management and other services to assist these goals. Most subsidies are long-term.
- **Emergency Programs (252 beds):** These allow for an emergency hotel stay, intended to assist clients with an immediate housing and/or health crisis, subsequently helping them stabilize. Often, the services are administered by outside intensive case management teams.
- **Transitional Programs (127 beds):** These short-term residential and transitional housing programs are designed to stabilize an individual and to support transition to a long-term sustainable housing situation. All programs include on-site services, often substance abuse and mental health services.

## Jail Health Services

Jail Health Services (JHS) provides a comprehensive and integrated system of medical, psychiatric and substance abuse care to the inmates in the San Francisco County Jail system. JHS is accredited by the California Medical Association's Institute for Medical Quality. JHS provides health and related services consistent with community standards as detailed by the California Medical Association's Standards for Health Services in Adult Detention Facilities as well as mandates from the courts and other criminal justice agencies.

The provision of health services to inmates presents unique challenges to JHS staff. This challenge is met by delivering quality care to a diverse population that often does not utilize existing health services, particularly preventive and early intervention care, when in the community. It is a population with a high prevalence of acute and chronic medical, mental health, substance abuse and social problems. JHS pursues an aggressive program of health promotion and disease prevention and works to stabilize these problems while individuals are incarcerated. JHS' discharge-planning program facilitates the transition of patients back to the community when they are released by developing links between patients and existing community-based health and human services, enabling individuals to engage in the appropriate systems after release from jail. This results in improved health and well being for patients, their families and the community.

### ***JHS Provided the Following Services in FY 2003-04***

- 36,298 Patients Triage
- 67,425 Registered Nurse Evaluations/Treatments Performed
- 5,820 Patients Seen by a Physician or Nurse Practitioner
- 7,660 Patients Screened for Tuberculosis
- 2,931 Patients Screened for Gonorrhea
- 3,053 Patients Screened for Chlamydia
- 5,212 Patients Seen by a Dentist
- 5,458 Mental Health Evaluations Performed
- 29,040 Mental Health Follow-up Visits Performed
- 1,510 HIV Risk Assessments/Tests Provided
- 8,376 Encounters Provided to 1,404 HIV+ Patients

## Health Commission

As the governing and policy-making body of the Department of Public Health, the San Francisco Health Commission is mandated by City Charter to manage and control the City hospitals, and to monitor and regulate emergency medical services, and all matters pertaining to the preservation, promotion and protection of the lives, health and mental health of San Francisco residents. The Mayor of San Francisco appoints Health Commissioners to four-year terms. Listed below are the Health Commissioners and the Joint Conference Committees on which they serve.

### Health Commission Members

- Edward A. Chow, MD, President

- Chair, Joint Conference Committee, Community Health Network

Commissioner Chow is a practicing Internist, and is the Medical Director of the Chinese Community Health Plan.

- Roma P. Guy, MSW

- Member, Budget Committee

- Chair, Joint Conference Committee, Population Health & Prevention

Commissioner Guy is the Director of the Bay Area Homelessness Program and Lecturer in the Department of Health Education at San Francisco State University.

- James M. Illig

- Member, Joint Conference Committee, Laguna Honda Hospital

- Member, Joint Conference Committee, Population Health & Prevention

- Member, IHSS Public Authority

Commissioner Illig is the Director for Government Relations for Project Open Hand and is the president of the St. Mary's Medical Center Board of Directors.

- Lee Ann Monfredini, Vice President

- Chair, Joint Conference Committee, San Francisco General Hospital

Commissioner Monfredini is a self-employed real estate agent at Ritchie Hallanan Real Estate LTD.

- Michael L. Penn, Jr, MD, PhD

- Member, Budget Committee

- Member, Joint Conference Committee, Community Health Network

Commissioner Penn is a Product Manager in BioOncology Marketing at Genentech, Inc. in South San Francisco. He is also the co-founder of Brothers Building Diversity in the Sciences, a non-profit organization founded that encourages under-represented minority students to pursue biomedical science careers.

- David J. Sanchez, Jr., Ph.D.

- Chair, Budget Committee

- Member, Joint Conference Committee, Community Health Network

- Member, SFGH Foundation

Commissioner Sanchez is the Assistant Vice Chancellor of Academic Affairs, faculty associate for Academic and Student Outreach, and professor in the Department of Family and Community Medicine at the University of California, San Francisco.

- John I. Umekubo, MD
  - Chair, Joint Conference Committee, Laguna Honda Hospital
  - Member, Joint Conference Committee, San Francisco General Hospital
  - Member, SF Health Authority

Commissioner Umekubo has a private practice in Internal Medicine in Japantown. He is the former Chief of Medical Staff at St. Mary's Hospital and the Medical Director of the San Francisco Community Convalescent Hospital.



*The San Francisco Health Commission.  
 Back row from left: Michele Olson (Health Commission Secretary); David J. Sanchez, Jr., PhD; James M. Illig; John I. Umekubo, MD; Mitchell Katz (Department Director).  
 Front row from left: Roma P. Guy, MSW; Edward A. Chow, MD; Lee Ann Monfredini.  
 Not pictured: Michael L. Penn, Jr., MD, PhD*

## Resolutions Passed in FY 2003-04

The following lists the resolutions and policies passed by the Health Commission in FY 2003-04.

- Supporting State Efforts to Increase Access to Health Care Coverage for the Uninsured; Resolution No. 14-03.
- Opposing Proposition 54; Resolution No. 15-03.
- Supporting Increased Autonomy and Fiscal Authority for the Health Commission and Department of Public Health, Supporting the Concept of Stable, Predictable and Adequate Funding for Health Services, and Urging Modifications and Enhancements to the Proposed Health Department Charter Amendment; Resolution No. 16-03.
- Supporting that San Francisco General Hospital Medical Center Meets Senate Bill 1953 Safety Standards by 2013, Encouraging Efforts to Identify Alternative Funding Sources, Supporting Further Discussion with UCSF on Co-Location and Encouraging Improved Community Outreach Strategies; Resolution No. 17-03.
- Supporting San Francisco's Charity Care Ordinance and Urging Full Compliance With its Provisions; Resolution No. 18-03.
- Accepting the Recommendations of the Mental Health Rehabilitation Facility (MHRF) Blue Ribbon Committee and Authorizing that the Changes in MHRF Staffing be Submitted for the Department of Public Health 2004-05 Budget and that Changes in the MHRF License be Pursued; Resolution No. 01-04.
- Acknowledging February 2004 as "Children's Dental Health Month" and Honoring the Agencies and Individuals Who Have Made a Difference With Children's Dental Health in San Francisco; Resolution No. 02-04.
- Resolution Opposing Reductions in San Francisco's Ryan White Care Act Title I Award; Resolution No. 03-04.
- Approving the Submission of the Department of Public Health's Base Budget for Fiscal Year 2004-05, and Urging the Mayor and the Board of Supervisors to Develop Strategies for Avoiding Serious Cuts to the County's Health Safety Net Services; Resolution No. 04-04.
- Honoring Public Health Week, April 5-11, 2004; Resolution No. 05-04.
- Accepting the San Francisco General Hospital (SFGH) Rebuild Steering Committee Recommendations With Regard to Bed Count and Maintenance of Psychiatry Wards in Current Building, and Directing the Department to Further Study the Hospital Rebuild Options, Including Collocation With the University of California at San Francisco (UCSF); Resolution No. 06-04.

- Approving the Guidelines and Identifying the Diversion Programs Mandated by 'Proposition M – Aggressive Solicitation Ban' Passed by Voters in November 2003; Resolution 07-04.
- Urging the San Francisco Board of Supervisors to Authorize the Department of Public Health to Explore Joining the State Department of General Services Pharmaceutical Purchasing Program to Ascertain the Potential Cost Benefits of Participation; Resolution 08-04.
- Regarding the Fiscal Year 2004-05 Contingency Budget, and Urging the Mayor and the Board of Supervisors to Work Together to Minimize Reductions to Health Services; Resolution 09-04.

## The Department's Staff

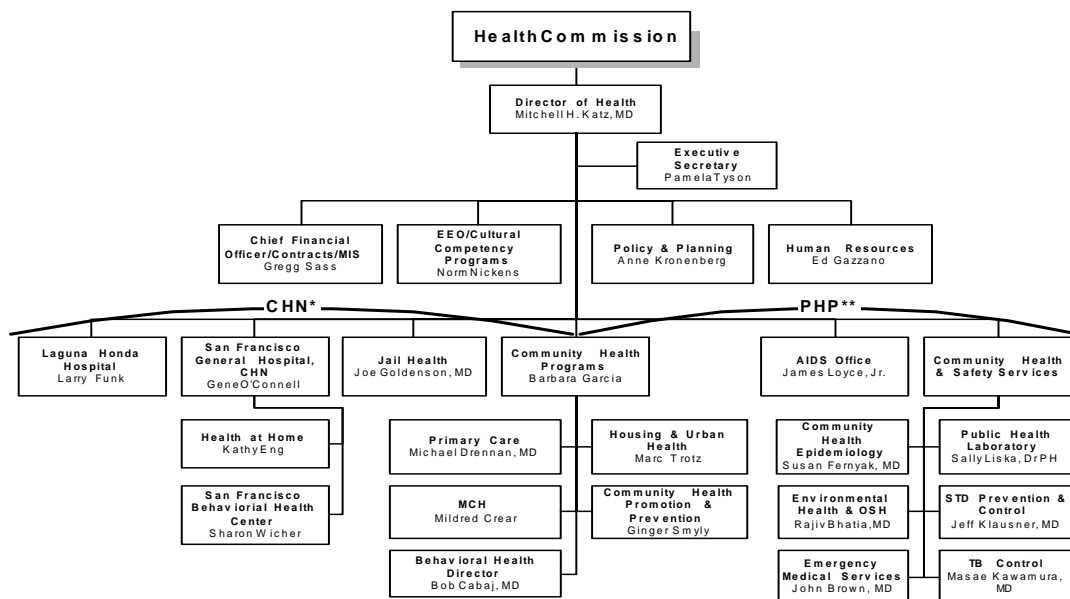
Achieving the Department's mission to protect and promote the health of all San Franciscans would not happen without the dedication of the Department's staff. The nearly 6,000 individuals employed throughout the Department work in countless ways, performing the core activities of the Department, and utilizing their energy, experience and talents to fulfill the Department's mission and goals.



Laguna Honda Hospital staff at a special event for residents.

## The Organizational Chart

The Department, with its broad mandate, consistently works toward a structure that allows for the most efficient and responsive programming. For instance, most recently, two units (Mental Health and Substance Abuse) were merged into one (Community Behavioral Health Services). This allows the Department to track and best provide services to individuals with concurrent mental health and substance abuse diagnoses. This Organizational Chart reflects the structure of the Department and the individuals working in key positions in FY 2003-04.

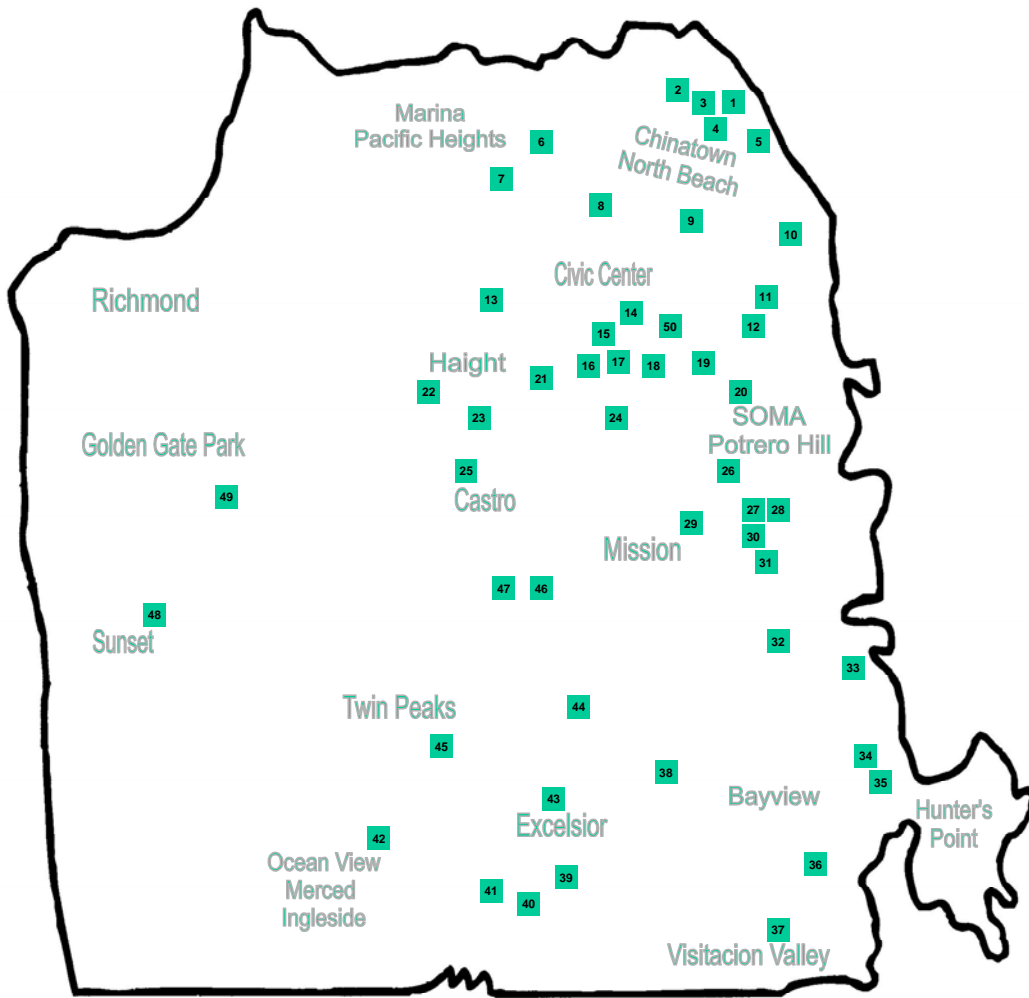


\*CHN = Community Health Network, the integrated health service delivery system of the Health Department

\*\*PHP = Population Health and Prevention

## The Department's Health Services Sites

It is a goal of the Department to offer primary care and other health services at sites located throughout the City. The map below shows where the City-operated sites were located in FY 2003-04.



**\* Affiliated Providers**

- |   |  |   |
|---|--|---|
| 1. Chinatown / North Beach Mental Health Services   | 16. Environmental Health Services  | 34. Family Mosaic Project Children System of Care       |
| 2. Chinatown Public Health Center / Newcomers Program   | 17. Health Education & Health Promotion  | 35. Children's System of Care Intensive Care Management |
| 3. Chinatown Child Development Center   | 18. Public Conservatorship   | 36. Southeast Health Center                             |
| 4. Chinatown Child Development Center Child Care Mental Health Consultation                       | 19. City Clinic  | 37. Southeast Child & Family Therapy Center             |
| 5. Northeast Medical Services *   | 20. Mission Mental Health Services   | 38. Silver Avenue Family Health Center                  |
| 6. Center for Special Problems – Trauma Resolution  | 21. HIV Services   | 39. Southeast Child & Family Therapy Center 2           |
| 7. Maxine Hall Health Center  | 22. Cole Street Youth Clinic *   | 40. Health At Home                                      |
| 8. Larkin Street Youth Clinic *   | 23. Lyon-Martin Women's Health Services *                                      | 41. Balboa Teen Health Center                           |
| 9. Curry Senior Service Center *  | 24. Native American Health Center  | 42. OMI Family Center                                   |
| 10. Jail Health Services  | 25. Castro Mission Health Center   | 43. Excelsior Group *                                   |
| 11. South of Market Health Center *   | 26. Mission Neighborhood Health Center   | 44. Southeast Mission Geriatric Services                |
| 12. South of Market Mental Health Services  | 27. AB 3632 Unit / Children's Mental Health                                    | 45. Team II Adult Outpatient Services                   |
| 13. Haight-Ashbury Free Medical Clinic *  | 28. Mission Family Center  | 46. Special Programs for Youth                          |
| 14. Health Officer / Public Health Lab / Tom Waddell Health Center / Immunization / Vital Records | 29. Alternatives Program / Mission ACT / Mission Mental Health Services Team I | 47. Laguna Honda Hospital & Rehabilitation Center       |
| 15. Central City Older Adult Unit   | 30. San Francisco General Hospital   | 48. Sunset Mental Health Services                       |
|   | 31. Child & Adolescent Sexual Abuse Resource Center (CASARC)                   | 49. Ocean Park Health Center                            |
|   | 32. Potrero Hill Health Center   | 50. Housing & Urban Health Clinic                       |
|   | 33. Comprehensive Child Crisis Service / Foster Care Mental Health Program     |   |

## The Workforce’s Linguistic Capability

In a City with great cultural and linguistic diversity, having a workforce that reflects this diversity is essential. The Department is committed to developing and maintaining health services that are culturally competent, consumer-guided and community-based. An important part of achieving this goal is to see that staff are equipped to communicate with clients. Many staff members speak more than one language, though it may not be required for their particular position. For positions that require bilingual personnel, however, the Department ensures appropriate linguistic capability during the hiring process. Individuals holding positions that require bilingual capacity take a language proficiency test administered by the Department’s Office of Equal Opportunity and Cultural Competency (EOCC). There are 950 staff members certified in a language other than English (an increase of 27 individuals since last year).

This list shows the linguistic capability of the Department’s Staff (as certified by the EOCC):

<u>Language</u>	<u>Number of Employees</u>
• Spanish	524
• Chinese	308
• Tagalog	57
• Vietnamese	25
• Russian	18
• Cambodian	8
• Hindi	2
• Korean	2
• Afrikaans	1
• Danish	1
• French	1
• Italian	1
• Japanese	1
• Laotian	1

## Employee Recognition Awards

While all of the Department’s employees show great dedication and talent on a daily basis, some individuals display outstanding performance in day-to-day operations or develop innovative ideas or suggestions resulting in timesavings, workflow or general safety improvement. Supervisors or fellow workers submit nominations for the Employee Recognition Program and, each month, the Health Commission selects the individuals and teams best suited to win the award. The following lists the individuals and teams that were recognized in FY 2003-04.

### July 2003

Team Awardees – *Developed and conducted a domestic violence training for social workers.*

- Dana Horton, MSW; San Francisco General Hospital, Medical Social Services; and
- Greg Merrill, LCSW; San Francisco General Hospital, Trauma Recovery Center

### August 2003

Individual Awardee – *Outstanding performance on the job.*

- Lowell Sabisaje, MHRW; San Francisco General Hospital, Mental Health Rehabilitation Facility

“He always gives an outstanding performance when he is working. Patients express their appreciation and gratitude toward him for his assistance and support.”  
-Excerpt from Lowell Sabisaje’s nomination.

### September 2003

Team Awardees (#1) – *Planned and implemented the June 17<sup>th</sup> San Francisco Health Emergency Practice Exercise.*

- Judith Klain; Community Health Network, Planning;
- Amy Pine; Community Health Epidemiology and Disease Control, Immunization Programs Manager; and
- Anne Stangby; San Francisco General Hospital, Disaster Planning, EMS Specialist.

Team Awardees (#2) – *Split duties as Acting Health Commission Secretary while maintaining current job responsibilities.*

- Frances Culp; Policy and Planning, Health Program Planner; and
- Jim Soos; Policy and Planning, Senior Health Program Planner.

### October 2003

Individual Awardee (#1) – *Identified a patient safety issue at San Francisco General Hospital, also a potential patient safety issue at hospitals nationwide.*

- Julie Russell, R.Ph.; San Francisco General Hospital, Pharmacy Quality Improvement, Medication Use and Safety Officer.

Individual Awardee (#2) – *Dedicated to the Department and the community for 50 years.*

- Sam Ammons, LPT; Mission Mental Health, Psych Tech.

**November 2003**

Individual Awardee – *Created a parent support group at Southeast Health Center.*

- Dorlee Chavez, RN; Southeast Health Center

“Everyday she tirelessly gives of herself to ensure that every patient receives maximum attention and care.”  
 -Excerpt from Dorlee Chavez’s nomination.

Team Awardees – *Led the development and implementation of the McMillan Stabilization Pilot Project.*

- Barry Zevin, MD; Tom Waddell Health Center,
- Jorge Solis; Community Behavioral Health Services, McMillan Stabilization Project Coordinator; and
- Wylie Liu; Community Behavioral Health Services, Community Programs Health Analyst.

**December 2003**

Individual Awardee (#1) - *Coordinated the interdisciplinary team (IDT) conferences at Laguna Honda Hospital.*

- Ghodsi Davary, RN; Laguna Honda Hospital, Nurse Manager.

“Ms. Davary is the role model and bears the gold standard, for she is able to organize the meetings, garner energies to focus on resident care planning, ensure communication and information flow and, most importantly, advocate for the residents.”  
 -Excerpt from Ghodsi Davary’s nomination.

Individual Awardee (#2) – *Helped Laguna Honda Hospital achieve inspection reports which state that “the hospital is cleaner than ever.”*

- Maxwell Chikere; Laguna Honda Hospital, Housekeeping Department, General Service Manager.

Team Awardees - *Laguna Honda Hospital’s Department of Quality Management staff made major achievements, including successfully reducing use of physical restraints.*

- Frank Dunn;
- Regina Gomez, RN;
- John Hollingsworth, PhD;
- Lenora Jacob, RN, MSN;
- Jose Lopez;
- Serge Teplitsky, RN; and
- Madonna Valencia, RN.

**January 2004**

Individual Awardee – *In 20 years with the Department, developed expertise in many areas, including water quality and food safety.*

- Lorraine Anderson; Environmental Health Section.



January 2004 Individual Employee Recognition Winner: Lorraine Anderson

Team Awardees – *Emergency Evacuation Floor Team Leaders volunteers, trained to respond to alarms at 101 Grove.*

- Pam Axelson;
- Norma Baldeviso;
- Ishmael Bihl;
- Richard Bitanga;
- Robin Buckley;
- Jeffrey Burton;
- Tamara Davidson;
- Karen Heckman;
- Robert Longhitano;
- Carlos Quintanillo; and
- Earnest Wong.



*January 2004 Team Employee Recognition Award Winners, from Left: Robert Longhitano, Jeffrey Burton & Ishmael Bihl.*

### **April 2004**

Individual Awardee – *Instrumental in the integration of Adult Mental Health treatment services at SFGH.*

- Sharon McCole Wicher, RN, MS; San Francisco General Hospital, Behavioral Health Division, Director of Nursing for Psychiatry.

Team Awardees – *The Community Health Education Team developed the Community Action Model, and broadened to apply to pedestrian safety, violence prevention, intimate partner violence prevention and traffic safety.*

- Christina Goette Carpenter, MPH;
- Alyonik Hrushow, MPH;
- Susanna Hennessey-Lavery, MPH;
- Michael Radetsky, MPH; and
- Mele Smith, MPH.

## **The Department's Partners**

The Department cannot alone provide the depth and breadth of the services on which San Franciscans have come to rely. The Department's partners – individual residents, community groups and contractors – enable the Department to provide a wide range of culturally-competent, client-focused, quality services.

### **Advisory Groups**

The Department has always heavily relied on its Advisory Groups. The following lists the Advisory Groups that worked with the Department in FY 2003-04:

#### *Community Programs*

- Citywide School Health Advisory Committee
- Women and Girls' Health Advisory Committee

*Mental Health*

- AB2034 Consumer Advisory Board
- Children’s Mental Health Systems of Care Council
- Youth Advisory Task Force
- Mental Health Board
- Community Behavioral Health System Committee for Culturally Competent Systems of Care
- Wellness and Recovery Forum

*Substance Abuse*

- Treatment on Demand Planning Council and Subcommittees
- Perinatal Substance Abuse Coordinating Council
- San Francisco Practice Improvement Collaborative

*Community Health Epidemiology*

- San Francisco Immunization Coalition

*Emergency Medical Services*

- EMS Operations Advisory Committee
- EMS Clinical Advisory Committee
- EMS Research Committee
- Trauma Medical Advisory Committee
- Trauma System Advisory Committee
- Disaster Registry Program Task Force
- Disaster – Emergency Operations Committee

*Environmental Health*

- Bayview/Hunters Point Health and Environmental Task Force
- Lead Hazard Reduction Citizen’s Advisory Committee
- Lead Poisoning Prevention Citizen’s Advisory Committee
- Potrero Power Plant Task Force
- Asthma Task Force

*Maternal and Child Health*

- Black Infant Health Task Force
- San Francisco Breastfeeding Promotion Coalition
- San Francisco Maternal, Child, and Adolescent Health Advisory Board
- Pediatric Advisory Committee

*Community Health Promotion and Prevention*

- Community and Home Injury Prevention Project for Seniors Community Council
- Newcomers Health Program Advisory Council
- San Francisco Pedestrian Safety Task Force
- San Francisco Tobacco Free Coalition
- San Francisco Violence Prevention Network

*HIV/AIDS*

- African American Regional AIDS Collaborative (AARAC)

- HIV Health Services Planning Council – Ryan White CARE Council
- HIV Prevention Messages/Circuit Party Study Community Advisory Board
- HIV Prevention Planning Council
- HIV Prevention and Vaccine Trials Community Advisory Board
- Prevention for HIV Positives Community Advisory Board
- Rave/Club Drug Task Force

*Laguna Honda Hospital*

- Laguna Honda Hospital Replacement Project Community Advisory Group

*Primary Care*

- Breast Cancer Town Hall Advisory Group
- Castro-Mission Health Centers Community Advisory Board
- Chinatown Public Health Center Community Advisory Board
- City-Wide Community Advisory Board
- Dimensions Collaborative Board
- Maxine Hall Health Center Community Advisory Board
- North of Market Senior Services Governing Board of Directors
- Ocean Avenue Health Center Community Advisory Board
- Potrero Hill Health Center Community Advisory Board
- Silver Avenue Family Health Center Community Advisory Board
- Special Programs for Youth Community Advisory Board
- Southeast Health Center Community Advisory Board
- Tom Waddell Health Center Community Advisory Board

*STD Control*

- Sexually Transmitted Disease (STD) Prevention Community Action Coalition
- Community STD Partners Group
- STD Youth Community Action Coalition/Advisory Committee



*A community event for the Newcomers program, sponsored by the Department.*

## **The Department's Contractors**

The commitment and participation of community-based organizations (CBO) is central to the Department's success. These organizations expand and enhance the Department's capacity to provide services to the public. The following lists the CBOs and other agencies the Department contracted with in FY 2003-04.

- Aguilas, Inc.
- AIDS Emergency Fund
- AIDS Legal Referral Panel of the San Francisco Bay Area
- American Lung Association of San Francisco & San Mateo Counties
- Alta Bates-Summit Medical Center
- American College of Traditional Chinese Medicine
- Ark of Refuge, Inc.
- Asian & Pacific Islander Wellness Center
- Asian American Recovery Services, Inc.
- Asian Women's Shelter
- Aspira Foster & Family Services
- Baker Places, Inc.
- Bay Area Communication Access
- Bay Area Community Resources
- Bayview-Hunters Point Adult Day Health Center
- Bayview-Hunters Point Foundation for Community Improvement
- Bayview-Hunters Point Health Education Resource Center
- Big Brothers/Big Sisters of San Francisco & the Peninsula
- Black Coalition on AIDS
- Booker T. Washington Community Services Center
- Boys & Girls Club of San Francisco
- Community Vocational Enterprises, Inc.
- Caduceus Outreach Services
- California Acupuncture Resources, Inc.
- California Mental Health Directors Association
- Catholic Charities of San Francisco
- Catholic Youth Organization – Archdiocese of San Francisco
- Center for Human Development
- Center on Juvenile & Criminal Justice
- Centerforce, Inc.
- Central City Hospitality House
- Children's Council of San Francisco
- Chinatown Community Development Center
- Community Awareness & Treatment Services, Inc.
- Compass Community Services
- Compasspoint Nonprofit Services
- Conard House, Inc.
- Continuum HIV Day Services
- Curry Senior Center
- Delores Street Community Center
- Edgewood Center for Children & Families
- Eldergivers
- Episcopal Community Services of San Francisco, Inc.
- Familiesfirst, Inc.
- Family Service Agency of San Francisco
- Family Support Services of the Bay Area

- Fort Help
- Fred Finch Youth Center
- Friendship House Association of American Indians, Inc.
- Glide Foundation
- Haight Ashbury Free Clinic, Inc.
- Hamilton Family Center
- Harm Reduction Coalition
- Health Initiatives for Youth
- High Gear Achievers
- Homeless Children's Network
- Homeless Prenatal Program
- Horizons Unlimited of San Francisco
- Huckleberry Youth Programs, Inc.
- Hyde Street Community Services, Inc.
- Immune Enhancement Project
- Industrial Emergency Council
- Institute for Community Health Outreach
- Instituto Familiar de la Raza, Inc.
- International Institute of San Francisco
- Iris Center: Women's Counseling & Recovery Services
- Japanese Community Youth Council
- Jelani House, Inc.
- Jewish Family & Children's Services
- La Raza Centro Legal, Inc.
- Larkin Street Youth Center
- Latino Commission
- Lavender Youth Recreation & Information Center
- Learning Services for Children, Inc.
- Lutheran Social Services of Northern California
- Lyon-Martin Women's Health Services
- Maitri AIDS Hospice
- Mercy Services Corporation
- Milhous Children's Services, Inc.
- Mission Council on Alcohol Abuse
- Mission Housing Development Corporation
- Mission Neighborhood Health Center
- Mobilization Against AIDS International, Inc.
- Morrisania West, Inc.
- Mount Zion Health Fund
- Mt. St. Joseph – St. Elizabeth
- National Council on Alcoholism
- New College of California
- New Leaf Services for Our Community
- NICOS Chinese Health Coalition
- Ohlhoff Recovery Programs
- Occupational Therapy Training Program – Special Services for Groups
- Positive Directions Equals Change, Inc.
- Positive Resource Center
- Potrero Hill Neighborhood House
- Progress Foundation
- Project Open Hand
- Quan Yin Healing Arts Center
- Rebuilding Together San Francisco

- Recreation Center for the Handicapped, Inc.
- Richmond Area Multi-Services, Inc.
- Rose Resnick Lighthouse for the Blind/Visually Impaired
- Sage Project, Inc.
- Saint Francis Memorial Hospital
- Samuel Merritt College
- San Francisco AIDS Foundation
- San Francisco Bar Association of San Francisco
- San Francisco Community Clinic Consortium
- San Francisco Food Bank
- San Francisco Hearing & Speech Center
- San Francisco League of Urban Gardeners
- San Francisco Mental Health Education Funds
- San Francisco Network Ministries Housing Corporation
- San Francisco Study Center, Inc.
- San Francisco Suicide Prevention
- Self Help for the Elderly
- Seneca Center
- Shanti Project
- South of Market Health Center
- St. James Infirmary
- St. Luke's Hospital
- St. Mary's Hospital Medical Center
- St. Vincent De Paul Society of San Francisco
- Stop AIDS Project, Inc.
- Sunny Hills Children's Services
- Support for Families of Children with Disabilities
- Survivors International
- Swords to Plowshares
- Tenderloin AIDS Resource Center
- Tenderloin Housing Clinic, Inc.
- Tenderloin Neighborhood Development Corporation
- The San Francisco Foundation Community Initiative Funds
- Tides Center
- University of the Pacific School of Dentistry
- University of California, San Francisco
- Urban Indian Health Board
- Victor Treatment Centers, Inc.
- Villa Santa Maria, Inc.
- Volunteer Center of San Francisco
- Walden House, Inc.
- West Bay Pilipino Multi-Service Corporation
- Westcoast Children's Center
- Westside Community Mental Health Center
- YMCA of San Francisco
- Youth Leadership Institute