

**Community Meeting:
The San Francisco Department of Public Health
Reaching Our Public Health Goals**

**Monday, April 5, 2004, 6:00 p.m. – 8:00 p.m.
Sunset Recreation Center
2201 Lawton St.**

#1 What can the Department do over the next five years to meet your health needs?

- **Invest in the CHN infrastructure and administration to sustain CHN**
Also capacity issues affect the ability to accept new patients – 1 to 4 month waits
- **Address the high level of need among uninsured young adults**
- **Prioritize universal health care for care and prevention services**
- **Address adolescent health needs, which are more complex at a younger age**

#2 What can the Department do over the next five years to prevent disease and injury among you and your family?

- **Invest in a chronic disease management model of care**
- **Ensure that lack of primary care leadership doesn't reduce utilization of primary/preventive (cost-effective care) and increase utilization of urgent (expensive) care.**

#3 What can the Department do over the next five years to use resources cost-effectively and efficiently?

- **Improve third-party billing for services accessed by insured patients – especially Kaiser patients**
- **Enter into agreements with other insurers**
- **Linkage services (e.g., translation and other non-billable services) are critical to ensuring access**

#4 What can the Department do over the next five years to engage with your community?

- **Include teaching and medical education in the Strategic Plan**
- **Better inform the public about what we actually do – serve the working poor.**
- **Need strong linkages with hospital and clinic providers.**
-e.g., SFCCC