

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

**Tuesday, April 6, 2004, 12:00 noon – 2:00 p.m.
San Francisco General Hospital, Room 2A6**

- #1 What can the Department do over the next five years to meet San Francisco's health needs?**
- **Support housing efforts**
 - **Continue to coordinate and strengthen services for chronic care management**
*5 major diagnoses cost SFGH the most
 - **Prioritize San Francisco residents for direct patient care**

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

- **Understand injury and disease prevention activities at SFGH and coordinate efforts within DPH**
- **Undertake drug education**
-i.e., what drugs do to people physically
- **Undertake hospital/physician outreach for violence prevention**
-e.g., anti-violence fair at SFGH

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

- **Coordinate shuttle hours with staff hours**
- **Prioritize safety in order to help staff retention**
- **Invest in increased personnel training**
- **Use consistent data (finances/budget)**
- **Attract more paying patients**
- **Refine message for who DPH serves in order to balance payer sources**
- **Evaluate program effectiveness**
- **Implement SORIAN shared information system**
- **Develop internal collaborations**
-e.g. Patient Flow Task Force
- **Focus on billing and revenue enhancement activities**
- **Invest in infrastructure today – physical and technological**
- **Invest in staff in order to develop morale**
- **Ensure provider UPIN for billing Medi-Cal and Medicare**
- **Make a concentrated effort to increase grant funds**
- **Ensure standard patient record keeping**
- **Bill MUNI and other City departments for indigent care resulting from their accidents**
- **Avoid duplication of services – communicate throughout DPH when planning**

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

- **Further engage with community on planning in the early stages**
- **Analyze and communicate how DPH spends its budget, including creative and effective communication regarding charity care**
- **Engage in community outreach to ALL of San Francisco**
- **Focus efforts on the local health care community**
- **Engage in public relations efforts through print and television**
- **Develop a speaker's bureau**