SFGH Mission

It is the Mission of San Francisco General Hospital to provide quality healthcare and trauma services with compassion and respect.
Vision Statement

Rebuild SFGH so we can continue to provide healthcare and trauma services for people in need.
SFGH Values

- Patient and Staff Safety
- Quality Health Care
- Disease Prevention
- Staff Retention and Recruitment
- Culturally Responsive Care
- Efficient Resource Management
- Academic Excellence in Training and Research
Goals and Accomplishments for Fiscal Year 2007 - 2008
In Fiscal Year 2007-2008

- Served 98,680 individual patients
- Average inpatient daily census of 338 – 23% were with Psychiatry
- Average daily census for SFBHC is 101
- 6,872 surgical procedures – 48% were emergency
- 1,263 newborns
- 529,098 outpatient encounters – 11% were medical or psychiatric emergency
- 3,317 trauma activations
Goal 1

Promote Patient Safety
Smoke Free Campus

SAN FRANCISCO GENERAL HOSPITAL AND TRAUMA CENTER

SMOKE FREE CAMPUS

July 1, 2008
Develop Hand Hygiene Unit Liaison

¡La seguridad de nuestros pacientes es muy importante para nosotros!

Ayúdenos a mantener su seguridad.

- Denos su nombre y fecha de nacimiento cada vez que un miembro del personal se lo pida.
- Avisenos si observa que no nos limpiamos las manos.
- No queremos que se caiga. Avisenos si observa algo que pueda hacerle caer.

Si desea reportar cualquier asunto relacionado con la seguridad, llame al Defensor del Paciente del SAN FRANCISCO GENERAL HOSPITAL al 206-5176

Patient Safety is very important to us!

Please help us keep you safe.

- Please give your name & date of birth every time a staff member asks for them.
- Please remind us if we don't clean our hands.
- We don't want you to fall. Tell us if you see something that might cause you to fall.

To report safety concerns please contact: The SAN FRANCISCO GENERAL HOSPITAL Patient Advocate at 206-5176
Written drug usage information and prescription labeling in Chinese and Spanish
Instituted the Quality and Patient Safety Leadership training series.
Eight performance improvement and patient safety projects evolved from this training, including improving positive patient identification, safety of anticoagulation therapy, and surgical care.
Goal 2

Implement Healthy San Francisco at SFGH
In Fiscal Year 2007-2008

• 10,891 or 33% of all HSF enrollees were treated at SFGH.
  – Total of 40,630 clinic visits; 4071 Emergency visits; 499 inpatient days.
• 7,687 or 24% of all HSF enrollees established their medical home at SFGH.
  – 1,811 or 24% of these patients are new patients - not seen in last 2 years.
Added Family Health and General Medicine Evening Clinics
Implementation of eReferral in surgical clinics improved days wait for clinic appointments
Goal 3

Promote Organizational and Staff Cultural Responsiveness
Clinical pharmacist assigned to assist non-English speaking patients with difficult medication adherence and management issues.
Goal 4

Promote Staff Retention and Recruitment
Nursing
Goal 5

Improve Hospital Infrastructure
Telemedicine Initiatives
Recycling and Composting

Please help SF General Hospital compost and recycle

Waste Only
Solo Basura

Food - Soiled Paper - Items Labeled "COMPOSTABLE"

Bottles - Cans - Clean Paper
Reduced Poundage per day
Goal 6

Plan for Replacement Hospital
Design Development
Design Development
Design Development
Environmental Impact Report
Passed with 84% Approval!
Goal 7

Comply With All Regulatory Standards and Performance Improvement Initiatives
Successful Surveys

- Surgeons Committee on Trauma Certification Survey
- Long-Term Care Licensing Survey
- Joint Commission Consultative Survey
- Joint Commission Clinical Laboratory & Pathology Accreditation Survey
- Alcohol, Drug, Treatments Program Licensing Survey
- Mental Health Rehabilitation Center Licensing Survey
- American College of Surgeons Committee on Cancer Survey
- Joint Commission Certification for Stroke Care
Grants

• Gordon and Betty Moore Foundation – $1.6 million for mobile data center
• Avon Foundation - $1.25 million for access to trials and outreach to low income women who are at high risk of breast cancer
• Gordon and Betty Moore Foundation – $625,000 for an electronic medication administration system
• Kaiser Permanente Community Benefits Program - $400,000 for Prevent Heart Attacks and Strokes Everyday initiative
The Heart of the City