SFGHMC Mission

It is the Mission of San Francisco General Hospital to deliver humanistic, cost-effective, and culturally competent health services to the residents of the City and County of San Francisco by:

- Providing access for all residents by eliminating financial, linguistic, physical and operational barriers;
- Providing quality services that treat illness, promote and sustain wellness, and prevent the spread of disease, injury and disability;
- Participating and supporting training and research; and
- The commitment to community involvement and healthcare needs.
SFGHMC Vision

“To be the best public hospital in the country!”
SFGHMC Value

Is To Promote Access To Services, Quality Of Care, Patient Safety, Customer Satisfaction, Staff Morale, Resource Management, Effective Partnership, and Academic Excellence.
SAN FRANCISCO GENERAL HOSPITAL MEDICAL CENTER

12/10/2004
SFGH DIVERSITY OF PATIENTS
FY 2003-2004  N=97,884

Age
- 35-65: 50%
- 18-34: 28%
- Under 18: 14%
- Over 65: 8%

Sex
- Male: 52%
- Female: 48%

Race
- White: 25%
- Hispanic: 29%
- Afric-Amer: 21%
- Asian/PI: 20%
- Nat Amer: 0%
- Oth/Unk: 5%
Who we served

- 8% were homeless, on the street, sometime during the year.
- 55% of SFGHMC patients reside in six neighborhoods...
Percentage of neighborhood residents treated at SFGH

- All SF
- Tenderloin
- South of Market
- Mission/Potrero Hill
- Outer Mission
- Bayview/Hunters Point
- Visitacion Valley
Revenue Sources

- Patient Revenue: 52%
- Realignment/Prop 99: 16%
- Other: 12%
- General Fund: 20%
Sources of Patient Revenue
FY 2003-2004

**Acute Inpatient Days**
- Medi-Cal: 41%
- Uninsured: 26%
- Commercial: 6%
- Other: 6%
- Medicare: 21%

**Outpatient Visits**
- Medi-Cal: 26%
- Uninsured: 36%
- Commercial: 15%
- Other: 7%
SFGHMC Staffing

Total of 5,475 Employees:

- County Employees - 2,800
- University Employees - 1,800
- Interns, Residents, and Fellows - 875
Outpatient Clinic Services

- 82,463 patients
- 330,871 visits
  - 66% Primary Care
  - 34% Specialty or Diagnostic
Inpatient Acute Services

- 12,692 patients
- 17,114 admissions
- 104,811 patient days
Top Admission Diagnoses
FY 2003-2004

- HYPERTENSION
- PSYCHOSIS
- NORMAL NEWBORN DELIVERY
- HIV DISEASE
- CONGESTIVE HEART FAILURE
- PNEUMONIA
- SCHIZO-AFFECTIVE SCHIZOPHRENIA
- CHEST PAIN
- SUBSTANCE ABUSE
- DIABETES
SKILLED NURSING UNIT

Short term Medical - Surgical SNF Unit 4A
- Average daily census of 27.7
- Average length of stay – 22.7 days

Mental Health SNF at SFBHC Unit 2N and 2S
- Average daily census of 54.4
- Average length of stay – 95.9 days
Perioperative Services

- Ten operating rooms
- 6,053 procedures performed - of which 48% were emergency
- 963,086 surgical minutes
Obstetric Services

1,221 babies were born at San Francisco General Hospital
Trauma and Emergency

- Over 52,000 Emergency Room visits - 16% are admitted
- Over 7,000 Psychiatric Emergency encounter - 36% are admitted
- 2,865 adults and children are treated for injuries requiring the trauma activation.
Clinical Accomplishments
2003-2004

- Opened the Avon Comprehensive Breast Center. Annually, will increase by 5,000 the numbers of mammograms to underserved women.

- Received transfer of the Mammovam from UCSF, and secured a grant from Avon Foundation to fund the operation of the van for two years

- Renovated the Cardiac Catheter Laboratory and furnished it with the latest equipment.
Clinical Accomplishments
2003-2004

- Fulfilled one of the recommendation of the Mayor’s MHRF Blue Ribbon Committee by establishing and opening the Mental Health Rehabilitation Center. Submitted application for the Adult Residential Facility.

- Acquired an Ophthalmology Van to provide services to patients of the community clinics

- Expanded Urgent Care Clinic services from 38.5 hours a week to 74 hours a week

- Fully complied with new requirements regarding maximum intern hours
SFGH Goals: FY 2004-2005

- Improve staff retention and recruitment.
- Assess and re-design processes and resources to maintain operational efficiency.
- Maintain favorable variances to budget for both patient revenue and operating expenses.
- Improve access to outpatient and diagnostic services.
- Complete Level I Trauma Center verification and designation approval process.
**SFGH Goals: FY 2004-2005**

- Plan and design air medical access for SFGH.
- Plan for the replacement hospital.
- Participate in the transition to a single DPH information system.
- Ensure patient placement at the appropriate level of service within the continuum of care.
- Meet all regulatory standards and regulations.