



City and County of San Francisco  
Edwin M. Lee, Mayor

## San Francisco Department of Public Health

Barbara A. Garcia, MPA  
Director of Health

### Director's Report for Health Commission Meeting of

July 16, 2013

*A current overview of issues affecting the state of public health in San Francisco*

<http://www.sfdph.org/dph/comupg/aboutdph/insideDept/dirRpts/default.asp>

*Note: News and information contained in this report is from June 18-July 16, 2013*

#### **DPH Responds to SFO Airliner Crash**

The airline crash at SFO on July 6 tested the Department's readiness for responding to a mass casualty incident in ways that we have been preparing for and hoped would never happen. Nevertheless, I want to report to the Commissioners how very proud I was of the response throughout the Department. Volunteer staff from a range of essential programs, many without being requested, reported for duty. All of the DPH staff who responded knew their roles as first responders and disaster workers. On the day of the crash I coordinated the communication throughout DPH and Mayor's Office as well as activating the Mental Health response and subsequently staffed the Mayor's visit to SFGH and accompanied staff on rounds. Here are some highlights to give you an idea of the scope of our response.

- Drs. Tomas Aragon and Naveena Bobba reported to the Emergency Operations Center on Turk St. and represented DPH, helping to provide support for the citywide response.
- SFGH was put on mass casualty alert and set up a command center under the direction of Lann Wilder. A special thanks to Sue Currin, Sue Carlisle, MD; Roland Pickens, Terry Dentoni, Rachael Kagan, Sharon Thyne, MD; Ebi Fiebig, MD; Mark Wilson, MD; Elena Fuentes-Afflick, MD; John Brown, MD; Andre Campbell, MD; Claude Hemphill, MD; Alan Gelb, MD; Jeffrey Schmidt, Goeff Manley, MD; Melissa Pitts, David Staconis and Todd Mayes, MD for their performance and leadership.
- Laguna Honda Hospital fast tracked admittance and transfer for a number of patients from SFGH, freeing up bed space for newly injured victims. All of the patients had already been scheduled to move to LHH as part of their care plans.
- The Medical Respite and Sobering Center was asked, also on very short notice, to accommodate the patients on the SFGH respite wait list.
- Jo Robinson and Edwin Batongbacal led our community response at the airport and coordinated with San Mateo County. They continue to follow up and provide for ongoing mental health needs.
- CBHS opened up a 3-1-1 line for communitywide mental health counseling. We sent out a press release on Sunday morning, announcing the availability.

The Whistleblower Program, operated by the Controller's Office, receives complaints regarding the misuse of City funds, improper activities by City officers and employees, deficiencies in the quality and delivery of government services, and wasteful and inefficient City government practices. There are a number of ways to file a complaint. Go to [www.sfcontroller.org](http://www.sfcontroller.org) and click on the Frequently Requested tab to access the Whistleblower complaint instructions in the drop down menu.

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- Rachael Kagan held hourly press briefings well into the evening and continues to update the media daily and as-needed.

I am deeply grateful to all of the volunteers and staff throughout DPH who helped us respond to this tragic event.

On Friday, July 12<sup>th</sup>, another young patient who had been in critical condition at SFGH died of her injuries from the crash, bringing the total loss of life to three. All of them were minors.

Several days after the crash, as we took account of the victims, SFGH had treated 67 patients—36 adults and 31 children—from the crash scene, the largest number of any hospital involved in the incident. We have been able to discharge 58 patients and those who remain are suffering from a variety of conditions expected from such an accident: spinal cord injury, traumatic brain injury, abdominal injuries, internal bleeding, road rash and fractures.

I am certain the Commissioners join me in thanking the hundreds of DPH staff who responded to this incident and whose work saved the lives of hundreds of victims.

### **State Surveyors Arrive at Laguna Honda Hospital**

California Department of Public Health (CDPH) surveyors arrived on Monday, July 8<sup>th</sup> at Laguna Honda to conduct the acute hospital licensing survey. On Tuesday, several more CDPH surveyors arrived to conduct the skilled nursing licensing and certification survey.

Approximately 16 CDPH surveyors are at Laguna Honda for the next two weeks. Acute survey has a tentative exit date of Friday, July 12<sup>th</sup> and the skilled nursing survey has a tentative exit date of Friday, July 19<sup>th</sup>. The hospital also expects fire life safety survey within the next few weeks.

I will update the Commissioners after the exit interviews have been completed.

### **Commissioner Chung Elected to President of the United States People Living with HIV Caucus**

Congratulations to Commissioner Cecilia Chung who has been elected to serve as president of the United States People Living with HIV (PLHIV) Caucus, a group of organizations, networks, client groups, and individuals with HIV advocating for HIV-positive people in the U.S.

Commissioner Chung was elected by the new 15-member steering committee and is the first individual to hold the post. The Caucus also launched a new website, [www.hivcaucus.org](http://www.hivcaucus.org).

In accepting her leadership position, Commissioner Chung said that, “Since the early days of this epidemic, people living with HIV have demanded inclusion in decision making processes. The U.S. PLHIV Caucus is our vehicle to make sure our voices are heard in the policy and advocacy discussions that so profoundly affect our lives. I am honored to serve in this capacity.” She is also the first transgender person to serve on the board of the Amsterdam-based Global Network of People Living with HIV.

Under Commissioner Chung’s leadership, the Caucus plans to continue providing leadership and consultation on the implementation of the NHAS and the Affordable Care Act, helping to design effective and accountable community planning and decision-making processes that are inclusive of the diversity of people living with HIV and centered on our needs and experiences, and working to ensure that policies are based in evidence and science, rather than fear and bias.

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### **CMS Director Visits SFGH**

SFGH administration and staff had the rare opportunity in late May to talk directly with the national head of the Medicare program on a recent swing through California.

Jonathan Blum, Director of the Center for Medicare at the federal Centers for Medicare and Medicaid Services (CMS), visited SFGH on May 29 for a tour and roundtable discussion. He was accompanied by regional CMS representatives David Sayen, Administrator, and Betsy Thompson, MD, Chief Medical Officer. They wanted to get a personal look at patient care and delivery system reform. They visited the Emergency Department, the 1M General Medicine Clinic and 5C Acute Care for Elders (ACE) unit, the first in California.

At the roundtable discussion that followed, David Sayen remarked on the level of commitment that is evident among our staff and providers. About a dozen DPH and SFGH administrative and clinical leaders spoke with Jonathan Blum and his colleagues about the upcoming challenges and opportunities of health reform. While much about health reform is still uncertain, we do know that about 29,000 San Franciscans will remain uninsured, so the need for the safety net will continue to play a vital role in the health and wellbeing for thousands of San Franciscans. We are grateful to Jonathan Blum and his staff for taking the time to sit down with our leadership team, especially during this time of transitioning into the Affordable Care Act.

### **Youth Tobacco Sales Rates in San Francisco Decrease**

The Tobacco Free Project and San Francisco Police Department coordinate youth sting operations with 15- and 16-year-old volunteers to assess the rate of illegal sales at 454 local tobacco retail stores. The 61 stores that sold to a child were issued a citation, but later additionally had their privilege to sell tobacco products suspended, generally for 25-30 days. The effort to keep youth from accessing a lifetime of addiction, and monitoring those retailers who bend the 100+ year old California law that prohibits tobacco sales to those under age 18 is a partnership of Environmental Health, Community Health Promotion Branch (Tobacco Free Project), Health Officer Tomas Aragon, MD, the City Attorney's Office, and the San Francisco Police Department. Local community partners Vietnamese Youth Development Center and Youth Leadership Institute also collaborate in educating retailers, collecting data about the local retail environment and ensuring that youth voice is heard in this matter.

### **Hepatitis A Outbreak Linked to Frozen Berries**

Acting in accord with the U.S. Centers for Disease Control and Prevention (CDC)'s investigation into an outbreak of Hepatitis A in people who consumed Townsend Farms Organic Anti-oxidant Blend frozen berry mix sold at Costco stores throughout the US and locally in the San Francisco and the Bay Area., Tomas Aragon, MD, Health Officer, issued a health advisory to the local medical community, advising clinicians to be on the alert for patients presenting with symptoms of the disease. Subsequent to the CDC's investigation, on June 3<sup>rd</sup> we also issued a press release and posted relevant links and advice on our website to ensure that the information was as widely distributed as possible. We also provided the 3-1-1 Customer Service supervisors with information to disseminate to any member of the public who called with questions about where to go for the latest updates and recommendations regarding Hepatitis A vaccine.

The staff in the Communicable Disease section has been working closely with the State and the CDC, following the investigation and monitoring the reports. There have been a number of hospitalizations throughout the State, but no reported deaths. Fortunately, we have not had any

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confirmed cases in San Francisco related to this product. If there is a need to issue more alerts to our medical community or the public, we will advise the Commissioners of those activities.

It is worth noting that because the State of California has been requiring school age children to be vaccinated for Hepatitis A, the individuals who have contracted the disease have been adults. This outbreak illustrates the wisdom of everyone conferring with their healthcare providers about getting the Hepatitis vaccine, regardless of age.

### **Department Issues Advisory on Middle East Respiratory Syndrome Coronavirus (MERS-CoV)**

While the Hepatitis A outbreak was unfolding, Communicable Disease Control & Prevention also issued a Health Advisory on June 5<sup>th</sup> to help increase preparedness of San Francisco clinicians, health facilities, and laboratories for the possibility that persons with suspected Middle East Respiratory Syndrome Coronavirus (MERS-CoV) could present for care in San Francisco. Because the Health Advisory is targeted to the medical community, the content included criteria for evaluation, specimen submission, and infection control measures currently recommended by CDC, as well as a call to report all suspected cases immediately to SFDPH.

As of June 5, of 55 cases worldwide, most have occurred within the Arabian Peninsula, but a handful of cases have now been diagnosed in the U.K., France, and Italy. No cases have been identified in the U.S. Currently there is no vaccine, effective drugs, or natural immunity to MERS-CoV, so public health measures (surveillance, contact tracing, isolation & quarantine, and infection control precautions) will be key to limiting its spread should MERS-CoV arrive in the U.S.

We will, of course, keep the Health Commission apprised of the evolution and emergence of this new infectious disease. .

### **Primary Care Quality Improvement Committee**

The Primary Care Quality Improvement Committee (PCQI) held their second annual retreat on May 17<sup>th</sup>, focusing on the Patient Centered Medical Home (PCMH) and the use of innovation concepts to support quality care in the safety net. The PCQI committee, by membership vote, also awarded the QI team at *Castro Mission Health Center* the **2013 Quality Award**, for their ability to accelerate improvement, innovate, and lead with courage. We thank Castro Mission Health Center for their commitment to protecting and promoting the health of all San Franciscans.

### **SF Safe Routes to School Awarded \$1.6 Million Grant**

The SF County Transportation Authority has awarded \$1.6 million grant to the SF Safe Routes to School (SRTS) Program on July 25<sup>th</sup>. DPH is the lead agency for this program. This grant will allow the SRTS program to operate from September 1, 2014 to August 2017. We will also be expanding to 35 elementary schools, 3 middle schools and 2 high schools. The majority of the grant will be focused on reaching out to parents and caregivers at participating schools to be SRTS champions and promote walking and biking at their school sites. We will also help organize walking school buses and bike trains, conduct assemblies and bike rodeos at participating schools, host *Walk and Roll to School Day* and spring celebrations, and create toolkits informing parents and caregivers of all of the different transportation choices available at the school.

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We are extremely grateful to the SF County Transportation Authority for this opportunity and look forward to implementing the program through 2017.

### **Substance Use Research Unit Awarded NIH Grant**

The Substance Use Research Unit has been awarded an exploratory grant (R21) from the National Institute on Drug Abuse (NIH) to support and evaluate the prescription of naloxone from DPH primary care clinics. The two-year project will involve implementing naloxone prescribing for patients on chronic opioid therapy in six DPH clinics, evaluating uptake and prescriber, pharmacist, and patient satisfaction, and generating a model for future effectiveness evaluations. Congratulations to Phillip Coffin, MD, principal investigator, and his staff for acquiring this grant.

### **World Refugee Awareness Month**

Community Health Promotion & Prevention's Newcomers Health Program and partners celebrated *Refugee Awareness Month* in June as an opportunity to recognize the many contributions refugees have made to the City, and the challenges they have overcome. On June 21<sup>st</sup> Newcomers Health Program observed World Refugee Day along with community partner Arriba Juntos and many others with an afternoon of food, presentations, booths, traditional clothing, music, and a talent show.

Since the mid-1970's, San Francisco has become home to over 50,000 refugees from countries throughout the world - and in more recent years thousands of individuals and families with asylum status. In the past year over 250 refugees and asylees from over 30 countries, have received services from Newcomers Health Program, including health education, medical interpretation, comprehensive health assessments, and links to a primary care medical home through our collaborative services. For many immigrant resources in San Francisco go to [www.sf-cairs.org](http://www.sf-cairs.org).

### **Dinex System Debuts at LHH**

On Tuesday, June 11<sup>th</sup>, Laguna Honda Nutrition Services Dept. inaugurated Dinex, a new meal service system featuring dishware designed to keep food fresher by maintaining it at its best temperature. Dinex addresses three important factors for food service: dining aesthetics, environmental sustainability and food temperature. A meal with a beautiful presentation that is culturally familiar can make a big difference to the well-being of patients, especially given the diversity of the residents at Laguna Honda. For those whose focus is on environmental issues, the dishware is reusable, thereby eliminating thousands of disposable inserts that hold food in the cavities of the current trays. And finally, the china plates for serving main courses come with steel cores that can be heated or not, depending on the temperature each entrée needs to be served. A color coded system will help members of the nutrition services team to differentiate those on special diets.

The new system is being rolled out at three of the hospital's 13 units. Other units will be added to the system after the initial pilot program. The pilot will include both plastic and china dishware to determine how well servers in the neighborhoods accommodate the varying weight of trays containing plastic or china. Feedback from neighborhood staff will help determine the roll-out on the rest of the neighborhoods.

### **First Scholarship Grads Complete CIIS Studies**

Several years ago, the California Institute of Integral Studies (CIIS) set up the Barbara A. Garcia Scholarship fund designed specifically for employees from the Department of Public Health to

assist them in completing their bachelor's degrees. Other city employees may receive a scholarship named in honor of former Mayor George R. Moscone. Since the inception of the scholarship programs, six city employees have been awarded funds. I am very happy to report that Louise Prochilo completed her BA in August 2012, Luis Aroche, Robert (Dean) Goodwin and Geoffrey Nagaye will finish their studies in August 2013, and Matt Flores will complete his BA in December 2013.

The scholarship programs at CIIS help educate a diverse workforce of professionals who are already working in their chosen fields and ensures that they have greater opportunities in their advancement within the department. Please join me in extending congratulations to all of the scholarship students who are well on their to complete BA's through the CIIS Bachelor of Arts Completion program.

### **LHH Nurses Complete Fellowships**

Congratulations to the five members of the Laguna Honda nursing staff who completed fellowships in evidence-based practice in June. The five, Maria Antoc, Grace Chen, Zexu Fang, Myrene Fuertes and Jacky Spencer-Davies are wrapping up a six-month fellowship at the UCSF School of Nursing. The aim of UCSF fellowship program is to improve patient satisfaction and the quality of nursing care by encouraging programs to adopt identified practice improvements.

The successful outcome of the fellowship program is reflected in the implementation of nationally recognized innovations in nursing care at Laguna Honda. Each nurse in the fellowship program worked with an in-house coach to help manage and monitor the progress of their projects, which followed the Plan-Do-Study-Act (PDSA) model. Below is a chart of projects, fellows and coaches.

<b>Project</b>	<b>UCSF Nursing Fellow</b>	<b>Coach</b>
Use of complementary Therapies for Pain Management in Nursing Home setting	Maria Antoc	Anne Hughes
Prevention of aspiration pneumonia in long term care patients with continuous enteral feeding through body positioning	Grace Chen	Andre Michaud
Comparison of the Accuracy of Pressure Ulcer Risk Assessment Scales (PRAS)	Zexu Fang	Fatima Ascano-Martin
Early Determination of a Change in Resident's Condition through Improved Communication between Licensed Nurses and CNAs/PCAs	Myrene Fuertes	Kathleen MacKerrow
Resident satisfaction related to more inclusive approach in care planning	Jacky Spencer-Davies	Anne Hughes

### **WIC Nutrition Clinic Update**

With a recently opened WIC nutrition clinic directly serving families with infants and children at 30 Van Ness Avenue, baby changing tables have been installed in *both* the men's and women's rest-rooms on the second floor. Steps away, the MCAH Lactation Room provides accommodations and comfort for breast-feeding mothers working in the Civic Center area. The

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Maternal, Child & Adolescent Health section is developing place-based health initiatives -- in workplaces, neighborhoods, homes, public housing, child care centers, parks, health clinics, and other spaces -- to promote the health of families during the most critical times of the life course.

**Good News for Children's Health**

Out of 1200 counties in the U.S. that were compared, San Francisco ranked #2 on children's health. While lots of work remains to improve the health of all San Franciscans, it's great to have positive news too. To read more about the study and how San Francisco ranks, go to <http://www.californiahealthline.org/articles/2013/6/11/calif-counties-hospitals-among-best-in-us-for-kids-health-reports-say.aspx>.

**COMMUNITY HEALTH NETWORK  
SAN FRANCISCO GENERAL HOSPITAL & TRAUMA CENTER**

**June 2013**

**Governing Body Report - Credentialing Summary**

(5/16/13 BUSINESS-MEC)

	<b>6/2013</b>	<b>07/2012 to 06/2013</b>
<b>New Appointments</b>	<b>8</b>	<b>167</b>
Reinstatements	1	2
<b>Reappointments</b>	<b>44</b>	<b>528</b>
Delinquencies:	0	0
Reappointment Denials:	0	0
<b>Resigned/Retired:</b>	<b>9</b>	<b>177</b>
<b>Disciplinary Actions</b>	<b>0</b>	<b>0</b>
<b>Administrative Suspension</b>	<b>0</b>	<b>1</b>
<b>Restriction/Limitation-Privileges</b>	<b>0</b>	<b>1</b>
<b>Deceased</b>		
<b>Changes in Privileges</b>		
Voluntary Relinquishments	8	149
Additions	7	148
Proctorship Completed	23	268

<b>Current Statistics – as of 5/6/13</b>	
Active Staff	<b>520</b>
Courtesy Staff	<b>504</b>
Affiliated Professionals (non-physicians)	<b>245</b>
<b>TOTAL MEMBERS</b>	<b>1,249</b>

<b>Applications in Process</b>	<b>105</b>
<b>Applications Withdrawn Month of June 2013</b>	<b>1</b>
<b>SFGH Reappointments in Process 7/2013 to 9/2013</b>	<b>179</b>

# LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

June 2013

## Health Commission - Director of Health Report

(5/13/2013 Medical Exec Committee)

	6/2013	(FY 2012-2013) Year-to-Date
<b>New Appointments</b>	1	6
Reinstatements	0	0
<b>Reappointments</b>	2	41
Delinquencies:	0	0
Reappointment Denials:	0	0
<b>Resigned/Retired:</b>	1	12
<b>Disciplinary Actions</b>	0	0
<b>Restriction/Limitation-Privileges</b>	0	0
<b>Deceased</b>	0	0
<b>Changes in Privileges</b>		
Additions	0	0
Voluntary Relinquishments	0	0
Proctorship Completed	1	15
Proctorship Extension	0	1

### Current Statistics – as of 6/1/2013

Active Medical Staff	35
As-Needed Medical Staff	12
External Consultant Medical Staff	47
Affiliated Professionals	6
<b>TOTAL MEMBERS</b>	<b>100</b>

Applications in Process	5
Applications Withdrawn Month of June 2013	0

**COMMUNITY HEALTH NETWORK  
SAN FRANCISCO GENERAL HOSPITAL & TRAUMA CENTER**

**July 2013**  
Governing Body Report - Credentialing Summary  
(6/20/13 BUSINESS-MEC)

	<b>7/2013</b>	<b>07/2013 to 06/2014</b>
<b>New Appointments</b>	7	7
Reinstatements		
<b>Reappointments</b>	51	51
Delinquencies:		
Reappointment Denials:		
<b>Resigned/Retired:</b>	11	11
<b>Disciplinary Actions</b>		
<b>Administrative Suspension</b>		
<b>Restriction/Limitation-Privileges</b>		
<b>Deceased</b>		
<b>Changes in Privileges</b>		
Voluntary Relinquishments	16	16
Additions	16	16
Proctorship Completed	20	20

<b>Current Statistics – as of 6/3/13</b>		
Active Staff	518	
Courtesy Staff	497	
Affiliated Professionals (non-physicians)	247	
<b>TOTAL MEMBERS</b>	<b>1,262</b>	

Applications in Process	114
Applications Withdrawn Month of July 2013	1
SFGH Reappointments in Process 8/2013 to 10/2013	178

**LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER**  
**JULY 2013**

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**Health Commission - Director of Health Report**

(July 11, 2013 Medical Exec Committee)

	<b>July</b>	<b>(FY 2013-2014) Year-to-Date</b>
<b>New Appointments</b>	<b>3</b>	<b>3</b>
Reinstatements	<b>0</b>	<b>0</b>
<b>Reappointments</b>	<b>7</b>	<b>7</b>
Delinquencies:	<b>0</b>	<b>0</b>
Reappointment Denials:	<b>0</b>	<b>0</b>
<b>Resigned/Retired:</b>	<b>3</b>	<b>3</b>
<b>Disciplinary Actions</b>	<b>0</b>	<b>0</b>
<b>Restriction/Limitation-Privileges</b>	<b>0</b>	<b>0</b>
<b>Deceased</b>	<b>0</b>	<b>0</b>
<b>Changes in Privileges</b>		
Additions	<b>0</b>	<b>0</b>
Voluntary Relinquishments	<b>0</b>	<b>0</b>
Proctorship Completed	<b>1</b>	<b>1</b>
Proctorship Extension	<b>0</b>	<b>0</b>

**Current Statistics – as of 7/1/2013**

Active Medical Staff	<b>35</b>
As-Needed Medical Staff	<b>14</b>
External Consultant Medical Staff	<b>45</b>
Affiliated Professionals	<b>6</b>
<b>TOTAL MEMBERS</b>	<b>100</b>

<b>Applications in Process</b>	<b>4</b>
<b>Applications Withdrawn Month of July 2013</b>	<b>0</b>