



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

April 1, 2014

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>

Dore Urgent Care Clinic Expanding Operating Capacity

Progress Foundation is pleased to announce that Dore Urgent Care Clinic has expanded to its full operating capacity of 12 individuals to 24 hours a day, 7 days a week, as of Monday, March 24th, 2014. Dore Urgent Care Clinic provides clinical interventions with individuals who are experiencing an escalating psychological crisis and who require rapid engagement, assessment, and intervention in order to prevent further deterioration which may result in involuntary detention and/or hospitalization.

Human Resources Process Improvements

On March 20th, subject matter experts on the nursing 2320 classification (RN) gathered at the CCSF Department of Human Resources to plan process improvements for the RN hiring. According to Ron Weigelt (Director of Human Resources for Public Health), this was the first meeting where we have brought together the subject matter experts from the various units around the department along with staff from both the CCSF and Public Health human resources groups.

Ron explained that, "this first session brought together about 30 staff and we discussed how to identify more meaningful minimum qualifications and criteria." Under the current process, a manager may receive hundreds of applications to review and only find a small number who are truly qualified for a particular specialty. Going forward we intend to reduce the number of applicants provided to the hiring manager by doing a better job of screening the applications at the front end of the process.

On February 19th, Ron made a presentation at the SEIU Local 1026 Staff and Per Diem Nurses bargaining table, highlighting the multiple efforts in place to improve hiring in all classifications across the Department. He has made similar presentations to other unions and staff.

ICD 10

On October 1, 2014, the ICD-9 codes used to report medical diagnoses and inpatient procedures will be replaced by ICD-10 codes. The change to ICD-10 does not affect CPT coding for outpatient procedures and physician services. ICD-10 is the classification system currently being

used by the majority of the world. The United States is the only industrialized nation not using ICD-10 codes.

There are two main reasons that the transition to ICD-10 is necessary:

1. Payors cannot pay claims fairly using ICD-9 since the classification system does not accurately reflect current technology and medical treatment. Significantly different procedures are assigned to a single ICD-9 procedure code.
2. The healthcare industry cannot accurately measure quality of care using ICD-9. It is difficult to evaluate the outcome of new procedures and emerging health care conditions when there are not precise codes. Most importantly, we have a mission to improve our ability to measure health care services provided to our patients, enhance clinical decision-making, track public health issues and conduct medical research.

There will be continuing communication around ICD-10 as we transition.

Director of Nursing for SFHN Primary Care

We are pleased to announce the appointment of Judith Sansone, RN, MS to the position of Director of Nursing for San Francisco Health Network Primary Care (SFHNPC). Judith will be part of a new integrated Primary Care leadership team. She will supervise Nurse Managers of the entire network of community-based and San Francisco General Hospital Medical Center (SFGHMC)-based primary care health centers.

Judith will work closely with Hali Hammer and the other members of the SFHNPC team to integrate the fourteen primary care medical homes to reach the goals of providing excellent care for our patients while ensuring prompt access to care, a positive and healing experience for all patients, and a work environment that is safe, supportive, and sustains an engaged staff and provider workforce. Judith will also collaborate with SFGH nurse leaders, particularly Chief Nursing Officer Terry Dentoni and Director of Clinical Operations Leslie Dubbin, to ensure that our hospital-based primary care nurses and clinical staff provide the highest quality nursing care.

In Memoriam: Jane Lev

A dear friend and former DPH employee, Jane Lev, passed away the night of March 24 at home after battling cancer. Jane was an amazing health educator, organizer, mentor, and friend. Her keen intelligence, adventurous spirit, and compassionate nature truly set her apart. She will be very truly missed by her colleagues at DPH.

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 and click on the Frequently Requested tab to access the Whistleblower complaint instructions in the drop down menu.