



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 15, 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>

#### **Grant awarded to The Center for Learning & Innovation**

The Center for Learning & Innovation (CLI), on behalf of the Population Health Division (PHD), has received a \$5 million, 5 year Center for Disease Control (CDC) grant to become a National Capacity Building Assistance (CBA) Provider to Health Departments around the country in the area of High Impact HIV Prevention. SFDPH was selected based on its leadership role in inspiring and implementing the National HIV/AIDS Strategy which has many health departments already turning to us for informal technical assistance. Jonathan Fuchs, MD, MPH, the Project Principal Investigator, notes that the new grant will allow CLI and the PHD CBA team to formalize the program and offer state-of-the-science information, training, and technical assistance in the areas of HIV testing, prevention in at-risk HIV negative persons, and policy. Our CBA providers will work with other health departments via conference calls and through face-to-face consultations. They will also make use of several innovative online strategies to provide culturally responsive CBA services.

#### **Labor Negotiations**

CCSF labor contract negotiations continue with proposals being actively exchanged. The process of counter proposals has begun, with mediation beginning at some tables. Concerns about position vacancies have been raised at several bargaining sessions, and the DPH Human Resources Director continues to provide written and verbal updates on process improvements and hiring. The end of May 2014 is the general target for completing the negotiations.

#### **Community Wellness Program**

The San Francisco General Hospital Community Wellness Program hosts a monthly forum, the Schwartz Center Rounds, where all staff from diverse disciplines throughout the San Francisco Health Network can take a moment in their fast-paced work lives to openly discuss the emotional and social issues that arise in caring for patients. Every second Thursday of the month at noon, the SFGH Wellness Center hosts these rounds and rich discussion with complimentary lunch. Staff have an opportunity to share their experiences and feelings on thought-provoking topics drawn from actual patient cases. Panelists from diverse disciplines participate in the Rounds, including physicians, nurses, social workers, psychologists, chaplains, medical interpreters, and others.

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On Thursday, April 10th we are pleased to welcome four providers from Tom Waddell Urban Health Center who will discuss their profound feelings in caring for an older Italian patient (clinic/SFGH). The panelists will discuss how his cognitive impairment impacted his refusal of treatment for his life-threatening, yet curable cancer, causing his caregivers much consternation and distress.

### **Temporary Employees**

The DPH budget has over 6,000 positions (FTE) authorized by the Annual Salary Ordinance (ASO). The majority of these are Civil Service positions requiring an open and competitive selection process with multiple steps. There are also a number of Civil Service exempt positions in the ASO (e.g. some physicians, dentists, Directors and Deputy Directors). Of the nineteen categories of Civil Service exemption, some have limits of 1040 hours in a Fiscal Year (e.g. Category 16). With the high position vacancy rate, the use of temporary employees has become very important. As we improve our hiring process, we intend to reduce our use of temporary employees. With that in mind, the CCSF and the Civil Service Commission wants to ensure that temporary staff do not work beyond Charter mandated limits. Keep in mind that generally employees who work more than 1040 hours in a rolling 12 month period (but who have stayed under 1040 hours in a calendar year) become eligible for medical benefits. Notice of benefits eligibility will now be sent to employees automatically. DPH Human Resources will be working with the CCSF to ensure a plan is in place to fill vacancies and reduce our use of temporary staff over time.

### **Flu Season is Over**

Strategic goals for the 2013-2014 Influenza season were achieved at Laguna Honda: 95% vaccination rate for staff and 100% response rate to vaccination or declination. The resident vaccination rate was 89%. The total number of laboratory confirmed resident Influenza cases to date is three Type A. There were zero deaths or other adverse sequelae attributable to Influenza. Laguna Honda complied with Health Officer Aragon's mandatory masking mandate for all health care workers who declined vaccination from 12/15/13 to 3/31/14. Laguna Honda monitors the resident population for influenza on a year-round basis.

### **Urgent Care Center Appointment System**

Urgent Care Center (UCC) located on SFGH campus, is on an improvement journey to reduce patient wait times, improve patient satisfaction and staff experience. After over two years of continuous improvement the UCC has experienced a 20% increase in staff and patient satisfaction while reducing the patient time in the clinic by 47%. Despite these developments, patients could still expect to spend on average 2 hours in the clinic. This led the UCC to move primarily to a same day appointment system with some drop-in availability, which they implemented as of March 24th. In order to ensure a smooth transition, the UCC has worked closely with the Nurse Advice Line, SFGH Emergency Department, Primary Care clinics, and consortium clinics to schedule appointments at the UCC and to expand their own capacity to see patients for same-day visits. This has been an integrated, joint effort across the SF Health Network to improve service delivery to our patients. There has been tremendous support from all involved in moving this forward. As a result preliminary data over the first two weeks of implementing the same day access appointments suggests that, on average, patients now spend only 55 minutes in the UCC, (a 73% decrease in two years). Many thanks to all involved who made this redesign of services in Urgent Care Center possible.

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### **National Volunteer Week**

National Volunteer week is from April 6 to April 12, 2014. Friends of Laguna Honda hosted their Annual Volunteer Appreciation and Recognition Luncheon on Thursday, April 10, 2014 from 12pm – 2pm in the newly opened Gerald Simon Auditorium at Laguna Honda. This year's theme is "Share the love, Invite a friend." Every Laguna Honda volunteer was able to extend an invitation to a friend or loved to last week's luncheon. The luncheon included presenting the volunteers' contributions to the Laguna Honda residents and the community.

### **Los Angeles County Reports Invasive Meningococcal Disease among Men Who Have Sex with Men; Recommendations for San Francisco**

On April 2, the Los Angeles County Department of Public Health (LAC-DPH) reported 8 confirmed cases in 2014 of invasive meningococcal disease (IMD), including 4 cases in men who have sex with men (MSM). LAC-DPH has recommended meningococcal vaccination for local HIV-positive MSM, as well as for local MSM regardless of HIV status whose activities put them at higher risk for infection. Higher risk activities include those who "regularly have close or intimate contact with multiple partners, or who seek partners through the use of digital applications, particularly those who share cigarettes, marijuana, or use illegal drugs."

SFDPH continues to closely monitor IMD locally. There have been no cases of IMD reported since 2011 among San Francisco MSM. Physicians and laboratories are legally required to immediately (within 1 hour) report all new cases of IMD, and SFDPH investigates all such reports promptly and thoroughly. For MSM who expect close or intimate contact with MSM from Los Angeles County, SFDPH is aligning its meningococcal vaccination recommendations with those of LAC-DPH.

IMD is transmitted by close or intimate personal contact. Individuals who wish to reduce their risk of contracting meningococcal disease should consult with their provider regarding vaccination and modification of risk behaviors. The Los Angeles County cases include those with meningococcal serogroups contained in the vaccine; however, vaccination is not 100% effective in preventing IMD.

### **Mayor Ensures Language Access for Tagalog Speaking City Residents**

Mayor Edwin M. Lee with Board President David Chiu, Supervisors John Avalos and Jane Kim and local community partners announced the certification of Filipino (Tagalog), the most commonly spoken Filipino language in the Bay Area and the official language of the Philippines, as a third required language in addition to Chinese and Spanish covered under the City's Language Access Ordinance.

More than 112 different languages are spoken in the San Francisco Bay Area and 45 percent of all San Francisco residents do not speak English at home. In certifying Filipino (Tagalog) as a third language, the City's Office of Civic Engagement and Immigrant Affairs (OCEIA) made the determination that there are more than 10,000 Tagalog speakers in San Francisco who are limited-English proficient and thus, meet thresholds outlined in San Francisco's Language Access Ordinance.

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Implementation of the new requirements will be phased in by OCEIA over the next 18-months starting July 1, 2014, with input from the Language Access Network and other community and City partners. DPH's Community Behavioral Health Services has provided Tagalog interpreting and translated materials since 2006 in adherence to our state regulatory agency. Vital documents, forms, consents, legal statements, etc. are often translated in our current threshold languages, Spanish, Cantonese, Russian, Vietnamese and Tagalog.

### **Tsunami Exercise Program, February – March 2014**

The San Francisco Department of Emergency Management (DEM) hosted a tsunami exercise program in the months of February and March. The program included trainings and exercises that focused on Alert and Warning, Response, and Restoration and Recovery before, during, and after a tsunami. The program offered participants the opportunity to share perspectives, challenges, information, knowledge, and expectations. A three day functional exercise to test emergency tsunami plans was held at the end of March during which representatives from DPH participated in the Emergency Operation Center at DEM and SFGH activated their Hospital Incident Command Structure.

### **Get Out and Walk during the month of April**

Did you know there are heart-healthy benefits associated with just ten minutes of continuous walking every day? Join the 101 Grove Walking Group every Wednesday in the month of April for a 30 minute walk starting from the front doors of 101 Grove. Take ten (or thirty!) minutes to get up and get moving!

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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.

# LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

**APRIL 2014**

## Health Commission - Director of Health Report

(April 10, 2014 Medical Exec Committee)

	April	(FY 2013-2014) Year-to-Date
<b>New Appointments</b>	<b>0</b>	<b>10</b>
Reinstatements	0	0
<b>Reappointments</b>	<b>4</b>	<b>42</b>
Delinquencies:	0	0
Reappointment Denials:	0	0
<b>Resigned/Retired:</b>	<b>0</b>	<b>10</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	0	0
Voluntary Relinquishments	0	0
Proctorship Completed	0	9
Proctorship Extension	0	0

<b>Current Statistics – as of 3/31//2014</b>		
Active Medical Staff	36	
As-Needed Medical Staff	15	
External Consultant Medical Staff	42	
Courtesy Medical Staff	1	
Affiliated Professionals	6	
<b>TOTAL MEMBERS</b>	<b>100</b>	

<b>Applications in Process</b>	<b>3</b>	
<b>Applications Withdrawn Month of April 2014</b>	<b>0</b>	

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

**April 2014**  
**Governing Body Report - Credentialing Summary**  
**(3/20/14 BUSINESS-MEC)**

	<b>04/2014</b>	<b>07/2013 to 06/2014</b>
<b>New Appointments</b>	<b>9</b>	<b>203</b>
Reinstatements		
<b>Reappointments</b>	<b>43</b>	<b>454</b>
Delinquencies:		
Reappointment Denials:		
<b>Resigned/Retired:</b>	<b>11</b>	<b>176</b>
<b>Disciplinary Actions</b>		
<b>Administrative Suspension</b>		
<b>Restriction/Limitation-Privileges</b>		
<b>Deceased</b>	<b>0</b>	<b>3</b>
<b>Changes in Privileges</b>		
Voluntary Relinquishments	<b>12</b>	<b>117</b>
Additions	<b>10</b>	<b>111</b>
Proctorship Completed	<b>15</b>	<b>156</b>

<b>Current Statistics – as of 3/3/14</b>		
Active Staff	<b>552</b>	
Courtesy Staff	<b>491</b>	
Affiliated Professionals (non-physicians)	<b>258</b>	
<b>TOTAL MEMBERS</b>	<b>1,301</b>	

<b>Applications in Process</b>	<b>37</b>
<b>Applications Withdrawn Month of April 2014</b>	<b>0</b>
<b>SFGH Reappointments in Process 5/2014 to 7/2014</b>	<b>167</b>