



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

October 21, 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>

Ebola Preparedness

As of today, there is no Ebola in San Francisco. The Department of Public Health is working with other City Departments and the Mayor's office to plan Ebola preparedness. This planning allows the Department to develop and support a unified Ebola response throughout our healthcare network and to collaborate with local hospitals and medical professionals throughout the City and County of San Francisco. In the unlikely event of an Ebola case, the Department plays a critical role in protecting the health and safety of the general public.

As City Disaster Workers, the Department would deploy staff during the response consistent with optimal recommended safety precautions from the Centers for Disease Control (CDC). The CDC have enhanced Ebola screening at five airports (none in California) which receive over 94% of travelers from the Ebola-affected nations of Guinea, Liberia, and Sierra Leone. DPH will continue to share updates from the CDC and California Department of Public Health as new developments emerge.

Alice Gleghorn Announced as Director of Alcohol Drug and Mental Health Services for County of Santa Barbara

On October 7, 2014, the Santa Barbara County Board of Supervisors appointed Alice Gleghorn, Ph.D., to the position of Director of Alcohol Drug and Mental Health Services. As the director, Dr. Gleghorn will lead the department responsible for promoting the prevention of and recovery from addiction and mental illness among individuals, families and communities, staffed with over 400 employees and a budget of \$106.8 million.

Dr. Gleghorn is a Clinical Psychologist and currently serves as the County Alcohol and Drug Administrator and Privacy Officer with the San Francisco Department of Public Health where she is responsible for public health, behavioral health and substance abuse policy and services, and coordinates with over 100 community-based programs.

Dr. Gleghorn's experience also includes serving as the Deputy Director of Community Behavior Health Services, Director of Research, Epidemiology, Development and Grants with the County of San Francisco, and as Assistant Professor at John Hopkins University School of Public Health.

She holds a Ph.D. in Psychology, a Masters of Clinical Psychology, Bachelor degrees in Psychology and Anthropology and is a licensed psychologist in the State of California.

Dr. Alice Gleghorn will begin work with the County on December 8, 2014

Armond Start Award of Excellence

Dr. Joe Goldenson, Director/Medical Director of Jail Health Services, has been awarded the Armond Start Award of Excellence by the Society of Correctional Physicians (SCP). The award, established in 1997 in honor of Armond H. Start, one of the founding member of the SCP, is presented to a correctional medicine physician who adheres to the highest of professional ethical standards, unceasingly advocates for better patient care, and is dedicated to research, publication, and training. Congratulations Dr. Goldenson.

Ambulatory Care Leadership Announcement

I am very pleased to announce three Ambulatory Care (AC) leadership appointments.

As Chief Program Integration Officer for Ambulatory Care (AC), Leslie Dubbin, RN, MS, PhD, will provide leadership and oversight to initiatives that intersect across the Network's divisions (SFGH, LHH, Office of Managed Care and Transitions) ensuring that each AC section's strategic priorities align with the vision the Network. Working with each AC section director, her charge is to create efficient, seamless, safe and reliable care transition points that add value to patients, clients and staff, improve health outcomes, and optimize operational efficiency, and financial margins.

As Chief Quality Officer for Ambulatory Care, Lisa Golden, MD, will provide leadership and oversight to create and implement performance improvement initiatives and Lean Management System across all AC sections, with the goal to improve accountability, standardization, integration, excellence, and strategic alignment with the Network's priorities. She is currently an Associate Clinical Professor of Family and Community Medicine at UCSF and her academic interests include teaching quality improvement, chronic disease management and care of the underserved to medical students and residents.

As Chief Workforce Development Officer for Ambulatory Care, Toni Rucker, PhD, will provide leadership and oversight to create a continuous learning culture that increases staff cultural humility and cultural proficiency and ultimately, reduce health disparities and add value to network patients and DPH client populations. She will work collaboratively with DPH Human Resources and other divisional colleagues to recruit, train, retain and promote excellence, diversity and professional development among AC staff.

SF DPH Selected as a National Mentor Court

In September 2014, the Center for Court Innovation, in partnership with the U.S. Department of Justice's Bureau of Justice Assistance, chose community courts in Dallas, Tex., Hartford, Conn., Orange County, Calif., and San Francisco, Calif., to serve as mentor courts for jurisdictions seeking to enhance procedural justice and promote the use of alternatives to jail where appropriate.

The San Francisco Community Justice Center (CJC) serves misdemeanor and non-violent felony offenders arrested in the Tenderloin, South of Market, Union Square, and Civic Center

neighborhoods. The court offers onsite social services provided by DPH staff including drug treatment, mental health programs, support groups, counseling, career development, and job training. In 2013, the Community Justice Center launched a special calendar to better assist veterans returning from their service. The CJC represents a wonderful example of cross collaboration across city departments and efficient use of the wealth of services SFDPH offers to ultimately improve our clients' lives in multiple areas of need.

Congratulations to the CJC and all its collaborators within DPH for this National Recognition.

Hiring Process Improvements Update

During the week of October 6, 2014 a Kaizen project was undertaken on the processing portion of the hiring process. This is part of the lean process (a method for improving an organizations performance) that DPH Human Resources is using to improve our time to hire. With the help of San Francisco General Hospital's Kaizen Project Office, the event was well planned and successfully conducted. Among many improvements, we identified a way to reduce the screening of the referral list by 99%.

Next steps include three more Kaizen Process events where we will look closely at specific parts of the human resources hiring process. While the long range goal for improvement with lean is 2 to 5 years, there are already immediate improvements being made. With new staff, new processes, and lots of excitement around opportunities for improvement, human resources is in transformation.

Here in Public Health, lean has been used successfully at San Francisco General Hospital and has been taken to other areas including Castro Mission Health Center. As you may recall from the lean event the last week of August 2014, we held a week long Value Stream Mapping event to show the hiring process from start to finish. The knowledge of those who do the work is critical to determining new and improved ways to deliver service.

DPH Receives Three Large Grants

On March 3, 2014, Mental Health Services Oversight and Accountability Commission (MHSOAC) awarded Child, Youth and Family System of Care of DPH \$14,365,009 to fund a program entitled "Mental Health Triage Personnel Grant." Through the Community Triage Response Initiative, the SFDPH will utilize a qualified and diverse group of State-funded triage personnel to implement three (3) project activities that respond to critical gaps in our existing system of mental health crisis responses:

(1) New Youth Mental Health Crisis Stabilization Center: San Francisco Community Behavioral Health Services will contract with Edgewood Center for Children and Families - to create and staff a new Youth Psychiatric Crisis Stabilization Center, using an existing building on the agency's service campus that will be adapted for this purpose;

(2) Four New Crisis Triage Teams: San Francisco Comprehensive Child Crisis Services will collaborate with one or more culturally and linguistically competent, community-based organizations to form and deploy four new crisis triage response teams composed of triage staff to respond to psychiatric emergencies and to work with communities to address and divert psychiatric crises before they can have major impacts on residents impacted;

(3) New Mental Health Triage Warmline: San Francisco Community Behavioral Health Services will contract with the Mental Health Association of San Francisco to create and staff a new Mental Health Triage Warmline open to all local residents. The Warmline will operate on a 24 hour, 7 days per week basis, and will be staffed by triage professionals, supported by motivated volunteers who make up an increasing proportion of call center responders. The Warmline will also offer a range of alternative calling and communication methods, including Skype and other webcam systems to allow face-to-face communication along with text, chat, and e-mail chat and follow-up options.

On September 23, 2014, Substance Abuse and Mental Health Services Administration (SAMHSA) awarded \$1,392,568 to San Francisco Jail Health Services, a program of the SFPDPH Community Behavioral Health Section to fund a project entitled, “Mentoring and Peer Support (MAPS) Project.” In close collaboration with the San Francisco Collaborative Courts, San Francisco Peer Programs, HealthRIGHT 360, and the San Francisco Veterans Administration Medical Center, this project proposes to implement an ambitious peer support program designed to significantly enhance behavioral health and wellness outcomes. At the same time it will focus on reducing criminal justice recidivism among recently released men and women under Court jurisdiction who have diagnoses of both substance use and severe and persistent mental illness. Through the proposed MAPS Project, San Francisco Jail Health Services will explore the effectiveness of an ambitious peer support intervention which has the potential to serve as a national model for enhancing the quality and impact of collaborative court services by supporting criminally-involved men and women with co-occurring disorders as they cope with behavioral health issues and strive to attain stability and self-sufficiency in their lives.

Also in September, Substance Abuse and Mental Health Services Administration (SAMHSA) has awarded \$4,000,000 to DPH to fund a project entitled, “Bay Area Trauma Informed Systems of Care (BATISC).” SFPDPH will convene and support the BATISC initiative as a regional collaborative of seven Bay Area counties: Alameda, Contra Costa, Marin, San Francisco, San Mateo, Santa Clara and Santa Cruz. The initiative will focus on creating a trauma informed region in order to reduce disparities in behavioral health access and improve the provision of trauma-informed services. To coordinate and facilitate this regional effort, the Bay Area will create a unique center that will promote the development of trauma informed systems to serve participating counties in Northern California. In the past, the lack of a coordinated regional system of care has led to duplication of efforts and disjointed services across county lines. The implementation of a BATISC initiative and the formation of the proposed BATISC Center will provide the needed coordination for county systems, resulting in more effective and seamless care in partnership with youth and families.

International Walk and Roll to School Day

On International Walk and Roll to School Day (October 8), Mayor Ed Lee, Supervisor Jane Kim, Superintendent Richard Carranza, SFPDPH Deputy Director and Health Officer Tomás Aragón, SFPD Police Chief Greg Suhr and other leaders joined students and families as part of a “walking school `bus” to Bessie Carmichael Elementary School. Walk and Roll to School Day serves as the annual launch of the Safe Routes to School Program to promote safe walking, biking, transit and carpooling for students and their families. This program is led by the SFPDPH and includes public and private partners.

Bessie Carmichael Elementary School is home to nearly 700 children during the school week and is located at the corner of 7th and Harrison near an off-ramp for the congested US-80 Freeway. As a result, Bessie Carmichael is surrounded by some of the city's most dangerous corridors, resulting in some of the worst traffic injury rates in SF. On October 8, with the leadership of the SoMa community, Supervisor Jane Kim, and a citywide commitment to Vision Zero, Bessie Carmichael celebrated new improvements that will make it safer for children and the community, including school zone signage, a leading pedestrian interval, and bulbouts. Longer term street and sidewalk improvements will be implemented later this year.

Throughout the city, 84 schools and approximately 14,000 students celebrated Walk and Roll to School Day, the highest number of participating schools and students ever! In addition to the central event at Bessie Carmichael, 9 Supervisors walked with students and their families to their districts' schools. The event was very successful and will kick off efforts to increase safe and active transportation for schoolchildren and their families in San Francisco!

LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

OCTOBER 2014

Health Commission - Director of Health Report

(October 9, 2014 Medical Exec Committee)

	October	(FY 2014-2015) Year-to-Date
New Appointments	1	6
Reinstatements	0	1
Reappointments	7	16
Delinquencies:	0	0
Reappointment Denials:	0	0
Resigned/Retired:	0	3
Disciplinary Actions	0	0
Restriction/Limitation-Privileges	0	0
Deceased	0	0
Changes in Privileges		
Additions	0	0
Voluntary Relinquishments	0	0
Proctorship Completed	0	0
Proctorship Extension	0	0

Current Statistics – as of 9/30/2014		
Active Medical Staff	35	
As-Needed Medical Staff	15	
External Consultant Medical Staff	44	
Courtesy Medical Staff	1	
Affiliated Professionals	6	
TOTAL MEMBERS	101	

Applications in Process	8
Applications Withdrawn Month of October 2014	0

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

OCTOBER 2014
Governing Body Report - Credentialing Summary
(9/18/14 BUSINESS-MEC)

	10/2014	07/2014 to 06/2015
New Appointments	27	105
Reinstatements		
Reappointments	51	212
Delinquencies:		
Reappointment Denials:		
Resigned/Retired:	18	99
Disciplinary Actions		
Administrative Suspension		
Restriction/Limitation-Privileges		
Deceased		
Changes in Privileges		
Voluntary Relinquishments	9	45
Additions	10	39
Proctorship Completed	20	79

Current Statistics – as of 9/8/14		
Active Staff	520	
Courtesy Staff	492	
Affiliated Professionals (non-physicians)	258	
TOTAL MEMBERS	1,270	

Applications in Process	91
Applications Withdrawn Month of OCTOBER 2014	1
SFGH Reappointments in Process 11/2014 to 01/2015	101