



San Francisco Department of Public Health

Barbara A. Garcia, MPA
Director of Health

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

Director’s Report for Health Commission Meeting of August 2, 2016

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>

Covered California Rate Increase

Premiums for health coverage on Covered California, California’s health insurance exchange, will rise by an average of 13.2 percent next year — more than three times the increase of the last two years. Covered California, which insures 1.4 million Californians, attributed the rate hikes to the rising costs of medical care, including expensive specialty drugs and the end of a mechanism called reinsurance that held down rates for the first three years of the Affordable Care Act. Covered CA is currently projecting 7 percent annual increases going forward.

In San Francisco, the average increase is 14.8 percent, higher than the statewide average. While rates for Kaiser, which has the largest proportion of enrollees in San Francisco, will increase approximately 5.3 percent, all other insurance plans will have double-digit increases. See table below. In addition to the plans listed below, two new plan choices will be available for San Franciscans in 2017: 1) A new carrier, Oscar, will offer coverage citywide; and 2) Blue Shield will offer a new HMO plan, at three levels of coverage: Silver, Gold and Platinum.

Carriers	% of Enrollment	Weighted Average Increase	Rate of % Change from 2016
Anthem EPO	10%	16.7%	12% to 21.6%
Blue Shield PPO	28%	24.2%	18.9% to 24.8%
CCHP HMO	26%	16.5%	8.6% to 18.3%
Health Net EPO	1%	22.8%	22% to 24%
Kaiser Permanente HMO	35%	5.3%	0.4% to 7.5%

These changes will have important implications for the City Option Bridge to Coverage Program, which the Commission approved as part of the Health Care Security Ordinance to provide insurance subsidies for qualified San Franciscans. That program will launch this fall and the Health Commission is scheduled to receive an update on the program at that time.

Zika Update

A total of eight San Francisco residents have tested positive for the Zika virus as of July 29, with one new case diagnosed in the last week. All the patients contracted the virus while traveling in countries where Zika virus is circulating. There is no risk to the public, and Zika is not circulating in San Francisco, the Bay Area or California.

The California Department of Public Health (CDPH) informed the San Francisco Health Department of the positive test results. CDPH continues to update and publish weekly a tally of the number of Zika cases by county, and provides pregnancy information in the aggregate. <https://www.cdph.ca.gov/HealthInfo/discond/Documents/TravelAssociatedCasesofZikaVirusinCA.pdf>

Improvement Event at Zuckerberg San Francisco General's Emergency Department

On July 1st, 16 members of the ZSFG improvement team, made up of nurses, doctors and a very devoted patient advocate reported on the results of a recent improvement week. During the week they focused on two things: (A) Level 3 patients (those who are moderately sick, or 3 on a 5-point scale) who were able to sit, and (B) team-based care. Their aim was to: (1) reduce the total time patients are in the ED, (2) increase value-added time, (3) reduce defects (like falls and assaults) and (4) increase staff satisfaction with how care is provided.

The team tested their ideas over three days. Each time they tested, they learned more to incorporate into their model of care. By the end of the week, times went down, and they were ready to continue testing their ideas starting again the following week. We are very proud of this and other continual improvement projects being implemented at ZSFG and across the DPH.

Interactive Display Debuts at Zuckerberg San Francisco General Main Lobby

A beautiful new display installed in the front lobby of building 25 is the result of a year-long effort of Zuckerberg San Francisco General's philanthropic partner, the San Francisco General Hospital Foundation, and honors the many donors to the "Heart of Our City" capital campaign. It also honors donors who helped raise funds to equip the building with the state-of-the-art furnishings. The display is a touch screen, allowing visitors to interact with it.

The wall also features the history of San Francisco through photos, from the Gold Rush to the AIDS Epidemic as well as descriptions of the features of the new hospital -- from its seismic safety to its environmentally-sound building practices. The wall includes video testimonials from our city and national leaders who describe just how important Zuckerberg San Francisco General is to them and the community.

Cultural Humility Workgroup conducts Toxic Tour of Bayview Hunters Point

The DPH Cultural Humility Work Group recently sponsored a Toxic Tour of the Bayview Hunters Point area. The tour was conducted by Population Health's Dr. Karen Pierce, and coordinated by John Grimes, Laguna Honda Chief Operations Officer. The group looked at some of the toxins found in the area; smog, contaminated soils, chemicals, and vehicle exhaust including diesel emissions. Other stops included the wholesale produce market where 100 semi-trucks come through each night, the sewage treatment plant, and the former Hunters Point Naval Shipyard where asbestos and radioactive materials left over from Second World War ammunitions can be found.

Some of the positives on the tour included the newly built EcoCenter that is off the grid and provides its own electricity and sewage system. The tour was designed as an educational opportunity for DPH leaders and staff to look at both Bayview Hunters Point neighborhood's current state and significant contributions to San Francisco's history. The DPH Cultural Humility Workgroup anticipates organizing more tours in the future.

BAAHI Workforce Development update

On Friday, July 22, 2016, the Black/African American Health Initiative (BAAHI) - Workforce Development Committees reconvened to continue strides towards creating a workforce reflective of the clients we serve in hopes of improving patient engagement. The meeting began with an informative presentation by Beata Chapman entitled, "How to Manage Your Career within the Civil Service System" followed by a brief period of questions and answers. Three members of the BAAHI Mentoring Program Committee (Karen Napitan, Aminta Kouyate and Darlene Daevu) presented the BAAHI Mentoring Program – a six (6) month pilot mentoring program aimed to increase support systems, learning partnerships, growth and professional working relationships for African American staff to support and strengthen our African American patient and client engagements.

Assisted Outpatient Treatment (AOT) Update

Assisted Outpatient Treatment (AOT) continues to be active in our first year of implementation. Thus far, we have had 80 referrals to the program (many individuals do not meet the strict eligibility criteria outlined in the law), have engaged 19 individuals in voluntary services, and filed 4 court petitions. Most referrals have been made by family members and treatment providers and, while there is a lot of diversity among referred individuals, demographics have predominantly been white men between the ages of 26-45.

One success story is a case referred by a family member. This individual had an extensive history of psychiatric crises and attempts to engage in services. Prior to the referral, Mr. Y was homeless, struggling with substance use and, in 2015 alone, had over 50 contacts at Psychiatric Emergency Services. With extensive outreach and engagement by AOT and his intensive case management team, there has been a 634% reduction in crisis contacts. Mr. Y is currently housed in independent housing and continues to be engaged with a mental health provider. AOT's first annual report is available to review on <http://www.sfdph.org/aot> under "Annual Report."

The Laguna Honda Vocational Rehabilitation Training Program

The Laguna Honda Vocational Rehabilitation Program strives to help Laguna Honda residents build their work readiness skills for contributing to Laguna Honda and to the San Francisco community at large. Two main vocational rehab sites exist; Laguna Honda's General Store and the Laguna Honda Gift Shop.

Over 50 residents have participated in the vocational rehabilitation program throughout the last year and currently 20 residents participate in the program on a weekly or bi-weekly basis. The program also connects discharged residents to the California Department of Rehabilitation for employment and education. Additionally, the program takes residents who have been discharged as volunteers to further their pre-vocational skills during their transition to the community.

First Impressions connects Behavioral Health clients with Training

First Impressions is a basic construction and remodeling vocational program that assists Behavioral Health clients in learning marketable skills, receiving on-the-job training and mentoring, and securing competitive employment in the community. First Impressions provides 3 months of classroom education followed by 6 months of paid work experience. The ultimate goal is for clients to learn valuable skills while being a part of the transformation of the Mental Health Care System by creating a welcoming environment in DPH clinic waiting rooms.

On June 30th, First Impressions graduated its third cohort and completed its tenth renovation project. This past year First Impressions renovated the wait rooms of Chinatown Child Development Center and Mission Family Center. In addition, First Impressions remodeled Room 515 (and its patio) at 1380 Howard. The work included providing new furniture, paint, chair railings, window shades, benches, patio furniture and functional dry erase walls. First Impressions is currently recruiting for its next cohort, which will begin September.

First Impressions is a collaboration between Mental Health Services Act (MHSA), DPH Behavioral Health Services, UCSF's Citywide Employment Program and Asian Neighborhood Design. For more information visit <http://citywide.ucsf.edu/first-impressions>.

Health and Wellness Pavilion a success at Carnaval SF

Carnaval SF is a free, two day community event that celebrates the diverse Latin American and Caribbean roots of the Mission District. The purpose of the Health and Wellness Pavilion at Carnaval was to outreach to the Latino and African American community with health and wellness information in order to educate the public and address health disparities. The Health and Wellness Pavilion brought together 16 local and culturally affirming health and wellness focused organizations that work closely with the Latino and African American population, including DPH, Mission YMCA, OnLok, La Casa De Las Madres, NICOS, Mission Family Center, Alzheimer's Association and more. Attendees received a variety of information including diabetes and heart health information, disability rights, free physical activity resources, free Zumba classes, mental health resources, senior resources, free blood pressure screenings and more. Together, the Pavilion had an estimate of 3,000 contacts during the two day event. We are all proud of our outcome and plan to continue to work together in the future to better serve our communities.

World Hepatitis Day

July 28th was World Hepatitis Day. Activities in San Francisco included a briefing by public health officials, members of SF Hep B Free, End Hep C SF, and community leaders at City Hall highlighting the link between viral hepatitis and liver cancer. The briefing was followed by hepatitis B and C screenings at 101 Grove. City Hall was illuminated in honor of the day with colors alternating between jade for hepatitis B and red & yellow for hepatitis C.

Annual HIV/AIDS Symposium

The Center for Learning & Innovation will be holding their 5th Annual Summer HIV/AIDS Research Program (SHARP) Symposium on Tuesday, August 16th. The Symposium is the culmination of a 12-week internship program designed to encourage undergraduate students from communities underrepresented in science to pursue careers in HIV prevention research. During the Symposium, each of their 2016 Scholars will present on their research conducted in collaboration with Population Health mentors.

ZSFG Training Doctors around the World

Eight members of staff from The Institute of Global Orthopaedics & Traumatology, housed at the Orthopaedic Trauma Institute at Zuckerberg San Francisco General, recently went to Dar Es Salaam, Tanzania to train 138 surgeons from teaching institutions across Africa (Burundi, Democratic Republic of Congo, Kenya, Malawi, Nigeria, South Africa, South Sudan, Tanzania, Zambia and Zimbabwe). The Surgical Management and Reconstructive Training (SMART) course they participated in is a surgical training program teaching limb-saving techniques to surgeons in the developing world.

Since its inception the SMART course has trained over 600 surgeons in limb-saving techniques, resulting in a 93 percent success rate in amputation-preventing surgeries; more than 11,000 amputations have been prevented by course attendees. Having these outstanding colleagues on our team should make us all proud. For more information please visit <http://www.igotglobal.org/10-years-of-igot/>.

Dr. Ben Lui selected as SF Medical Society Member of the Month

Dr. Ben Lui has been selected as June's Member of the Month by the SF Medical Society. Dr. Lui is the Medical Director of Chinatown Public Health Center which serves close to 6,000 patients. In addition, Dr. Lui is an Assistant Clinical Professor at UCSF Division of General Internal Medicine at Zuckerberg San Francisco General and the current President of the Board of Directors of NICOS Chinese Health Coalition. An immigrant from Hong Kong at the age of twelve, Dr. Ben Lui and his family received health care from the very same health care safety net to which he has devoted his work since graduating from Yale Medical School and the ZSFG Internal Medicine Primary Care Residency Program. He believes health care is a right and not a privilege, and feels honored to work in the safety net to help those patients most in need. He is passionate about creating a patient-centered community health home which provides timely access and whole person care for patients, and is fully engaged in improving the health of the community. You can find the full article here: <http://www.sfms.org/news-publication/sfms-blog/sfms-member-201606.aspx?PostId=3363&tabid=467>

Harassment Prevention Training Completion Rate

California law requires employers with 50 or more employees to provide harassment prevention training of at least two hours in duration to all supervisors every two years. All supervisors and managers for the City and County of San Francisco (CCSF) are required to complete the training every two years. The most recent compliance year for CCSF ended on December 31, 2015. This year the Labor Relations, Equal Employment Opportunity, and Workforce Development teams for the Human Resources Department of the Department of Public Health (DPH) collaborated and implemented a uniform DPH-wide campaign to monitor the completion rate and follow up with employees to ensure a full compliance rate. Of 2874 employees who were required to complete the training, we are pleased to report that 2861 completed the training for a success rate of 99.5 percent. The program will be administered again during the next compliance year which ends on December 31, 2017 and DPH's leadership team will again work together to approach 100% compliance in the future.

Environmental Health Featured on Skylink TV

Recently, Senior Environmental Health Inspector Terrence Hong was interviewed by Skylink TV, a Chinese media outlet, about the Food Safety Program under the Environmental Health Branch. Terrence was featured on "Bay Area Today", a show that goes in-depth on local news with analysis and viewpoints on topics that impact the Chinese community. The program covered how Terrence and food program staff spend many hours inspecting and training Chinatown restaurants and restaurant staff. Due to cultural differences and space limitations, many restaurants in Chinatown need substantial assistance from Environmental Health branch to ensure the protection of the health of their consumers. However, their work in Chinatown isn't unique. Terrence explains that all restaurants in San Francisco undergo 2 or more inspections per year and if additional attention is required, an inspector will work with the business owner and schedule additional inspections to ensure that the business is improving its health practices. In the interview, Terrence presents the Environmental Health Branch as a big supporter of all restaurants in San Francisco and notes that inspectors put significant time into helping protect the public when eating at their favorite restaurant.