

Attachment B
Report from Hospital Council



DATE: October 7, 2005

TO: San Francisco Health Commission

FROM: Ron Smith, Regional Vice President Hospital Council

RE: Hospitals' Commitment to Vulnerable San Franciscans

Dear Commissioners,

We applaud that the ongoing discussion of charity care centers on how we can increase the health care and wellness of vulnerable populations in San Francisco. We know from the “Community Needs Assessment of 2004” that all populations in San Francisco have excellent access to hospitalization—that the percentage of heart operations and hip replacements are the same in the Bayview, Tenderloin, and Pacific Heights. The critical need is for pre-hospital care.

This report includes three areas in which hospitals are working to increase health care to vulnerable populations: the Mayor’s Homeless Connect Project, the Hospital Council’s African American Health Disparity Project, and the response to the Health Commission’s request that hospitals pursue innovative approaches to care in designated high risk areas.

Please note that every hospital in San Francisco is a very active participant in these efforts. (Chinese Hospital’s CEO volunteered as a nurse on Project Homeless Connect Days.) San Francisco General Hospital takes the most active role, and we are sure we have not captured most of their good works. VA Medical Center has a vast number of services for vulnerable populations, but because they are limited to serving veterans, those services are not included in this report. Chinese Hospital centers its community uncompensated works in the Northeast and Sunset sections of the City, which were not targeted by the Health Commission. Laguna Honda Hospital has been invaluable in developing our African American Ambassador/Navigator program.

Of course, our hospitals do far more in the community to increase health care to vulnerable populations, but our report focuses on the three projects noted below.

I. Support for Project Homeless Connect

II. African American Health Disparity Project

III. Health Commission request: “Hospitals should pursue innovative approaches to increase the provision of outpatient charity care to residents of these high-risk neighborhoods: Bayview/Hunters’ Point, Potrero Hill; Tenderloin/Civic Center; and Bernal Heights/Mission.”

I. SUPPORT FOR PROJECT HOMELESS CONNECT

Every San Francisco hospital has participated in recruiting from 60 to 100 medical volunteers for each one of the Mayor’s Project Homeless Connect days. In addition, the “Eye Center Van” was utilized so that clients can get prescriptions (which Lens Crafters fill), breast cancer information and free mammogram testing was provided. Transgender information, diabetes testing and information was also provided. The medical supplies for Project Homeless Connect are provided by hospitals.

II. AFRICAN AMERICAN HEALTH DISPARITY PROJECT

The hospitals of San Francisco are committed to reducing the health disparity of San Franciscan African Americans and restore their trust in our health care system.

On February 7, 2002, Building a Healthier San Francisco Consortium (hospitals and health organizations) presented the “Community Needs Assessment” which revealed the deplorable health disparity of San Francisco African Americans compared to all other groups in the City. At that moment, in almost an “epiphany”, the hospital leaders determined that this disparity is intolerable, and they initiated the San Francisco African American Health Disparity Project.

The original assumption was that the disparity could be reduced by treating various health conditions. But after meeting with members of the community, conducting a public opinion survey and focus groups of San Francisco African Americans, hospital leaders found the problem much more complex. Although African Americans have high regard for health care providers, 43% of San Francisco African Americans believe they are subject to more medical experimentation than others, and most believe that all races are not treated the same by health care providers.

The Mission of the African American Health Disparity Project

The Hospital Council is committed to improving the health status of African Americans and to eliminating institutional racism wherever it exists in the health care system of San Francisco.

Below are the programs initiated jointly by hospitals as part of the African American Health Disparity Project. (However, the most significant contributions are the programs initiated by individual hospitals inspired by the African American Health Disparity Project.)

1. Listening and taking the advice of the Community

The Project established an Advisory Committee, composed of African Americans from the five neighborhoods with the largest African American populations. This Committee meets regularly over dinners at each of the hospitals.

2. Sensitizing hospital staffs to address institutional racism

The Project hosted day-long sessions with hospital staffs, to educate them to the concerns of African Americans. We had panels of African American patients discussing their good and bad experiences with our health care system. Our hospitals have formed committees with all major departments represented, to discuss on an on-going basis, what can be done to insure the comfort and trust of African Americans.

3. Developed PLEDGE to all hospital patients

Our Advisory Committee wrote and recommended a “Pledge” to patients from each hospital that patients would be treated with caring, compassion, and respect that they have a right to second opinions, and that the hospital would make sure they have the patient’s consent before medical treatment is provided. It also pledges that no research will be conducted without the patient’s permission. This pledge is provided to every patient upon admittance. (A copy of the Pledge is attached.)

4. One million dollars pledged to treat prostate cancer

The hospitals of San Francisco have pledged \$1 million to treat all African Americans who need prostate cancer care. We have also started an outreach program, with staff, to encourage African American men to be tested.

5. Community Ambassadors/Hospital Navigator Program

We have developed a Community Ambassadors/Hospital Navigator Program to increase the comfort level and information available to African Americans who are to be treated at a San Francisco hospital. The Ambassadors are

clergy and other community leaders who come in contact with those who would like more information or may have a concern about an upcoming hospital stay. Each hospital has a Navigator who helps African Americans through that pathway and answer questions or concerns.

6. Advertorials in Sun Reporter and Bay View News on Health Issues

We are publishing advertorials in the Sun Reporter and San Francisco Bay View, National Black Newspaper, to help build trust in our hospitals, provide education on health care issues, tell them of available resources, and inform residents of activities of San Francisco hospitals to reduce health disparities for African Americans. (Copies of the advertorials are attached.)

III. IMPROVE THE PRE-HOSPITAL MANAGEMENT OF DISEASES OF RESIDENTS IN THREE VULNERABLE NEIGHBORHOODS THROUGH SUPPORT OF EXISTING CLINICS AND HEALTH SERVICES.

On December 7, 2004 the Health Commission recommended that “Hospitals should pursue innovative approaches to increase the provision of outpatient charity care to residents of the following high risk neighborhoods: Bayview-Hunters’ Point/Potrero Hill, Tenderloin, and Civic Center, and the Mission/Bernal Heights.”

Hospitals, collectively through the Hospital Council, and individually have worked to meet this request. It was determined that generally the most effective way to treat vulnerable populations in these three neighborhoods is through existing clinics by providing primary and specialized care and diagnostic services.

Bayview-Hunters’ Point/Potrero Hill

ANTI-VIOLENCE

- Community Alliance for Respect and Empowerment (CARE) Program, mental health services for victims of violence – CPMC supporting
- The trauma group and loss support group – held in Bayview Hunters’ Point designed for family members of homicides and suicides. This group was conducted in partnership between the Trauma Recovery Center and the Crisis Incident Response Team – San Francisco General Hospital
- Monthly support group with mothers of homicide victims. Members of this group are all from Bayview Hunters’ Point and have lost a child to gun violence – San Francisco General Hospital
- Debriefings in Bayview Hunters’ Point with family members and friends of victims of shootings – San Francisco General Hospital
- Nationally recognized KP Educational Theater programs on violence prevention at SFUSD schools Citywide – Kaiser Permanente

- Collaboration with the Coleman Clinic to address the effects of violence – Kaiser Permanente

ASTHMA

- Health and Environmental Resource Center (HERC) – Community Asthma Center – CPMC supporting
- Asthma Resource Center (ARC) – direct services to residents – Kaiser Permanente
- Implement asthma management system through community clinics – Kaiser Permanente
- A large number of children from the Bayview are seen at Silver Avenue Health Center, Chinese Hospital, SFGH Clinics, St. Luke’s Clinic and Hospital, Kaiser Permanente, and UCSF - Parnassus Clinic
- Asthma Walk and Asthma Camp through HERC – Kaiser Permanente
- The Asthma Task Force provides education on asthma management to teachers, parents, students and now includes DPH with a new resource center created (HERC). This collaborative is now Citywide – Kaiser Permanente

BREAST CANCER

- Creation of the African American Breast Health Program, which provides free outreach education, screening, and treatment for low-income African American women throughout the City yet focusing on the Bayview Hunters’ Point Area – CPMC
- Hunters’ Point Family – health fairs and peer to peer training – UCSF Medical Center
- Free mammographies to women who are uninsured and follow-up treatment to those who are 200% or less of poverty charity standards – St. Mary’s Medical Center
- October, 2005 Breast Cancer Awareness Lunch (300 women) – CPMC
- Ruth Jackson Family Project – recruit mothers in the Sunnydale Projects – CPMC
- Margie Cherry Complimentary Breast Program – outreach to Potrero Hill Projects – CPMC
- Sisters Network Advisory Board – community outreach – CPMC
- Yes We Can Project – A comprehensive, culturally competent, prevention-based model combining medicine with public health to address chronic disease care at Southeast Health Center – San Francisco General Hospital
- Mammovan – mobile van providing mammograms to patients at the various DPH health centers – Southeast Health Center and San Francisco General Hospital

DENTAL

- Dental students participate in the Bayview/Hunters' Point Health Fair – UCSF Medical Center
- General Dentistry services offered at Potrero Hill Health Center – San Francisco General Hospital
- General Dentistry services offered at Southeast Health Center – San Francisco General Hospital

DIABETES

- Line dancing class in Southeast Health Center to encourage exercise and healthy life style – San Francisco General Hospital
- \$10,000 grant to Bayview Hunters' Point Community Based Diabetes Support Group – St. Mary's Medical Center
- Grant to American Heart Association in collaboration with St. Paul of the Shipwreck Church provides cholesterol and glucose screenings, health healthy soul food cooking demonstrations and other activities – Kaiser Permanente
- Direct clinical nutrition services will be provided by a UCSF dietician at the Southeast Health Center on a three-year pilot including: 1) nutritional information packets (general nutrition for children, infant and toddler feeding, childhood obesity, adult obesity, hypertension, hyperlipidemia and diabetes); 2) monthly classes for patients and family members regarding nutrition for kids, heart health and diabetes 3) weekly weight management classes and 4) individual counseling at 10/hours per week. UCSF Medical Center - \$120,000.
- Provided \$100,000 to DPH to build a stronger quality improvement program focused on management of diabetes-Kaiser Permanente
- Provided \$100,000 to San Francisco Community Clinic Consortium and to DPH for a collaboration to build a stronger quality improvement program focused on management of diabetes – Kaiser Permanente

EYE CARE

- The EyeVan – mobile eye screening services for patients of health centers including Southeast Health Center and Potrero Hill Health Center – San Francisco General Hospital

IMAGING SERVICES FOR SOUTHEAST CLINIC PATIENTS

- Provided \$500,000 for ultrasound, MRI, CT, at Mission Bay for patients in the Southeast section on the City – UCSF Medical Center

PRIMARY CARE

- Arthur Coleman Health Clinic support – St. Luke’s Hospital
- Partnership with North East Medical Services – medical specialists support – CPMC
- Preferential free access for African American males by Sister Mary Philippa Health Center (over 500 patients or 11% of all of St. Mary Philippi Health Center patients) – St. Mary’s Medical Center
- Bayview Hunters’ Point Health Arts Center-providing medical equipment and supplies as well as volunteer pediatricians – CPMC
- Health Fairs at St. Paul of the Shipwreck, and St. Teresa’s on Potrero Hill, and financial support of Bayview Hunters’ Point Food Pantry Project – St. Mary’s Medical Center
- Project LIFE (Let's Immunize for Education) to provide immunizations to children ages 4-6 before the start of school as part of the Mayor's Office of Community Development's Project Connect initiative. Nurses provided immunizations while child play therapists helped children understand why they needed shots and helped them to cope. Immunizations were given at Bret Harte, Dr. George Washington Carver, Malcolm X and Visitation Valley Elementary schools – UCSF Medical Center
- Project SchoolCARE providing Psychological Educational Testing and Support Services to the most vulnerable children in the neediest schools – St Mary’s
- The first Bayview Fitness Fair – Kaiser Permanente co-sponsored with SFDPH
- Multiple language clinic at Ocean Park, educating people on how to self-manage chronic conditions – Kaiser Permanente collaborating with Stanford
- Survey of access and attitudes toward the health care system of San Francisco African Americans and subsequent development of the African American Family Health Video – Kaiser Permanente.

PROSTATE CANCER

- Vision Program – free Prostate cancer testing and treatment – St. Mary’s Medical Center
- Hospital screening at St. Paul of the Shipwreck Church and St. Dominic – St. Mary’s Medical Center

Tenderloin/ Civic Center

AIDS SERVICES

- Largest HIV program of services after DPH – St. Mary’s Medical Center
- Continuum provides primary medical care, case management, peer advocacy, and other medical services including adult day care, food, transportation services, and housing for HIV patients discharged from prison – Saint Francis Memorial Hospital and Kaiser Permanente
- Support Tenderloin AIDS Resource Center (TARC) – CPMC, Kaiser Permanente, Saint Francis Memorial Hospital
- HIVCare Program providing ADAP enrollment, case management for Saint Francis Memorial Hospital HIV+ clients, and Clearinghouse for Citywide Clinical Research Trials, produces newsletter to over 2000 individuals – Saint Francis Memorial Center
- Support AIDS Health Project, Asian-Pacific islander Wellness Center, Positive Resource Center, Project Inform, and Shanti – Kaiser Permanente

BREAST CANCER

- Support Breast Cancer Emergency Fund – Kaiser Permanente

DENTAL

- General Dentistry services offered at Tom Waddell Clinic – San Francisco General Hospital

DIABETES

- Chronic Care management Program at St. Anthony’s Foundation Clinic & Glide Foundation Clinic – Kaiser Permanente
- Provided \$300,000 to St. Anthony’s Foundation Clinic, Glide Foundation Clinic and South of Market Health Services to build a stronger quality improvement program focused on chronic disease management – Kaiser Permanente

SAINT FRANCIS HEALTH CLINIC AT GLIDE FOUNDATION

- The Saint Francis Health Clinic at Glide was established to increase clinic capacity to provide direct services to 3,000 additional homeless persons, including prescription medications, diagnostic clinical services, supplies, and technical assistance – Saint Francis Memorial Hospital,
- Additional support for the Clinic – UCSF Medical Center and Kaiser Permanente

HEALTH FAIRS

- Tenderloin health fairs to reach underserved populations and provide blood glucose screening and diabetes education – Saint Francis Memorial Hospital and Chinese Hospital
- Largest HIV program of services after DPH – St. Mary’s Medical Center

MEETINGS

- Provides discharge services for seniors living in isolation who have no identified family member or friend. Services include temporary case management, homecare assistance, medical escorts, and groceries – Saint Francis Memorial Hospital and St. Mary’s Medical Center

HOUSING AND SUPPORTIVE CARE

- Canon Barcus Community House providing both housing and medical services – St. Luke’s Hospital
- Financial support of “Next Door” shelters – CPMC
- Financial support to Tenderloin AIDS Resource Center, Students Rising Above Foundation, Larkin Street Youth Services, North and South of Market Resource Center, North and South of Market Adult Day Health and Continuum – Saint Francis Memorial Hospital

MAP VANS

- Support of CATS and MAP – Saint Francis Memorial Hospital

MEDICAL SERVICES

- Medical Services provided by St. Anthony Foundation – Saint Francis Memorial Hospital
- Provides \$400,000 in support of St. Anthony Foundation Free Medical Clinic’s primary care and specialty services – CPMC
- Provides \$400,000 in support of South of Market Health Center’s primary care and specialty services – CPMC
- Provided \$20,000 in support of medical equipment purchases at St. Anthony’s Foundation Clinic – Kaiser Permanente
- Operation Access - Founded by Kaiser Permanente’s Doug Grey, MD, to provide free surgeries to low-income, uninsured, working San Franciscans. Most recently approved \$100,000 to funding support as well as provided 20 surgeries in one day, the largest number in a single day in Operation Access history – Kaiser Permanente

MENTAL HEALTH

- Provided \$95,000/year grant to St. Anthony Foundation Free Medical Clinic to support mental health counseling for low-income, uninsured patients – CPMC
- Support Access Institute for Psychological Services and New Leaf – Kaiser Permanente
- Provide clinical supervision of St. Anthony’s Mental Health Services – CPMC

PHARMACY SUPPORT

- Outpatient pharmaceutical for Glide Health Clinic Clients – Saint Francis Memorial Hospital
- Tele-pharmacy supports the Tenderloin Community Clinics – UCSF Medical Center

PROSTATE SCREENINGS

- US TOO Support Group, monthly meetings providing education and support for individuals living with prostate cancer and their families – Saint Francis Memorial Hospital
- Prostate screenings – UCSF Medical Center

PSYCHIATRIC SERVICES

- Provides direct psychiatric services through partnerships with several clinics – Saint Francis Memorial Hospital
- Rally Family Visitation Services – provides supervised and facilitated visitation services for families in conflict – Saint Francis Memorial Hospital

RECOVERY PROGRAMS

- St. Boniface Church, SF Recovery Theater to support the recovery process – Saint Francis Memorial Hospital

RESPITE BEDS

- St. Anthony Foundation Respite Bed program – provides hotel rooms and medical care for those homeless who have been discharged from a hospital, but need bandage replacements, etc. – Saint Francis Memorial Hospital and CPMC

TENDERLOIN SCHOOLS

- Provide psychologists, learning specialists, physical education and nutrition counseling at DeMarillac Middle School – CPMC
- Kids R Giants Too, nutrition and smoking prevention education for students at Spring Valley Elementary School – Saint Francis Memorial Hospital

VIETNAMESE COMMUNITY HEALTH

- Vietnamese Community Health Promotion Project – UCSF Medical Center

Mission/ Bernal Heights

ANTI-VIOLENCE

- Spanish speaking domestic violence group with monolingual Spanish speaking victims of domestic violence who reside in the Mission – San Francisco General Hospital

ASTHMA

- Pediatric Asthma Pilot program at Mission Neighborhood Health Center, San Francisco General Hospital, Chinese Hospital and Kaiser Permanente

BREAST CANCER

- Breast Health Center, performing an average of 5,000 mammograms a year – St. Luke’s Hospital
- Margie Cherry Complementary Breast Health Center – St. Luke’s Hospital
- Latina Breast Cancer Agency – St. Luke’s and CPMC

CHILD DEVELOPMENT

- Parent Education Workshop/ Creciendo Juntos: Talleras para Padres, a public/private project to enhance the skill level of parents with young children – CPMC, St. Luke’s, Mission Neighborhood Health Center, Mission Learning Center, DPH, Instituto Familiar de la Raza, Mission Head Start, Good Samaritan Family Resource Center
- Child Develop Center – St Luke’s Hospital is a partner
Funding for AmeriCorps VISTA fellows and Kaiser Permanente

DIABETES

- St. Luke’s Diabetes Center offers bilingual education programs that emphasize self-management skills. This includes the “Sweet Success” program for pregnant women who develop diabetes
- Spanish Promotaras Contrala Diabetes program for lay people in Latino community, teaching prevention and healthy life style changes to prevent onset of diabetes – San Francisco General Hospital
- Nine Diabetes Desk Top Analyzers to Mission Neighborhood Health Center and other clinics – Kaiser Permanente
- Management of Diabetes at the Mission Neighborhood Health Center through a Diabetes Care Management Program – Kaiser Permanente
- Financial support for the Diabetes Program at the Mission Neighborhood Health Center – St. Mary’s Medical Center
- Provided \$100,000 to Mission Neighborhood Health Center to build a stronger quality improvement program focused on management of diabetes – Kaiser permanent

- Provided \$480,000 to San Francisco Community Clinic Consortium to build an infrastructure of quality improvement for the care of patient populations with chronic conditions, in partnership with DPH – Kaiser Permanente

GENERAL CARE

- St. Luke's Health Care Center provides outpatient care to more than 5,400 individuals each month – St. Luke's Hospital
- Taken over the care of 1,059 patients from SFGH in the last nine months – St. Mary's Medical Center
- Reduced waiting time by months for former SFGH patients by care at Sister Mary Philippa Health Clinic – St. Mary's Medical Center

OBESITY

- Child Obesity Prevention Program in partnership with the SF Beacon Initiative to expand the Gateway to Fitness Program at eight schools throughout San Francisco to reduce and prevent obesity for vulnerable populations – Kaiser Permanente

PEDIATRIC CLINICS

- Pediatric Clinic averages nearly 700 visits each month – St. Luke's Hospital
- Valencia Health Services averages over 500 visits each month – UCSF Medical Center

PRIMARY AND SPECIALIST CARE

- \$400,000+ in support of primary and specialist care to patients at Mission Neighborhood Health Clinic – CPMC

PROSTATE CANCER

- Prostate Cancer Resource Center, grassroots organization education and support for low income men in the Mission – CPMC

THE WOMEN'S CENTER

- The Women's Center provides affordable and accessible obstetrical and gynecological services – St. Luke's Hospital



