



Focus Area: Access to Quality Care and Services (CHIP)

Access to comprehensive, high quality health care and other services is essential in preventing illness, promoting wellness, and fostering vibrant communities. While San Francisco often outperforms the state and other California counties in terms of health care resources like primary care doctors, availability does not always equal accessibility. Many of San Francisco’s more vulnerable residents struggle to get the services they need to be healthy and well.

As of 2010, 94 percent of San Franciscans between the ages of 18 and 64 either had health insurance or were enrolled in Healthy San Francisco, a program that is part of San Francisco’s safety net. However, San Francisco falls short of the Healthy People 2020 target for residents with a usual source of care.

Some residents may lack a usual source of care because they do not have insurance and are not enrolled in Healthy San Francisco; others, because providers do not accept their coverage. California providers are less likely to serve Medi-Cal beneficiaries compared to those with private insurance or Medicare, likely because of the state’s low reimbursement rate.

Data also suggest that San Franciscans who speak English less than very well may struggle to receive the services they need. In focus groups, residents often expressed the importance of the linguistic and cultural competency of service providers in diminishing their anxiety and frustration.

Priority Areas for Access to Care	
Access to Care	The department is committed to providing quality care for all San Franciscans. The Division will continue to support efforts to enroll participants in health insurance and Healthy SF.

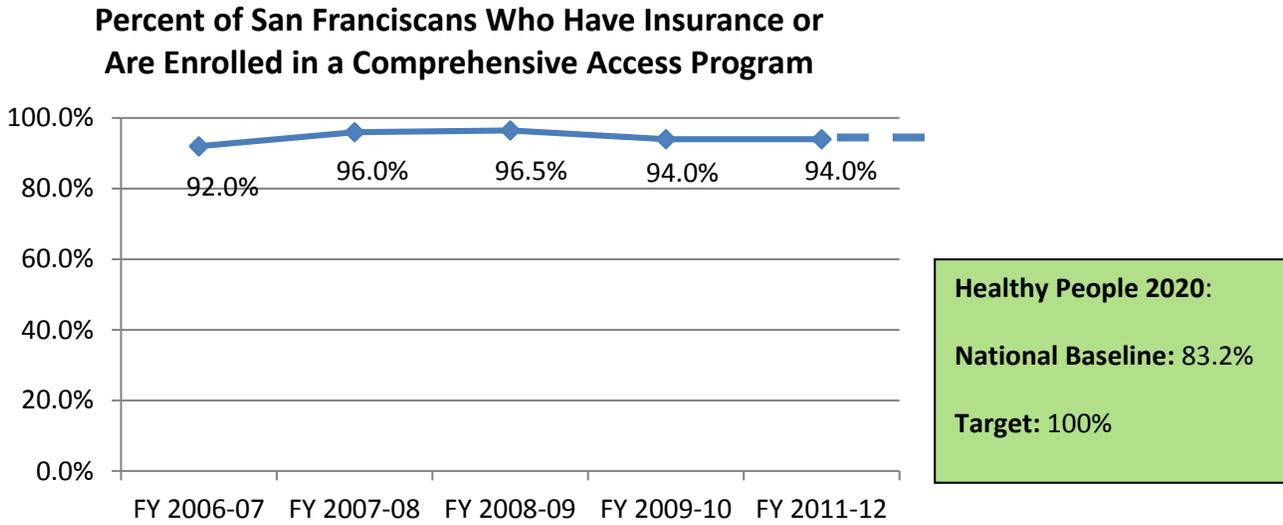
The “Increase Access to High Quality Health Care + Services” priority strives to bridge gaps in care, so all residents may access the services they need to support their health and wellbeing.

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Headline Indicator: Percent of San Francisco residents enrolled in either health insurance or Healthy San Francisco

BASELINE CURVE



Data Source: SFHIP Health Matters in San Francisco

STORY BEHIND THE BASELINE

Access to comprehensive, high quality health care and other services is essential in preventing illness, promoting wellness, and fostering vibrant communities. With the implementation of the Patient Protection and Affordable Care Act (PPACA), as well as continued support for Healthy San Francisco, San Francisco will outperform the state and other California counties in the enrollment of residents into health coverage. As of 2010, 94 percent of San Franciscans between the ages of 18 and 64 either had health insurance or were enrolled in Healthy San Francisco, a program that is part of San Francisco’s safety net. However, SF falls short of the Healthy People 2020 target for residents with a usual source of care.

The Population Health Division (PHD) of the San Francisco Department of Public Health (SFDPH) oversees three specialty clinics, the Adult Travel and Immunization Clinic, the Municipal STD Clinic (City Clinic), and the TB Clinic, as well as supports resources to Community Based Organizations (CBOs) to conduct prevention services. While these services are supported by the health department, they have been provided outside of the health care network. With the detachment from the network, PHD implements the core public health service of providing access to health care to the community regardless of an individual’s insurance status. Most of the funding and activities have been categorical (disease-focused) and the health department has been successful in leading the nation in practice innovations and research. In spite of these strengths, the categorical structure, and lack of infrastructure to coordinate and align activities, has severely limited our ability to adapt and respond to a rapidly changing external environment.

Healthy SF is a program designed to make health care services available and affordable to uninsured San Francisco residents. It is operated by the [SFDPH](#). Healthy SF is available to all residents regardless of immigration status, employment status, or pre-existing medical conditions. The program currently provides health coverage to over 50,000 uninsured SF residents. Healthy SF is not health insurance; therefore the coverage is not portable outside of health jurisdiction.

As a part of DPH, the Division has an opportunity to work with our Office of Managed Care to identify and develop new protocols and partnerships that support promotion, education and /or enrollment of San Franciscan’s without medical coverage into health insurance. Since PHD administers three specialty clinics and supports multiple CBOs, these efforts can directly work with participants in helping them navigate through the process.

WHAT WORKS

- Health Outreach Partners, National Outreach Guidelines for Underserved Populations
- Out stationed eligibility workers
- Using technology and web-based approaches

PARTNERS

- DPH Office of Finance, DPH Office of Policy and Planning
- San Francisco Health Network, Office of Managed Care Department of Health Services Administration
- Community Based Organizations
- Industries/businesses who have employees who are not insured
- EMS providers

STRATEGIES

- Enrolling clinic patients
- Enrolling CBO/program participants into care
- Promoting and marketing coverage options