PHD
 TRUE NORTH

San Francisco Health Commission
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Health Officer and Director
Population Health Division
Public Health Accreditation 12 Domains: Includes The Ten Essential Services of PH

Categorized into
1. Assessment
2. Policy development
3. Assurance

Domains include
• Administration
• Governance
TRUE NORTH GOALS/METRICS (balanced scorecard)

Shingo Principles (transform systems)

PHD values (transform culture)

Impact

Results (outcomes)

Community, clients, patients, and staff
Integrating Lean and Results Based Accountability

**How Much We Do**
- Cycle and Lead Times
- Value & Non-Value Added Times
- # clients/patients served
- # defects

**How Well We Do It**
- % Value added & % Non-Value Added
- % clients/served at standard
- % defect rate

**Is Anyone Better Off?**
- EQUITY
- HEALTH IMPACT
- WORKFORCE
- SAFETY & SECURITY
- FINANCIAL STEWARDSHIP
- SERVICE EXPERIENCE
- DECISION QUALITY
## PHD True North Goals/Metrics

<table>
<thead>
<tr>
<th>True North</th>
<th>Equity</th>
<th>Workforce</th>
<th>Service Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population Health Division True North 2019</td>
<td></td>
<td></td>
<td>Provide the best experience for the people we serve</td>
</tr>
<tr>
<td>PHD Metrics 2019 (DRAFT)</td>
<td>Combating institutional racism through organizational change</td>
<td>Create an environment that respects, values, and invests in all our people</td>
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<tr>
<td></td>
<td>Increase staff rating organizational commitment to racial equity as culture shift or higher (4-6)</td>
<td>Increase % PHD staff who would recommend PHD as a place to work</td>
<td>Increase % programs collecting service experience and improving services based on what is learned</td>
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## PHD True North Goals/Metrics

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<tr>
<th>True North</th>
<th>Financial Stewardship</th>
<th>Safety &amp; Security</th>
<th>Decision Quality</th>
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<tr>
<td>Population Health Division True North 2019</td>
<td><strong>Ensure transparent and accountable stewardship of resources</strong></td>
<td><strong>Ensure safe environment for our clients, patients and staff</strong></td>
<td><strong>Transform data into actionable knowledge and good decisions</strong></td>
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</table>

**PHD True North Goals/Metrics 2019 (DRAFT)**

- Decrease expenditures and increase revenues
- Priority-setting and resource allocation (PRSA) methods
- Decrease # of safety incidents at PHD
- Increase % of decision competent staff (awareness, knowledge, or proficiency in using decision quality criteria)
Health Impact’s Six Focus Areas

- Mother, Child & Adolescent Health
- Social, Emotional & Behavioral Health
- Food Security, Healthy Eating & Physical Activity
- Safe & Healthy Living Environments
- Preventing Infection & Preserving Health
- Black/African American Health
## PHD True North Goals/Metrics

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<th>Health Impact</th>
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<td>Health Impact Focus Areas 2019</td>
<td>Safe &amp; Healthy Living Environments</td>
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<tr>
<td></td>
<td>Preventing Infection &amp; Preserving Health</td>
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<td></td>
<td>Mother, Child &amp; Adolescent Health</td>
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### Safe & Healthy Living Environments

**Ensure safe and healthy environments where people live, work, play and learn**

- Increase the number of children's households reached for lead hazard home investigations
- Decrease the number of traffic related deaths

### Preventing Infection & Preserving Health

**Preventing Infection and Preserving Health: HIV and other Communicable Diseases**

- Decrease in number of HIV diagnoses
- Increase the percentage of people living with HIV who are virally suppressed
- Increase the percentage of Black/African-American PWIDs who are treated for HCV in low-threshold settings
- Increase the number of San Franciscan PWID who are treated for HCV in low-threshold settings
- Zero congenital syphilis cases in San Francisco

### Mother, Child & Adolescent Health

**Every child born and grow up healthy**

- Decrease the % preterm birth in B/AA & Pacific Islanders
- Decrease the # of child neglect/abuse cases
- Decrease % of children with cavities
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<td><em>Eliminating disparities in all aspects of heart health for Black/African Americans</em></td>
<td><strong>Social, Emotional &amp; Behavioral Health</strong></td>
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<tr>
<td>From cradle through career, San Francisco residents are socially connected, emotionally healthy, and thriving without substance use disorders or in recovery</td>
<td><strong>Food Security, Healthy Eating &amp; Physical Activity</strong></td>
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<tr>
<td>All San Franciscans have at all times enough nutritious, culturally acceptable foods for an active, healthy life</td>
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<th><strong>Black/African American Health</strong></th>
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<td>Increase cardiac survivor rates in Black/African American patients</td>
<td><em>Decrease the # of deaths from opiates and stimulants in San Francisco from X to Y.</em></td>
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<td>Increases ejection fraction in Black/African American patients post-event who arrive by ambulance and car</td>
<td><em>Decrease the % of San Francisco high school students who responded yes to &quot;ever use marijuana&quot;.</em></td>
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<td><em>Decrease % of high school students vaping e-cigs</em></td>
<td><em>Decrease % of low-income San Francisco residents who are food secure</em></td>
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<td><em>Decrease percent of middle school students who drank at least one SSB yesterday</em></td>
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<td><em>Increase the % of low-income pregnant women in San Francisco participating in WIC who are food secure</em></td>
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<tr>
<td><em>Decrease the number of ounces of SSB sold in SF</em></td>
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Selected Health Impact Examples

Getting to ZERO HIV infections, ZERO HIV-related deaths, and ZERO HIV stigma

E-cigarette and Vaping-Associated Lung Injury (EVALI) Epidemic: Profits, Politics, Policy, and Public Health
Overall 94% of PLWH are aware of their HIV status

New diagnoses decreased 13% between 2017-2018

No children were diagnosed since 2005

Nearly 16,000 living HIV cases

Aging epidemic: 67% of PLWH > 50 years; 30% > 60 years
E-cigarette and vaping-associated lung injury (EVALI) epidemic: Profits, politics, policy, and public health
Thank You!

QUESTIONS?