



## San Francisco Department of Public Health

Grant Colfax, MD  
Director of Health

City and County of San Francisco  
London N. Breed  
Mayor

# Director's Report for Health Commission Meeting of March 19, 2019

*A current overview of issues affecting the state of public health in San Francisco*  
<https://www.sfdph.org/dph/comupg/aboutdph/insideDept/dirRpts/default.asp>

### **Three cases of measles reported in the Bay Area**

In February, a passenger who had measles was on an international flight that landed at SFO. The person who had measles during the time of the flight was a Santa Cruz County resident. Since then, two additional passengers who were exposed to measles on that flight have become sick with measles: one was a San Francisco resident and the other was a Santa Clara County resident. For the general public, the risk for measles remains low despite these cases. No other passengers contracted measles as a result of exposure on that flight. The flight was more than three weeks ago. Measles develops within 21 days of exposure. Public health investigators have not identified evidence indicating that measles is spreading within the case counties. Making sure everyone is up to date on immunizations is especially important for travelers, because measles is circulating in many countries outside the United States. Early immunization with MMR vaccine is recommended for infants ages 6-11 months before going on an international trip.

### **Employment Engagement Survey Update**

As of March 11th, the response rate is for the DPH-wide Employee Engagement is 60 percent. This is 20 percent above first DPH-wide Employee Engagement survey which was conducted in 2015. To meet the target 80 percent participation, DPH will extend the deadline to complete the employee survey to Friday, March 15, 2019 at 5pm. Many units throughout the department have reached response rates of 80% including Human Resources, Environmental Services Staff (at ZSFG and LHH), Information Technologies, and Maternal, Child, and Adolescent Health.

### **ZSFG Server Incident Summary**

On March 2nd, at approximately 3:00 a.m., the data center chiller in the basement of ZSFG began to fail and gradually stopped working. The chiller is responsible for cooling primary server rooms that host multiple DPH systems. The two fail-over chillers did not start up as designed. Alarms that had been set to alert the onsite facilities engineer as well as one designed to alert IT and facilities failed.



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As a consequence, the servers shut down, and application systems failed throughout DPH. ZSFG activated the Hospital Incident Command System (HICS) Level 0 and Public Health Emergency Preparedness & Response (PHEPR) was activated at 9:16 a.m.. Operational staff utilized their defined downtime processes.

At 7:40 a.m., after facilities turned on a secondary chiller, temperatures began to drop in the server room. DPH IT teamed along with Informatics staff that were deployed and coordinated with HICS. IT Major Incident Management (MIM) continued to issue DPH-wide updates regarding the outage. Because of the way they systems shut down, it required IT resources to manually bring systems up in a logical order. Informatics staff ensured all systems were functional as the systems came back online. By 11:30 a.m. most systems were up and in use. The last system was validated by Informatics as fully functional by 5:30 p.m..

ZSFG Facilities and IT have started root cause analysis and will be pursuing identified process improvements. A survey was sent to operations and IT staff involved to gain additional insight into the cause and what process needed improvement. PHEPR is coordinating and facilitating an After Action Reporting (AAR) to ensure there is documentation of the experience. Patient care was not compromised by this incident.

### **Passing of Jose Manuel Haros Carrasco**

On the afternoon of March 1<sup>st</sup>, Jose Manuel Haros Carrasco, a porter for the Environmental Services Department at Laguna Honda Hospital, was involved in a fatal pedestrian accident. He was struck by a vehicle while crossing Woodside Ave and rushed to Zuckerberg San Francisco General Hospital. Jose passed away three days later and is survived by his wife and three children.

Jose joined Laguna Honda in June 2017. He performed exceptionally, carrying out his responsibilities and earning not only respect, but recognition from his peers throughout the hospital. During a certification survey for the Health at Home program, leadership and staff of the program wrote a letter to his supervisor highlighting his efforts to ensure their physical location was in impeccable condition. His contributions that week undoubtedly led to a successful survey. He received a promotion to a permanent full-time porter just six months later in December 2017. He continued to be one of the hardest working; always on time and always doing the utmost quality work for the hospital. Beyond his commitment to the job, he was a positive influence at Laguna Honda. He flashed a smile at every opportunity and surrounded others with a good mood and attitude.

Environmental Services Department leadership as well as all hospital managers and supervisors are working with their staff to reinforce safety tips when traveling to and from work. Laguna Honda



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also had Megan Wier, co-chair of San Francisco's Vision Zero Task Force and James Shahamiri, Transportation Engineer from San Francisco Municipal Transportation Agency, visit the accident site to assess and recommend opportunities for street improvements that will hopefully prevent future vehicle crashes and fatalities. Additionally, the Department of Public Health's Crisis Intervention Specialist Team has been in communication with Jose's family and are helping them work through the next steps of an unfortunate situation. The entire Laguna Honda community continues to grieve at the loss of one of their members. Jose was 37 years old.

### **HealthyRetailSF grand re-opening**

On February 28<sup>th</sup>, the HealthyRetailSF Program and community partner, the Tenderloin Healthy Corner Store Coalition, hosted a community Grand Re-Opening event at Salem Market at 920 Geary Street in the Tenderloin. HealthyRetailSF Program is a partnership between the Office of Economic & Workforce Development and SFDPH's Community Health Equity & Promotion branch. The Program provides support to San Francisco small businesses so that they can successfully sell healthier foods in their community. Salem Market received resources including a produce refrigeration unit, shelving, signage, and even a new "Fresh Fruits and Vegetables" neon light sign. Tenderloin resident "Food Justice Leaders" helped with the store makeover and are actively involved in promoting and marketing the new healthy products to their neighbors. Highlights of the event included a ribbon cutting ceremony, free reusable shopping bags and raffle prizes, as well as samples of fruit and sandwiches.

### **Vision Zero: Action Strategy Release and 2018 Fatality Report**

Vision Zero is the City's initiative to eliminate traffic deaths, co-led by SFDPH and the SF Municipal Transportation Agency. The City released its [2019 Vision Zero Action Strategy](#), outlining the initiatives and actions that are being advanced to eliminate traffic fatalities. In 2014 when Vision Zero was adopted, 30 people were killed each year in traffic crashes. By 2017, San Francisco reached its lowest traffic fatality count in its recorded history: 20. And last year was the second least deadly year on record with 23 fatalities. SFDPH recently released the [Vision Zero Traffic Fatalities: 2018 End of Year Report](#), which summarizes fatality characteristics and trends. The 2019 Action Strategy highlights transformative policies that the State should advance to help cities, like San Francisco, eliminate traffic deaths. The Strategy also makes the connection between Vision Zero and complementary City goals – like addressing climate change, increasing walking/biking/transit, and affordable housing. Progress towards each of those goals is essential for realizing a healthy, sustainable city – and Vision Zero improvements help support those goals. SFDPH is advancing Vision Zero by: collaborating with Zuckerberg SF General surgeons, emergency physicians and



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nurses to develop robust injury data systems for monitoring, analysis and evaluation; working with vulnerable communities including seniors and people with disabilities to ensure their needs are addressed; providing crisis support to victims' families; and coordinating with the City to advance needed policy change.

### Free 'quit kits' to help people stop smoking

A new voter-approved ordinance prohibits the sale of all menthol cigarettes and flavored e-cigarettes, cigarillos, and chewing tobacco in San Francisco, effective January 1<sup>st</sup>, 2019. In response to this change, the Department of Public Health continues their SFQuits! campaign to provide free supporting "quit kits" to assist people as they cut down and quit smoking. Based on feedback from smokers and clinicians, the available quit kits are green and feature mint-flavored items to support the 8 in 10 smokers who wish to quit smoking altogether.

Each quit kit is packaged in a reusable water bottle helpful for flushing out toxins from the body when a person is quitting smoking. Each kit contains: a supportive educational resources, a toothbrush, toothpaste, a writing pen, fingernail files, mint tea, toothpicks, sugar-free mints, a coupon to redeem for free nicotine replacement therapy (nicotine patches), and an offer to receive an incentive gift card registering for a quit kit. The free kit will also be available at several San Francisco health care facilities, and providers can request delivery of boxes of quit kits by calling 628-206-7668. Individual smokers can receive the free quit kit by calling 628-206-7668 or visiting [www.SFQuits.org](http://www.SFQuits.org) to order one by mail. The SFQuits! campaign is a local initiative of the Tobacco Free Project of the San Francisco Department of Public Health.

### DPH in the News (Mar 1 – Mar 13)

SF Weekly, Mar 13 2019, Community input and data guides SF's new health director  
<http://www.sfweekly.com/news/community-input-and-data-guides-s-f-s-new-health-director/>

Hoodline, Mar 13 2019, Sugary drink tax brings healthy food to more SF corner stores  
<https://hoodline.com/2019/03/sugary-drink-tax-brings-healthy-food-to-more-sf-corner-stores>

Hoodline, Mar 12 2019, Castro-Mission Health Center to relocate across town for renovation  
<https://www.msn.com/en-us/news/us/castro-mission-health-center-to-relocate-across-town-for-renovation/ar-BBUH3Yu>

AP, Mar 11 2019, Monthly shots control HIV as well as pills



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<https://www.thepeterboroughexaminer.com/living-story/9215977-monthly-shots-control-hiv-as-well-as-pills-studies/>

Tech Times, Mar 9 2019, Injections better than pills at treating HIV

<https://www.techtimes.com/articles/239367/20190309/injections-better-than-pills-at-treating-hiv.htm>

SF Examiner, Mar 9 2019, SF to officially recognize incarceration as a public health issue

<http://www.sfexaminer.com/sf-officially-recognize-incarceration-public-health-issue/>

KRON, Mar 6 2019, Multiple cases of measles confirmed in Bay Area

<https://www.kron4.com/news/bay-area/multiple-cases-of-measles-confirmed-in-bay-area/1832343100>

KRON, Mar 6 2019, Three cases of measles confirmed in Bay Area

<https://www.kron4.com/news/bay-area/3-cases-of-measles-confirmed-in-bay-area/1831740950>

KRON, Mar 5 2019, SF resident contracts measles, city's first case in 2013

<https://www.kron4.com/news/bay-area/san-francisco-resident-contracts-measles-city-s-first-case-since-2013/1829960022>

SF Examiner, Mar 5 2019, First case of measles in more than five years confirmed in SF

<http://www.sfexaminer.com/first-case-measles-five-years-confirmed-sf/>