MINUTES
HEALTH COMMISSION MEETING
Tuesday May 7, 2019 4:00 p.m.
101 Grove Street, Room 300
San Francisco, CA 94102

1) CALL TO ORDER
Present: Commissioner Edward A. Chow M.D., President
Commissioner Cecilia Chung
Commissioner Laurie Green, MD
Commissioner James Loyce, Jr., M.S., Vice President

Excused: Commissioner Dan Bernal
Commissioner Tessie Guillermo

The meeting was called to order at 4:05pm.

2) APPROVAL OF THE MINUTES OF THE HEALTH COMMISSION MEETING of APRIL 16, 2019

Action Taken: The Health Commission unanimously approved the April 16, 2019 minutes.

3) DIRECTORS REPORT
Grant Colfax, Director of Health, gave the report. The full report can be viewed at:
http://www.sfdph.org/dph/comupg/aboutdph/insideDept/dirRpts/default.asp

Less than 100 days away from Epic go-live!
At the end of April, the Health Department reached a major milestone in the implementation of our Epic Electronic Health Record when we marked less than 100 days until we go-live with the new system.

Training of approximately 500 staff Super Users will begin in mid-May, with other users starting training after Memorial Day. There will also be training for 9,000+ people this summer. While Epic will ultimately improve our processes and patient care, there are some staff members who do not work with patient records currently who will have the opportunity to use Epic. This includes our Environmental Services (EVS) team members, who will be the first to use the new Rover devices to streamline communication and work tasks. Rover allows EVS to use mobile devices to complete daily tasks, act on assigned requests and more.
On August 3rd, 2019, ZSFG, Laguna Honda, and Primary and Specialty Care clinics will begin using Epic to maintain patient records, followed by the remaining DPH locations in a series of future waves. More information is available at Workflow Walkthrough sessions and the Epic Communications Hub SharePoint found on the department’s intranet.

Removing Health Care Transportation Barriers for Potrero Hill and Southeast Health Centers
SFDPH, in partnership with the San Francisco Municipal Transportation Agency (SFMTA) and the non-profit, Community Living Campaign, will expand eligibility criteria for Paratransit Plus, a non-ADA paratransit taxi service, to provide taxi trips to medical services at Potrero Hill Health Center and Southeast Health Center for patients through a three-year grant for approximately $400,000 from the San Francisco Lifeline Transportation Program. The pilot project will improve health outcomes by removing spatial and access barriers to transportation for low-income individuals. A transportation liaison will meet with patients to assess trip needs and develop plans to ensure patients have access to transportation options to attend medical services. Patients will be enrolled in the Paratransit Plus taxi program and receive up to $120 worth of taxi value each month to access medical services at Potrero Hill and Southeast Health Center in addition to lab visits and pharmacy trips. The project includes an impact evaluation and potentially informs future expansion to additional SFDPH clinics. It will initially serve approximately 1,000 patients a year.

DPH receives five-year grant for HIV prevention research
On April 8th, Bridge HIV was awarded a five-year grant of approximately $2.5 million by the National Institutes of Health to conduct a research project that explores online pharmacy-delivered pre-exposure prophylaxis (PrEP) through an integrated mobile application. The grant will pay for staff to administer the research program, stipends for the participants in the study, some laboratory tests for uninsured participants, and development of a mobile application. Bridge HIV, an HIV prevention research unit, will be recruiting English- and Spanish-speaking men who have sex with men from San Francisco, South Bay and East Bay as volunteer participants for the research project. Two-thirds of the participants will have access to the mobile application and the online pharmacy services; the other third will receive navigation services to PrEP through a local provider. Bridge HIV will recruit study participants through advertising and outreach.

HIV Capacity Building Assistance grant to Population Health
Population Health’s Center for Learning & Innovation is proud to announce it has received a five year, $4.5 million cooperative agreement from the Centers for Disease Control and Prevention (CDC) to continue delivering capacity building assistance services to the HIV prevention workforce. The Center for Learning and Innovation will be joining 16 other organizations from across the country that comprise the new Capacity Building Assistance Provider Network (CPN). Under the new award, Capacity Building Assistance for High Impact HIV Prevention Program Integration, CLI will draw expertise from across Population Health to offer technical assistance to the 33 CDC-funded health departments, community-based organizations and HIV prevention partners in the Western Region of the U.S., in the areas of HIV testing in non-clinical settings and prevention services for persons at risk for HIV, including pre-exposure prophylaxis (PrEP).

Food Safety training for SF restaurant owners
On March 27th, San Francisco’s Food District 4, which includes Chinatown, North Beach, Union Square and the Tenderloin, provided a training to 52 Chinatown restaurant owners. The training on Food Safety was sponsored by the Six Companies (Family Associations) in Chinatown. Principal Inspector Lisa O’Malley and her staff of Inspectors, Kyle Chan, Sojeatta Khim, Manny Barretto, Danny Nguyen, Christina Lee, Raymond Yim, Oneida Romero and Farhan Khan, presented information to the restaurant owners and workers regarding the high risk food violations that can cause foodborne illnesses, how to protect the public’s health, how to operate
a safe and successful business and how to be compliant with the law. The topics included handwashing, proper food temperatures, food storage, utensil and equipment storage and cleanliness, sanitizing of food surfaces, cleanliness of the food facility and treatment and exclusion of vermin. The presentation also explained the Restaurant Scoring System where every facility begins with 100 points and may lose points for any outstanding violations.

The presentation was well received. One of the sponsors created a quick Chinese translated booklet as a reminder to the operators of what could lead to closure of their food facility. Environmental Health is currently developing an official translated booklet to give to the restaurant owners. Environmental Health plans for additional trainings in Food District 3 and Food District 5.

Welcome to Marc Upchurch, Chief Information Security Officer
As of April 15, 2019, Marc Upchurch has joined the Department of Public Health as the organization’s first permanent Chief Information Security Officer (CISO). He leads a team of security engineers and will be working closely with the City’s CISO. Marc will be focusing on establishing regulatory compliance and implementing industry best practices for both security and business continuity. Over the next five years Marc will lead DPH on a journey to achieve HITRUST certification. HITRUST certification is a certifiable framework that provides organizations with a comprehensive, flexible and efficient approach to regulatory compliance and risk management. We are confident that Marc will move DPH forward with security strategy and improved controls to demonstrate compliance with regulations.

Marc brings over 20 years of IT and 10 years of IT healthcare experience. Marc comes to DPH after serving as the CIO and CISO for a Mental Health System in San Diego. In addition, he will be now co-chairing the Information Security and Privacy Committee (ISPC) with Maggie Rykowski. The ISPC is a new DPH governance committee that will set policy and oversee compliance to ensure DPH is securing information.

DPH completes Office 365 multi-factor authentication
The Health Department’s IT team successfully rolled out multi-factor authentication (MFA) to over 10,000 Office 365 (O365) accounts during April. MFA is mandated by the City’s Department of Technology and is considered a best practice. The department’s O365 users are required to use a second authentication method along with their account credentials to log-in to the O365 platform. MFA is familiar to many since it is commonly used by many financial institutions and commercial email (such as Gmail) to mitigate the risk of unauthorized access to accounts. The IT Security team implemented MFA, communicated to the users and trained the support staff. The IT Customer Services team managed the operational support of the project. MFA was implemented on 10,252 accounts and resulted in very few calls for assistance.

SF Receives Platinum-level Walk Friendly Communities Designation
San Francisco recently received a Platinum-level Walk Friendly Communities designation, only the third community to receive that honor in the program’s 10-year history, recognizing the City’s commitment to prioritize pedestrians and create safe, comfortable and inviting places to walk. San Francisco’s application for the award highlights a number of initiatives advanced in partnership with SFDPH, including Vision Zero, Sunday Streets, and the Health Impact Assessment work led by the Program on Health, Equity and Sustainability to identify and address the needs for people walking in planning processes. SFDPH continues to partner with the city family and community stakeholders to improve walking conditions in San Francisco and the associated benefits for physical and mental health, safety, equity, as well as the environment and our economy.
Public Health Emergency Preparedness & Response Branch receives NACCHO award
San Francisco is leading the way in disaster planning for patients requiring methadone management. The Department of Public Health’s Emergency Preparedness & Response (PHEPR) staff, including Amy Ovadia and Farah Del Arroz, and their methadone planning workgroup have been selected by National Association of City & County Health Officials (NACCHO) as a Promising Practice among Model Practice Programs. This award represents DPH’s unwavering commitment to disaster preparedness particularly among specialized populations.

Composed primarily of methadone and medication-assisted treatment (MAT) clinic and Behavioral Health staff, the workgroup has met since 2017 to forge alliances and make plans for some of our most vulnerable community members in the event of a disaster. In the setting of a national planning gap and persisting concern from both providers and the people they serve, DPH staff coordinated and joined the workgroup to forge a local path forward in emergency planning for a population largely overlooked. Their overarching goal: outline strategies to continue methadone dispensing operations during an emergency. The intended outcome is twofold: to provide continuity of care resulting in improved patient outcomes, and reduce emergency room hospital surge. Patients knowing where to go for treatment may preclude them from presenting to (an already overwhelmed) hospital during a disaster.

During this time the workgroup created a patient disaster preparedness brochure, is developing a Memorandum of Understanding among clinics for emergency assistance activities, and is drafting a “Crisis Standards of Care” grid which proposes service adjustments to align modified disaster processes among clinics. This project demonstrates replicable characteristics in response to a local public health need.

Gender Health SF presents at the 2019 National Transgender Health Summit
On April 13th and 14th, the Gender Health SF team of Behavioral Health Services showcased their work at the 2019 National Transgender Health Summit in Oakland, California. This is the premiere national conference in transgender health offering cutting-edge research, evidence-based educational sessions, and training opportunities across many disciplines.

Gender Health SF led the development of at least nine conference presentations and collaborated with key community stakeholders and providers to highlight gender health through a public health lens. In addition to their outstanding presentations in the clinical/medical, policy and community tracks, two staff members were recognized for outstanding work and leadership in gender health. Project AFFIRM acknowledged Tố Như (Lotus) Đào with the Health Provider of the Year Award for outstanding service to support the health and well-being of the trans and gender non-binary communities. Project AFFIRM also awarded Karen Aguilar with the Education and Advocacy Achievement Award for outstanding service and advocacy work with the local trans community.

The San Francisco Department of Public Health established Gender Health SF in 2012 to provide access to gender affirming surgeries and related education and preparation services to eligible uninsured transgender and gender non-binary residents.

150 Years of Dedicated and Compassionate Service to the Community
On April 20th, Laguna Honda celebrated the completion of the Laguna Honda Mural Project. The project started in 2015. This mural highlights Supervisor Norman Yee’s successful Participatory Budgeting Program which had more than 1,600 residents from District 7 who voted to fund the project. Additional funders of the mural included the Fleishhacker Foundation, Zellerbach Family Foundation, and the Tides Foundation. Accompanied
by Precita Eyes Muralists artists, Yuka Ezoe and Elaine Chu, Supervisor Yee led the celebration. Attendees were invited to come to the Art Studio to kick off the festivities followed by a visit to the mural for a closer look at the remarkable work that has taken place over the last two years.

Free nicotine replacement therapy (NRT) patches available for San Franciscans
Starting in February 2019, the San Francisco Tobacco Free Project has set up an agreement with the California Smoker’s Helpline to provide nicotine replacement therapy (NRT) patches for any San Franciscan who calls their Helpline. A tobacco user simply calls 1-800-NO-BUTTS in order to receive the free patches. The Helpline offers their services in multiple languages, including Chinese, Spanish, Vietnamese, and Korean. San Franciscans are encouraged to complete an initial call and make sure to mention that they are interested in getting free patches delivered to their home. In addition to this new offer, DPH continues to provide free “quit kits” to assist people cut down and quit smoking. These quit kits can be ordered by the box for health clinics or one-by-one for individual smokers by calling the SF Tobacco Free Project at 1-628-206-7668 or via the web: www.sfquits.org.

Bug Day at the Randall Museum
On April 27th, the Randall Museum in San Francisco invited the San Francisco Department of Public Health to run a booth educating visitors about mosquitos in celebration of Bug Day. Health Inspector Marisol Cuevas and Health Technician Carolyn Lam described how the critters like to breed in such unlikely soggy spots such as tires, pet dishes, wheelbarrows and bird baths to the hundreds of kids that visited the museum. In addition to being a nuisance, mosquitos spread many diseases that affect humans and animals, such as West Nile Virus, dengue and Zika. Fortunately the cool, foggy, windy weather typical of San Francisco keeps mosquito activity relatively low, and our work to eliminate or treat mosquito breeding sources (standing water) with biological or least-toxic larvicides further limits the threat from mosquito-borne diseases. To stress the importance of preventing mosquito breeding and sheltering, our health staff held up a jar full of them, after making sure the lid was on tight.

DPH in the News (Apr 16 – May 1, 2019)
Mobility Lab, May 1 2019, Old, low-income, and black and brown people make up most pedestrian deaths in SF

Vox, Apr 24 2019, After Vox reporting, CA moves forward on plan to end surprise ER bills

SF Gate, Apr 22 2019, Popular Mission sandwich spot closed 'due to a rodent infestation'

KPIX, Apr 19 2019, SF braces for larger 420 cannabis celebration

KRON, Apr 18 2019, SF health officials call for testing to combat rise in STDs

BCN, Apr 18 2019, SF public health officials call for STD testing amid resurgence of syphilis
Becker’s Hospital Review, Apr 18 2019, Publicity spurs billing revamp at Zuckerberg hospital

Time, Apr 16 2019, New billing practices at SF’s largest public hospital could help low-income patients save money

SF Chronicle, Apr 16 2019, SF General sees light after public pressure, revises system that produced big bills

SF Examiner, Apr 16 2019, SF General to set new limits on out-of-pocket payments by patients

Dr. Colfax stated that the San Francisco City Attorney has filed a suit to invalidate a new Health and Human Services rule, which allows health care staff to refuse to provide medical treatment to people based on their religious beliefs. This rule is supposed to go into effect in 60 days and would mostly impact members of the LGBTQ communities.

On May 3, a report was leaked indicating that legal permanent residents could be deported due to their use of public benefits. The draft rule is still being revised. He added that the SFPDH will continue to update the Commissioners on this issue.

Commissioner Comments:
Commissioner Chow thanked the SFPDH Environmental Health section for its outreach to restaurants in Chinatown.

4) GENERAL PUBLIC COMMENT
Joe Duncan, Jail Health Services registered nurse, thanked the Commission for approving the resolution, “Incarceration Is a Public Health Issue.” He also stated that Jail Health Services -RN Jail, 19_05, thanks for resolution. Names good things. Unfortunate reality that jails are care facility for some people but opportunity to reach people not other reached.

Nato Green, SEIU 1021, stated that ZSF is being run by temp nurses when civil service nurses should be in use; this impacts quality of care, efficiency of administration, and cost. He noted that SFPDH budget documents indicate that the Department spent $63M on temporary nurses last year.

5) FINANCE AND PLANNING COMMITTEE
Commissioner Chung, Chair, stated that the Committee reviewed and recommended all items on the Consent Calendar and discussed the draft 2017 Charity Care Report. She noted that the Report will be presented to the full Health Commission at its June 4, 2019 meeting.
CONSENT CALENDAR

Action Taken: The Health Commission unanimously approved the following items:

- **MAY 2019 CONTRACTS REPORT**

- **REQUEST FOR APPROVAL OF A NEW CONTRACT WITH McKesson Corporation to Provide Pharmacy Distribution Services of a Broad Range of Pharmaceuticals to be Used by the Department in the Provision of Services. The total contract amount is $381,382,991 which includes a 12% contingency and a holdover option to extend the contract for 1 year. The term of the contract including holdover option is for the period October 1, 2019 to September 30, 2024, (60 months).**

- **REQUEST FOR APPROVAL OF A NEW CONTRACT WITH McKesson Plasma & Biologics (MPB) to Provide Pharmacy Distribution Services for Specialty Drugs and Gene Therapies to be Used by the Department in the Provision of Services. The total contract amount is $295,934,790 which includes a 12% contingency and a hold-over option to extend the contract for 1 year. The term of the contract including holdover option is for the period October 1, 2019 to September 30, 2024 (60 months).**

- **REQUEST FOR APPROVAL OF A NEW CONTRACT WITH Stoltenberg Consulting Inc. to Provide Remote MyChart Patient Portal Information Technology Support to DPH EPIC MyChart Users in Support of the Epic EHR Go-Live Command Center. The total proposed contract amount is $360,000 which includes a 12% contingency for the initial term of May 1, 2019 to April 30, 2022 (36 months). The contract has an option to extend the initial term for a maximum of 24 additional months if there is a continued need for the services. The full term of the contract including options is from May 1, 2019 to April 30, 2024 (60 months).**

- **REQUEST FOR APPROVAL OF SIX NEW CONTRACTS FOR AS-NEEDED FACILITIES MAINTENANCE SERVICES IN THE FOLLOWING SERVICE AREAS: FOR LOW VOLTAGE SERVICES AND ELECTRICAL SERVICES, WITH SIERRA ELECTRIC; FOR MECHANICAL SERVICES, WITH ABCO MECHANICAL CONTRACTORS AND EMCOR SERVICES; FOR CONCRETE SERVICES, WITH YERBA BUENA ENGINEERING; FOR ROOFING SERVICES WITH PIONEER CONTRACTORS; FOR TERMS OF MARCH 1, 2019 THROUGH FEBRUARY 28, 2022 (36 MONTHS).**

CANCELLATION OF THE JULY 2, 2019 HEALTH COMMISSION MEETING

Action Taken: The Health Commission unanimously approved the cancellation of its July 2, 2019 meeting in honor of the July 4th holiday.

RESOLUTION IN SUPPORT OF THE 2019 COMMUNITY HEALTH NEEDS ASSESSMENT

Tomas Aragon MD, Health Officer and Director of Population Health, and Michelle Kirian MPH, Population Health Senior Epidemiologist, presented the item.

Jim Illig, Kaiser Permanente, and Amor Santiago, Asian and Pacific Islander Health Parity Coalition, SFHIP Co-Chairs, thanked the SFDPH for its effective leadership and coordination of the project.

Public Comment:

Roma Guy, former Health Commissioner and member of Taxpayers for Public Safety, noted that it is important for the SFDPH to address social determinants of health which contribute to issues that can lead to substance use, mental health issues, and complex medical needs.
Commissioner Comments:
Commissioner Chung requested that the report include a footnote explaining the lack of transgender data. She added that although the number in this population may be small in comparison to other groups, the public health needs are extensive. Dr. Aragon stated that the SFDPH will follow-up on this request.

Commissioner Chow asked for clarification whether the Executive Summary “Access to Coordinated, Culturally and Linguistically Appropriate Care and Services,” data includes information on insured and Healthy San Francisco participants. Ms. Kirian stated that this passage does refer to both groups. Commissioner Chow requested that the paragraph be revised to state this implicitly.

Commissioner Chow stated in his many years on the Health Commission he has seen similar reports but has been disappointed that little has been accomplished to make changes. However, he is hopeful that the public health accreditation process and the current organization of the SFDPH will enable impactful changes to be made.

Commissioner Green commended the group for the detailed and excellent report. She asked if there are any short-term goals that could be achieved using this data as a roadmap to making changes. Dr. Aragon stated that expanding the Nurse Family Partnership to work with more women with high-risk pregnancies will likely save lives and money. He also noted that San Francisco has the resources to close the gap of food insecurity. He also stated that as a result of the Commission’s passage of its recent resolution naming incarceration as a public health issue, the SFDPH is working to address social determinants that lead to incarceration. Ms. Kirian stated that the SFDPH could better map its assets to help show progress.

Commissioner Chow asked for a slight revision to the first “WHEREAS” clause to name Edwin Lee as the mayor who wished to focus on public health accreditation.

Commissioner Loyce thanked SFHIP Co-Chairs, Jim Illig and Amor Santiago, for their leadership in this important project.

Dr. Colfax thanked the SFDPH and SFHIP team for their impactful work. He noted that the SFDPH will be utilizing Lean change management to help improve performance throughout the SFDPH system and better address social determinants.

9) HEALTHY STREETS OPERATION CENTER
Naveena Bobba MD, Deputy Director of Health, and Diana Oliva-Aroche, Director of Public Safety and Immigration Policy, presented the item.

David Lazar, Police Commander, community engagement division, stated that collaboration between CCSF Departments on this initiative is effective. He added that there is a coordinated effort to lead the effort with services instead of the criminal justice system.

Public Comment:
Roma Guy, former Health Commissioner and member of Taxpayers for Public Safety, stated that the HSOC group has improved its communication but noted that the most common path for the poorest people is still through law enforcement. She added that the jail is the largest homeless shelter, detox facility, and mental health center. She encouraged all those involved in HSOC to design services that reach people before the need for law enforcement to have contact with them.

Kate Monico Klein, Taxpayers for Public Safety, stated that HSOC seems to expand the criminal justice system with public health activities instead of strengthening public health systems to prevent individuals from engaging in behavior that leads to police contact.
Commissioner Comments:
Commissioner Chow asked for more information regarding housing and treatment capacity to assist in placing people into the most appropriate settings. Dr. Bobba stated that housing capacity is a major issue and without wrap-around services, those who are placed may not thrive. She noted that the Department of Homeless and Supportive Housing manages housing and the SFDPH manages supportive clinical and treatment services.

Commissioner Chow stated that he is impressed with the number of individuals who have been placed in treatment or housing this year and asked if there is data on the number of individuals who have not been placed. Ms. Oliva-Aroche stated that the Controller’s Office is assisting with improving analysis of data to best understand who is not being reached.

Commissioner Green asked how changing the service hours would impact the level of engagement with the target population. Commander Lazar stated that having one SFPDH clinician stationed at the HSOC office until 11pm enables police officers in the field to better coordinate services and develop strategies to coordinate larger issues.

Commissioner Chung asked if there is data on whether short-term housing placements result in improved long-term outcomes including housing stabilization. Dr. Bobba stated that the project has focused on short-term goals of placing individuals in treatment and housing. She noted that the Controller’s Office is measuring the program’s outcomes.

Commissioner Loyce asked if the program staff training includes trauma-informed systems. Commander Lazar stated that the Police have received trauma-informed systems training.

10) OTHER BUSINESS:
Mr. Morewitz noted that the annual Health Commission meeting in the community will be held in Chinatown on August 20, 2019. He is currently searching for a location for the meeting.

11) JOINT CONFERENCE COMMITTEE REPORTS
Commissioner Chow, Chair of the ZSFG JCC, stated that at its April 23, 2019 meeting, the Committee reviewed its standard reports including the Regulatory Affairs Report, Human Resources Report, Medical Staff Report, and the CEO Report, which included a new format for reporting its monthly data. He also stated that the Committee discussed the following presentations, “Quality Core Measures and CMS Star Rating Update,” “True North Scorecard,” and the “Zuckerberg Patient Care Quality Improvement Fund.” He noted that the Zuckerberg Patient Care Quality Improvement Fund is part of Mark Zuckerberg and Priscilla Chan’s original gift and funds innovative projects throughout the hospital. In closed session, the Committee approved the Credentials Report and the report of the PIPS minutes.

12) ADJOURNMENT
The meeting was adjourned at 5:51pm.