



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 May 7, 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>

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



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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



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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



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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 Ovidia 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



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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 Tó Nhu (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



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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 birdbaths 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 larvacides 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

<https://mobilitylab.org/2019/05/01/old-low-income-and-black-and-brown-people-make-up-most-pedestrian-deaths-in-san-francisco/>.

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

<https://www.vox.com/2019/4/24/18514240/california-surprise-er-bills-zuckerberg>

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

<https://www.sfgate.com/food/article/duc-loi-supermarket-closing-health-code-violations-13786751.php>

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

<https://sanfrancisco.cbslocal.com/2019/04/19/san-francisco-420-cannabis-hippie-hill-black-market-pot/>



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

<https://www.kron4.com/news/bay-area/san-francisco-health-officials-call-for-testing-to-combat-rise-in-stds/1937915178>

BCN, Apr 18 2019, SF public health officials call for STD testing amid resurgence of syphilis

<http://www.ktvu.com/news/ktvu-local-news/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

<https://www.beckershospitalreview.com/finance/publicity-spurs-billing-revamp-at-zuckerberg-hospital.html>

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

<http://time.com/5571864/zuckerberg-general-hospital-billing-san-francisco/>

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

<https://m.sfgate.com/bayarea/heatherknight/article/SF-General-sees-light-of-public-pressure-revises-13772810.php?t=26a0802e7a>

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

<https://www.sfexaminer.com/the-city/sf-general-to-set-new-limits-on-out-of-pocket-payments-by-patients/>



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ZUCKERBERG SAN FRANCISCO GENERAL HOSPITAL & TRAUMA CENTER

April 2019

Governing Body Report - Credentialing Summary

(4/18/19 MEC)

	4/2019	07/2018 to 07/2019
New Appointments	6	176
Reinstatements		
Reappointments	46	443
Delinquencies:		
Reappointment Denials:		
Resigned/Retired:	15	170
Disciplinary Actions		
Administrative Suspension		
Restriction/Limitation-Privileges		
Deceased		
Changes in Privileges		
Voluntary Relinquishments	13	116
Additions	8	119
Proctorship Completed	15	233

Current Statistics – as of 8/1/18		
Active Staff	551	
Courtesy Staff	538	
Affiliated Professionals (non-physicians)	276	
TOTAL MEMBERS	1,365	

Applications in Process	25
Applications Withdrawn Month of April 2019	0
SFGH Reappointments in Process 05/01/2018 to 07/31/2019	216



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LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

April 2019
Health Commission - Director of Health Report
 (4/4/19 MEC)

	April	(FY 2018-2019) Year-to-Date
New Appointments	0	15
Reinstatements	0	0
Reappointments	1	50
Delinquencies:	0	0
Reappointment Denials:	0	0
Resigned/Retired	0	12
Disciplinary Actions	0	0
Restriction/Limitation-Privileges	0	0
Deceased	0	0
Changes in Privileges		
Additions	0	0
Voluntary Relinquishments	0	0
Proctorship Completed	0	3
Proctorship Extension	0	0

Current Statistics – as of 07/31/2018	
Active Medical Staff	34
As-Needed Medical Staff	16
External Consultant Medical Staff	45
Courtesy Medical Staff	2
Affiliated Health Practitioners	13
TOTAL MEMBERS	110

Applications in Process	2
Applications Withdrawn this month	0