

James Loyce, Jr., M.S.
President

Dan Bernal
Vice President

Edward A. Chow, M.D.
Commissioner

Cecilia Chung
Commissioner

Laurie Green, M.D.
Commissioner

Tessie M. Guillermo
Commissioner

**HEALTH COMMISSION
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FRANCISCO**

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MINUTES

JOINT MEETING OF THE HEALTH COMMISSION AND PLANNING COMMISSION

Tuesday October 3, 2019, 10:00 a.m.

**City Hall, 1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102**

CALL TO ORDER

Health Commissioners Present:

Commissioner Edward A. Chow M.D., President
Commissioner James Loyce, Jr., M.S., Vice President
Commissioner Dan Bernal
Commissioner Laurie Green, MD

Excused:

Commissioner Cecilia Chung
Commissioner Tessie Guillermo

Planning Commissioners Present:

Commissioner Myra Melgar
Commissioner Joel Koppel
Commissioner Milicent Johnson
Commissioner Frank Fung

Excused:

Commissioner Dennis Richards
Commissioner Kathrin Moore

Planning Commission President, Myra Melgar, called the meeting to order at 10:14am

A) 2012.0403W CALIFORNIA PACIFIC MEDICAL CENTER ANNUAL COMPLIANCE STATEMENT

Joint Informational Hearing of the Planning and Health Commissions to review and comment on CPMC's Annual Compliance Statement for 2017 and the City's Report on CPMC's Compliance Statement, in accordance with Section 8.2 of their Development Agreement with the City and County of San Francisco (Planning Department Case No. 2012.0403W; Ordinance No. 138-13). The 2018 Compliance Statement and the City

Report are available for viewing on the Planning Department's website (<http://sf-planning.org/cpmc-annual-compliance-statements>).

Kate Conner, Planning Department; Gretchen Paule, San Francisco Department of Public Health (SFDPH); Ken Nim, San Francisco Office of Economic and Workforce Development, Mark Aronson, San Franciscans for Healthcare, Housing, Jobs, and Justice, Jim Exude, CPMC, presented or answered questions regarding this item.

Public Comment:

Andrew Chow, Northeast Medical Services (NEMS), stated that CPMC and NEMS has a decades long partnership to serve Medi-Cal patients. In this partnership, CPMC serves as a hospital partner. She noted that together CPMC and NEMS has worked to serve 2,600 patients living in the Tenderloin through St. Anthony's and two other partners.

Melanie Grossman, a retired Social Worker and member San Franciscans for Healthcare, Housing, Jobs, and Justice, stated that she is interested in the Center of Excellence for Senior Care at the Mission/Bernal campus. She stated that in order to reach the Center's goals, it must work with and understand the community. She noted that the current staffing pattern does not enable the Center Director to engage in effective community outreach.

Javier Bremond, San Francisco Jobs for Justice, stated that the organization works with supportive housing residents who are formerly homeless and many do not speak English. He noted that they have many buildings close to the CPMC Van Ness campus but the organization's residents have received no outreach from CPMC. He added that outreach to his community would entail linguistically and culturally appropriate messaging.

Sylvia Aquino-, CPMC Van Ness staff members, stated that ward 7W is short staffed and noted that the night shifts are especially problematic. She is concerned that this staffing pattern will lead to patient health issues.

Kijani Edwards, NAWH representing workers at the CPMC Van Ness and Bernal/Mission campuses, urged the Commissioners to question CPMC about the number of community members retained as employees. The union has opened a grievance about adequate staffing in several units at the Van Ness campus.

Raquel Rivera, sister of one of the 17 subacute patients transferred from the CPMC Bernal/Mission campus to Davies, noted that half of the patients transferred have died within the first year; only 8 patients remain in the unit. She asked for something to be done to ensure adequate care is provided to these patients. She added that CPMC is doing the least it can do. She urged the Commissioners to reopen subacute beds.

Gloria Rivera, sister of one of the 17 subacute patients transferred from the CPMC Bernal/Mission campus to Davies, stated that it should not take a family member calling the nurses station on a cell phone in order to get adequate response to patient needs. She added that several of the nursing staff are inexperienced; this resulted in her sister being taken to the ICU due to inadequate care.

Teresa Palmer MD, retired geriatrician and member of San Franciscans for Healthcare, Housing, Jobs, and Justice, stated that CPMC is not in compliance in regard to its Center for Excellence in senior care because it does not have adequate discharge resources. She recommended that the Davies subacute beds should be made permanent to assist with the needs of San Francisco. She also advocated for the recruitment of nurses with specialty in subacute care.

Kung Feng, Executive Director of Jobs for Justice, stated that the purpose of this annual hearing is to remind CPMC that it should be serving the community. He added that San Francisco needs sub-acute beds. Regarding employee retention and This hearing is not a discussion of the DA; we should remind ourselves that this hearing is to remind CPMC to serve the community with community care. On subacute, the obligation is not

complete-we need these services in the community. There was a question of retention and promotion-no enough jobs for people in the community. See improvement in this from questions from the Commissioners last year. Use this as example for the role you commissioner have.

Anakh Sul Rama, San Franciscans for Healthcare, Housing, Jobs, and Justice, stated that CPMC is supposed to serve 1,500 individuals on Medi-Cal but the report only shows that 200 have been served.

Jennifer Mandacat, St. Anthony's, stated that most of the organization's clients have chosen ZSFG for their health care because they are familiar with the hospital. She noted that St. Anthony's has lost three primary care providers and have encountered a range of staffing challenges. The organization has been able to maintain services for its current primary care panel but has not been able to take on new patients.

Kim Tavaglione, SF Labor Council, stated that CPMC has not fulfilled their obligations even if they are able to check off all the boxes in the annual report. She noted that there is a tent city a block from the Van Ness campus and urged CPMC to outreach to homeless people around the neighborhood.

Commissioner Comments:

Commissioner Bernal thanked the DPH and Planning Departmental staff and to those who provided public comment. He noted that the numbers of Tenderloin residents served by CPMC looks too similar to the previous year's numbers and encouraged CPMC to conduct more effective outreach in the neighborhood.

Emily Webb, CPMC stated that CPMC has made outreach efforts in the spirit of the Development Agreement. CPMC partnered with NEMS to meet goals. The initial partnership with St. Anthony's has not yielded the target numbers so CPMC worked with three other primary care providers serving the neighborhood. These newer partnerships have resulted in serving 2,600 individuals.

Commissioner Bernal asked how CPMC will ensure these efforts are sustainable in the next year. Ms. Webb stated that because CPMC has partnerships with multiple providers and is reaching its target, it is meeting the requirements and spirit of the Development Agreement. She added that CPMC will continue to work with St. Anthony's to help build its infrastructure.

Commissioner Chow requested that future CPMC annual DA Agreement reports should include data on the Diabetes Center at the Bernal/Mission campus. Although this service was transferred to the Sutter Foundation, the Health Commission should still receive information ensuring that this unit is meeting the needs of the community; this includes showing that the community advisory group meets regularly, indicating that it is part of the workflow of the unit. He also requested more information on the Centers of Excellence Senior Care unit including the quality of the service and the number of individuals served. He also requested that these data include patient zip codes.

Commissioner Green thanked everyone for the presentations and the insightful public comment. She noted that CPMC's description of its outreach in the Tenderloin seems opaque and urged them to engage in effective outreach to individuals living very near the new Van Ness campus. She encouraged CPMC to add directions for getting around its Van Ness campus because it is confusing. She also requested that next year's CPMC DA report include the demographics, language capacity, and type of insurance coverage data for the Center for Excellence participants.

Commissioner Loyce stated that equity is a very important issues and requested that CPMC submit CLAS information in a readable font in next year's report.

Commissioner Koppel stated that he has worked in large construction projects and understands that workers move from project to project. Therefore, he feels that CPMC has been compliant with its workforce retention.

Commissioner Johnson thanked her fellow Commissioners for their comments and the staff presentations. She noted the importance of the spirit of the DA Agreement, which requires evolving with the needs of the City as shifts occur. She agreed with Commissioner Green's comments regarding CPMC's recruitment efforts seeming vague in the description. She added that individuals not choosing CPMC shows there is a problem with the effectiveness of outreach. She encouraged CPMC to hire social workers to support other clinical services so that the needs of this population are met. She remains deeply concerned about the lack of available subacute beds in San Francisco and for the wellbeing of those patients moved to the Davies subacute unit. She also highlighted the importance of equity and access of services. Jim Macksood, CPMC stated that the BOS recently held a hearing on subacute issues. He added that the CPMC subacute unit is regulated by the California Department of Public Health and is in compliance.

Commissioner Fung stated that he is new to the joint hearing process and the DA agreement monitoring and will study the relevant issues further.

Commissioner Melgar requested that future reports include readable demographic data for all campuses. She also requested racial demographic data be included for the hiring data. Regarding the NEMS partnerships, she stated that it is important that CPMC have an infrastructure to recruit and that the hospital is culturally welcoming. Ms. Webb stated that CPMC works beyond just providing healthcare to Tenderloin residents; she noted that CPMC strives to recruit hospital staff that reflects its patient population. She noted that the report includes a CLAS consultant's findings and CPMC's plan to address the issues noted in the consultant's findings.

The meeting was adjourned at 12:04pm.