

Edward A. Chow, M.D.
President

Sonia E. Melara, M.S.W
Vice President

Cecilia Chung
Commissioner

Judith Karshmer, Ph.D., PMHCNS-BC
Commissioner

David J. Sanchez, Jr., Ph.D.
Commissioner

David B. Singer
Commissioner

Belle Taylor-McGhee
Commissioner

**HEALTH COMMISSION
CITY AND COUNTY OF SAN
FRANCISCO**

Edwin M. Lee, Mayor
Department of Public Health



Barbara A. Garcia, M.P.A.
Director of Health

Mark Morewitz, M.S.W.
Executive Secretary

TEL (415) 554-2666

FAX (415) 554-2665

Web Site: <http://www.sfdph.org>

MINUTES

HEALTH COMMISSION MEETING

Tuesday, April 15, 2014, 4:00 p.m.

101 Grove Street, Room 300 or Room 302

San Francisco, CA 94102

1) CALL TO ORDER

Present: Commissioner Edward A. Chow M.D. , President
Commissioner Sonia E. Melara, MSW, Vice President
Commissioner Cecilia Chung
Commissioner Judith Karshmer, Ph.D, PMHCNS-BC
Commissioner David J. Sanchez Jr., Ph.D.
Commissioner Belle Taylor-McGhee

Excused: Commissioner David B. Singer

The meeting was called to order at 4:04 pm.

2) APPROVAL OF THE MINUTES OF THE HEALTH COMMISSION MEETING OF APRIL 1, 2014.

Action Taken: The Health Commission unanimously approved the minutes of the meeting of April 1, 2014.

3) DIRECTOR'S REPORT

Barbara Garcia, Director of Health, gave the report. The full report can be viewed at:
<http://www.sfdph.org/dph/comupg/aboutdph/insideDept/dirRpts/default.asp>

Grant awarded to The Center for Learning & Innovation

The Center for Learning & Innovation (CLI), on behalf of the Population Health Division (PHD), has received a \$5 million, 5 year Center for Disease Control (CDC) grant to become a National Capacity Building Assistance (CBA) Provider to Health Departments around the country in the area of High Impact HIV Prevention. SFDPH was selected based on its leadership role in inspiring and implementing the National HIV/AIDS Strategy which has many health departments already turning to us for informal technical assistance. Jonathan Fuchs, MD, MPH, the Project Principal Investigator, notes that the new grant will allow CLI and the PHD CBA team to formalize the program and offer state-of-the-science information, training, and technical assistance in the areas of HIV testing, prevention in at-risk HIV negative persons, and policy. Our CBA providers will work with

other health departments via conference calls and through face-to-face consultations. They will also make use of several innovative online strategies to provide culturally responsive CBA services.

Labor Negotiations

CCSF labor contract negotiations continue with proposals being actively exchanged. The process of counter proposals has begun, with mediation beginning at some tables. Concerns about position vacancies have been raised at several bargaining sessions, and the DPH Human Resources Director continues to provide written and verbal updates on process improvements and hiring. The end of May 2014 is the general target for completing the negotiations.

Community Wellness Program

The San Francisco General Hospital Community Wellness Program hosts a monthly forum, the Schwartz Center Rounds, where all staff from diverse disciplines throughout the San Francisco Health Network can take a moment in their fast-paced work lives to openly discuss the emotional and social issues that arise in caring for patients. Every second Thursday of the month at noon, the SFGH Wellness Center hosts these rounds and rich discussion with complimentary lunch. Staff have an opportunity to share their experiences and feelings on thought-provoking topics drawn from actual patient cases. Panelists from diverse disciplines participate in the Rounds, including physicians, nurses, social workers, psychologists, chaplains, medical interpreters, and others.

Temporary Employees

The DPH budget has over 6,000 positions (FTE) authorized by the Annual Salary Ordinance (ASO). The majority of these are Civil Service positions requiring an open and competitive selection process with multiple steps. There are also a number of Civil Service exempt positions in the ASO (e.g. some physicians, dentists, Directors and Deputy Directors). Of the nineteen categories of Civil Service exemption, some have limits of 1040 hours in a Fiscal Year (e.g. Category 16). With the high position vacancy rate, the use of temporary employees has become very important. As we improve our hiring process, we intend to reduce our use of temporary employees. With that in mind, the CCSF and the Civil Service Commission wants to ensure that temporary staff do not work beyond Charter mandated limits. Keep in mind that generally employees who work more than 1040 hours in a rolling 12 month period (but who have stayed under 1040 hours in a calendar year) become eligible for medical benefits. Notice of benefits eligibility will now be sent to employees automatically. DPH Human Resources will be working with the CCSF to ensure a plan is in place to fill vacancies and reduce our use of temporary staff over time.

Flu Season is Over

Strategic goals for the 2013-2014 Influenza season were achieved at Laguna Honda: 95% vaccination rate for staff and 100% response rate to vaccination or declination. The resident vaccination rate was 89%. The total number of laboratory confirmed resident Influenza cases to date is three Type A. There were zero deaths or other adverse sequelae attributable to Influenza. Laguna Honda complied with Health Officer Aragon's mandatory masking mandate for all health care workers who declined vaccination from 12/15/13 to 3/31/14. Laguna Honda monitors the resident population for influenza on a year-round basis.

Urgent Care Center Appointment System

Urgent Care Center (UCC) located on SFGH campus, is on an improvement journey to reduce patient wait times, improve patient satisfaction and staff experience. After over two years of continuous improvement the UCC has experienced a 20% increase in staff and patient satisfaction while reducing the patient time in the clinic by 47%. Despite these developments, patients could still expect to spend on average 2 hours in the clinic. This led the UCC to move primarily to a same day appointment system with some drop-in availability, which they implemented as of March 24th. In order to ensure a smooth transition, the UCC has worked closely with the Nurse Advice Line, SFGH Emergency Department, Primary Care clinics, and consortium clinics to schedule appointments at the UCC and to expand their own capacity to see patients for same-day visits. This has been an integrated, joint effort across the SF Health Network to improve service delivery to our patients. There has

been tremendous support from all involved in moving this forward. As a result preliminary data over the first two weeks of implementing the same day access appointments suggests that, on average, patients now spend only 55 minutes in the UCC, (a 73% decrease in two years). Many thanks to all involved who made this redesign of services in Urgent Care Center possible.

National Volunteer Week

National Volunteer week is from April 6 to April 12, 2014. Friends of Laguna Honda hosted their Annual Volunteer Appreciation and Recognition Luncheon on Thursday, April 10, 2014 from 12pm – 2pm in the newly opened Gerald Simon Auditorium at Laguna Honda. This year's theme is "Share the love, Invite a friend." Every Laguna Honda volunteer was able to extend an invitation to a friend or loved to last week's luncheon. The luncheon included presenting the volunteers' contributions to the Laguna Honda residents and the community.

Los Angeles County Reports Invasive Meningococcal Disease among Men Who Have Sex with Men; Recommendations for San Francisco

On April 2, the Los Angeles County Department of Public Health (LAC-DPH) reported 8 confirmed cases in 2014 of invasive meningococcal disease (IMD), including 4 cases in men who have sex with men (MSM). LAC-DPH has recommended meningococcal vaccination for local HIV-positive MSM, as well as for local MSM regardless of HIV status whose activities put them at higher risk for infection. Higher risk activities include those who "regularly have close or intimate contact with multiple partners, or who seek partners through the use of digital applications, particularly those who share cigarettes, marijuana, or use illegal drugs."

SFDPH continues to closely monitor IMD locally. There have been no cases of IMD reported since 2011 among San Francisco MSM. Physicians and laboratories are legally required to immediately (within 1 hour) report all new cases of IMD, and SFDPH investigates all such reports promptly and thoroughly. For MSM who expect close or intimate contact with MSM from Los Angeles County, SFDPH is aligning its meningococcal vaccination recommendations with those of LAC-DPH.

IMD is transmitted by close or intimate personal contact. Individuals who wish to reduce their risk of contracting meningococcal disease should consult with their provider regarding vaccination and modification of risk behaviors. The Los Angeles County cases include those with meningococcal serogroups contained in the vaccine; however, vaccination is not 100% effective in preventing IMD.

Mayor Ensures Language Access for Tagalog Speaking City Residents

Mayor Edwin M. Lee with Board President David Chiu, Supervisors John Avalos and Jane Kim and local community partners announced the certification of Filipino (Tagalog), the most commonly spoken Filipino language in the Bay Area and the official language of the Philippines, as a third required language in addition to Chinese and Spanish covered under the City's Language Access Ordinance.

More than 112 different languages are spoken in the San Francisco Bay Area and 45 percent of all San Francisco residents do not speak English at home. In certifying Filipino (Tagalog) as a third language, the City's Office of Civic Engagement and Immigrant Affairs (OCEIA) made the determination that there are more than 10,000 Tagalog speakers in San Francisco who are limited-English proficient and thus, meet thresholds outlined in San Francisco's Language Access Ordinance.

Implementation of the new requirements will be phased in by OCEIA over the next 18-months starting July 1, 2014, with input from the Language Access Network and other community and City partners. DPH's Community Behavioral Health Services has provided Tagalog interpreting and translated materials since 2006 in adherence to our state regulatory agency. Vital documents, forms, consents, legal statements, etc. are often translated in our current threshold languages, Spanish, Cantonese, Russian, Vietnamese and Tagalog.

Tsunami Exercise Program, February – March 2014

The San Francisco Department of Emergency Management (DEM) hosted a tsunami exercise program in the months of February and March. The program included trainings and exercises that focused on Alert and Warning, Response, and Restoration and Recovery before, during, and after a tsunami. The program offered participants the opportunity to share perspectives, challenges, information, knowledge, and expectations. A three day functional exercise to test emergency tsunami plans was held at the end of March during which representatives from DPH participated in the Emergency Operation Center at DEM and SFGH activated their Hospital Incident Command Structure.

Get Out and Walk during the month of April

Did you know there are heart-healthy benefits associated with just ten minutes of continuous walking every day? Join the 101 Grove Walking Group every Wednesday in the month of April for a 30 minute walk starting from the front doors of 101 Grove. Take ten (or thirty!) minutes to get up and get moving!

The Whistleblower Program, operated by the Controller's Office, receives complaints regarding the misuse of City funds, improper activities by City officers and employees, deficiencies in the quality and delivery of government services, and wasteful and inefficient City government practices. There are a number of ways to file a complaint. Go to www.sfcontroller.org and click on the Frequently Requested tab to access the Whistleblower complaint instructions in the drop down menu.

LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

APRIL 2014

Health Commission - Director of Health Report
(April 10, 2014 Medical Exec Committee)

	April	(FY 2013-2014) Year-to-Date
<i>New Appointments</i>	0	10
Reinstatements	0	0
<i>Reappointments</i>	4	42
Delinquencies:	0	0
Reappointment Denials:	0	0
Resigned/Retired:	0	10
<i>Disciplinary Actions</i>	0	0
<i>Restriction/Limitation-Privileges</i>	0	0
Deceased	0	0
<i>Changes in Privileges</i>		
Additions	0	0
Voluntary Relinquishments	0	0
Proctorship Completed	0	9
Proctorship Extension	0	0

<i>Current Statistics – as of 3/31//2014</i>		
Active Medical Staff	36	
As-Needed Medical Staff	15	
<i>External Consultant Medical Staff</i>	42	
<i>Courtesy Medical Staff</i>	1	
<i>Affiliated Professionals</i>	6	
TOTAL MEMBERS	100	

<i>Applications in Process</i>	3
Applications Withdrawn Month of April 2014	0

**COMMUNITY HEALTH NETWORK
SAN FRANCISCO GENERAL HOSPITAL & TRAUMA CENTER**

April 2014

Governing Body Report - Credentialing Summary
(3/20/14 BUSINESS-MEC)

	04/2014	07/2013 to 06/2014
<i>New Appointments</i>	9	203
Reinstatements		
<i>Reappointments</i>	43	454
Delinquencies:		
Reappointment Denials:		
Resigned/Retired:	11	176
<i>Disciplinary Actions</i>		
Administrative Suspension		
<i>Restriction/Limitation-Privileges</i>		
Deceased	0	3
<i>Changes in Privileges</i>		
Voluntary Relinquishments	12	117
Additions	10	111
Proctorship Completed	15	156

Current Statistics – as of 3/3/14		
Active Staff	552	
<i>Courtesy Staff</i>	491	
Affiliated Professionals (non-physicians)	258	
TOTAL MEMBERS	1,301	

<i>Applications in Process</i>	37
Applications Withdrawn Month of April 2014	0
SFGH Reappointments in Process 5/2014 to 7/2014	167

Commissioner Comments/Follow-Up:

Regarding the Meningococcal Disease update, Commissioner Chung asked why SFDPH recommendations do not include vaccination efforts for women who are partners of men who have sex with men, but may not identify as gay. Dr. Tomas Aragon, SFDPH Health Officer, stated that all the cases and deaths of invasive Meningococcal Disease in New York City and Los Angeles have been in men who have sex with men.

Regarding the Grant awarded to The Center for Learning & Innovation, Commissioner Chow commended the SFDPH for its impact on the national HIV Strategy and for becoming a national resource for other health departments through the grant.

4) GENERAL PUBLIC COMMENT

Dan Merer, who has worked as a nurse at the SFGH Emergency Department (ED) for 27 years, stated that there are not enough nurses, certified nursing assistants, or clerks in the SFGH ED. He added that SFGH has not been able to fill vacant nurse positions and are down to only 27 nurses in the ED. He also stated that if all the vacant nursing positions were filled, there still would not be enough nurses because the SFGH has not budgeted for all the nurses that are needed. Additionally, he stated that all patients who are admitted on a 5150 code need one-on-one observation by a coach but because there are not enough coaches, nurses are doing this important task which takes them away from their regular work.

Heather Bollinger stated that nurses are working over capacity; patients are suffering and SFGH rooms are full. She added that there are insufficient resources for SFGH ED staff to provide quality patient care.

Kim Segna, who has worked as a nurse at the SFGH ED for five years, stated that nurses often have to deal with violent patients who direct violence to other patients and staff. She added that this brings a safety issue to staff and other patients. She also stated that if SFGH worked within state-mandated staff ratios, SFGH nurses would be able to more effectively deal with complex situation to avert danger for patients and staff. She added that ED beds are closed daily due to lack of appropriate nursing staff.

Melissa Pitts, who has worked as a nurse at the SFGH ED for nine years, stated that the critical shortage of nursing staff at SFGH impacts the quality of care provided to patients and that not enough nurses are scheduled for each shift. She added that 22 nurses should be scheduled but stated that only 10 nurses actually worked the previous night. She explained that this results in other nurses being pulled from their regular duties which leaves patients in need. She also stated that she worked during the 2013 Asiana Airlines crash and knows that SFGH can provide effective services during a crisis; however, SFGH needs to be better staffed and organized on a daily basis.

Commissioner Chow thanked the members of the public for their comments. He stated that the SFDPH Human Resources Director had recently provided several updates to the Health Commission regarding SFDPH efforts to expedite the hiring process for nurses. He also asked Director Garcia to provide updates on the issue at the April 22, 2014 SFGH JCC meeting.

5) COMMUNITY AND PUBLIC HEALTH COMMITTEE

Commissioner Taylor-McGhee, Chair, stated that the Committee heard an update on a City ordinance which prohibits use of e-cigarettes anywhere in San Francisco where tobacco products are banned. She added that there are known carcinogens in e-cigarettes but no long term studies on the safety or health impact of these products has been conducted. She also stated that teenagers are targeted for the marketing for this product.

Commissioner Chow asked how the ordinance will possibly change SFDPH monitoring efforts. Dr. Aragon stated that the SFDPH will continue current efforts to monitor tobacco products and now e-cigarette use.

Commissioner Melara asked if federal regulations related to tobacco do not pertain to e-cigarettes. Dr. Aragon stated that e-cigarettes are not federally classified as a tobacco product and therefore no federal regulations pertaining to tobacco apply.

6) CONSENT CALENDAR

There were no items on the consent calendar for this meeting.

7) IT STRATEGIC VISION AND ROADMAP

Bill Kim, SFDPH Chief Information Officer, gave the presentation.

Commissioner Comments/Follow-Up:

Commissioner Karshmer thanked Mr. Kim and other SFDPH staff for the well thought-out plan and timeframe. She asked whether the future integrated system will include clinical decision-making functions and research components. Mr. Kim stated that both clinical decision-making and research components will be very important in the future integrated system.

Commissioner Sanchez commended the IT Strategic Plan. He asked if the plan is viable. Mr. Kim stated that the 2014-15 budget is a good start in properly funding the IT initiatives. He added that the implementation of the Plan will be impacted by status of future SFDPH budgets.

Commissioner Chung asked if a patient portal will be part of the future integrated system. Mr. Kim stated that a patient portal will be an important aspect of the system.

Commissioner Chow asked if the current proposed 2014-16 budget is adequate to fund necessary components of the IT Plan. Mr. Kim stated that the proposed 2014-16 budget effectively will fund initial implementation of the IT Plan.

8) DPH BUDGET FY 2014-2016

Greg Wagner, Chief Financial Officer, and Jen Louie, SFDPH Budget Director, gave the presentation.

Public Comment:

Dan Merer, SFGH ED Nurse, stated that there is \$5M in salary savings and \$2M in other salary corrections.

Commissioner Comments/Follow-Up:

Commissioner Taylor-McGhee asked how the SFGH budget items are integrated with staff hiring practices. Mr. Wagner stated that the SFDPH continues attempts to improve and reduce the time requirements for staff hiring practices. He added that SFGH shows a positive salary variance and SFDPH has adjusted the budget to include hiring the number of positions that are realistic for the next fiscal year. He added that about 100 FTEs have been added for the anticipated opening of the new SFGH hospital. He also stated that there is a reduction in the SFGH salary budget for this year but the SFGH 2015-16 budget will increase as the new hospital opens. Ms. Louie stated that the savings in the SFGH budget for the current year is due to staff attrition; no positions have been cut.

Commissioner Karshmer stated that the SFDPH call center that serves as a system for patients to make appointments is a logical step towards making sure clients have access to services. She asked whether the future integrated IT system will have capacity for patients to make appointments online. Mr. Kim stated that the future IT system will include capacity for patients to make appointments online. He added that the implementation of the future IT system will take time and the current SFDPH call center is a helpful bridge to ensure that the SF Health Network can make appointments for its patients.

Commissioner Sanchez stated that he understands SFDPH is actively working to improve the hiring time and practices and acknowledged that SFGH staff are frustrated. Director Garcia stated that the SFDPH will continue to focus on filling the vacant positions; she noted that the SFDPH Human Resources Section had staff shortages which impacted the exam process of all other SFDPH sections. The Section has worked to fill its own vacancies to improve the hiring processes for other SFDPH Sections.

Commissioner Chung asked how reductions in HIV funding and Community Programs in addition to an estimated \$33M in state realignment reductions will impact the SFDPH. Ms. Louie stated that the SFDPH has

worked closely with the Mayor's Office and the Board of Supervisors to find savings to ensure there will be no service impacts.

Commissioner Chow asked for an update on how the Community Programs reductions were communicated to the SFDPH contractors. Director Garcia stated that she held a SFDPH stakeholder meeting last month to discuss and explain the cuts. She added that later this year RFPs will have the reductions built in.

Commissioner Chow asked for more information on how the \$11M in Meaningful Use funds have been used. Mr. Wagner stated that the Health Commission will receive a schedule with a summary of the revenues and expenditures. He added that the amount of Meaningful Use funds do not cover the total cost of related SFDPH IT expenses.

Commissioner Chow stated that the Finance and Planning Committee should be involved in further discussion of the IT Plan as it is implemented. He added that the five-year budget planning should also be discussed in detail at the Finance and Planning Committee. He also thanked Director Garcia, Mr. Wagner, Ms. Louie and the other SFDPH Budget staff.

9) OTHER BUSINESS

Commissioner Chow asked for information on possible service changes at Sutter campuses. Colleen Chawla, Deputy Director and Director of Policy and Planning, stated that Sutter/CPMC is consolidating Diabetes services from two campuses which have resulted in a possible reduction of bilingual staff at the St. Luke's campus. She added that there is not a proposed reduction in services at either campus.

Director Garcia stated that she will work with Ms. Chawla to find out more information from Sutter/CPMC.

Commissioner Chow asked when Sutter/CPMC is due to provide an update to the Health Commission on its development agreement with the City. Ms. Chawla stated that CPMC is due to give an update on the development agreement at the end of May. The SFDPH and the SF Planning Department will post the document for 30 days to solicit public comment, then develop a report indicating levels of compliance by Sutter/CPMC with the development agreement. Finally, the Health and Planning Commissioners will hold hearings on the topic.

10) JOINT CONFERENCE COMMITTEE REPORTS

There were no meetings of the Joint Conference Committees to report on. The next meetings of the SFGH and LHH JCC are April 22, 2014.

11) COMMITTEE AGENDA SETTING

Commissioner Chow stated that the following are changes made to the Health Commission Committee assignments:

- Commissioner Chung will no longer be a member of the LHH JCC meetings.
- Commissioner Melara will now be a member of the LHH JCC meetings.
- Commissioner Karshmer will replace Commissioner Sanchez as chair of the LHH JCC meeting.
- Commissioner Chow will no longer be a member of the Finance and Planning Committee meeting.
- Commissioner Melara will now be a member of the Finance and Planning Committee.

The updated list of 2014 Health Commission committee members is Attachment A.

12) ADJOURNMENT

The meeting was adjourned at 6:20pm.

2014 San Francisco Health Commission Committee Assignments

Finance & Planning Committee	
<i>This Committee focuses on the fiduciary responsibilities of the Health Commission through oversight of DPH fiscal issues and policies.</i>	
Cecilia Chung, Chair Sonia Melara, MSW, Member David Singer, MBA, Member	1 st Tuesdays of the Month from 2:00 or 3:00pm* 101 Grove Street, Room 302 or 220
Community & Public Health Committee	
<i>This Committee provides oversight of Departmental programs and issues that are not addressed through the SFGH or LHH Joint Conference Committees. This includes other services provided through the Population Health Division and the San Francisco Health Network.</i>	
Belle Taylor McGhee, Chair Cecilia Chung, Member Judith Karshmer, Ph.D, Member	3rd Tuesdays of the Month; 2:00 or 3:00pm* 101 Grove Street, Room 302 or 220
Joint Conference Committee for San Francisco General Hospital (SFGH)	
<i>This Committee provides oversight of SFGH programs, budget, policies, and activities.</i>	
Edward A. Chow, MD, Chair David Singer, MBA David J. Sanchez, Jr., Ph.D., Member	2nd Tuesdays of the Month; 3pm* SFGH: 1001 Potrero Avenue Hospital Conference Room 2A6
Joint Conference Committee for Laguna Honda Hospital (LHH)	
<i>This Committee provides oversight of LHH programs, budget, policies, and activities.</i>	
Judith Karshmer, Ph.D, Chair David Sanchez, Jr., Ph.D, Sonia Melara, MSW Member	The 4 th Tuesdays of the Month; 1pm* LHH: 375 Laguna Honda Boulevard Room TBD
San Francisco Health Plan Board of Directors Belle Taylor-McGhee	
San Francisco General Hospital Foundation Board of Directors David J. Sanchez, Jr., Ph.D.	
Public Health Foundation Board of Directors Sonia Melara, MSW	
In-Home Supportive Services (IHHS) Public Authority Governing Board Judith Karshmer, Ph.D	

* **Note:** Meetings are sometimes canceled or rescheduled. Call the Commission Office at 554-2666 or visit www.sfdph.org to confirm meeting dates/times.