

Edward A. Chow, M.D.
President

David B. Singer, M.B.A.
Vice President

Cecilia Chung
Commissioner

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

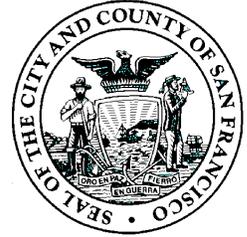
David Pating, M.D.
Commissioner

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

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Executive Secretary

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MINUTES

HEALTH COMMISSION MEETING

Tuesday, November 17, 2015, 4:00 p.m.

San Francisco General Hospital

1001 Potrero Avenue, Carr Auditorium

San Francisco, CA 94110

1) CALL TO ORDER

Present: Commissioner David B. Singer, Vice President
Commissioner Cecilia Chung
Commissioner David Pating, M.D.
Commissioner Belle Taylor-McGhee

Excused: Commissioner Edward A. Chow M.D., President
Commissioner Judith Karshmer, Ph.D, PMHCNS-BC
Commissioner David J. Sanchez Jr., Ph.D.

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

2) APPROVAL OF THE MINUTES OF THE HEALTH COMMISSION MEETING OF NOVEMBER 3, 2015.

Action Taken: The Health Commission unanimously approved the minutes.

3) 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>

White House Addresses Prescription Drug Abuse and Heroin Use Epidemic

On October 22nd, 2015, President Obama announced a plan to reduce overdoses and deaths caused by prescription pain medication and heroin. The plan includes requirements for federal agencies to increase training on appropriate prescribing practices and to identify barriers to medication-assisted treatment for substance use disorders. The President also called for an increase in the availability of naloxone, the overdose reversal agent.

Medication assisted treatment (MAT) uses approved medications, such as buprenorphine or methadone, and has long been a vital component of care provided in San Francisco. The President directed federal agencies that provide or increase access to health care, to review their health benefit requirements, drug formularies, medical management strategies, and all other relevant program policies to identify barriers to receiving or

providing MAT. The federal agencies must develop plans to address identified barriers or policies within 90 days.

Additionally, within the next 18 months, federal agencies are to train their health care professionals in the appropriate and effective prescribing of opiates. The training must be consistent with CDC guidelines, and must include best practices, principles of pain management, identifying risk for misuse and substance use disorders, and referral for further evaluation and treatment.

Obama Signs 2016-2017 Budget

The President has signed a budget bill to fund the federal government through the 2016 and 2017 fiscal years. The agreement increases the national debt ceiling through March 2017, provides relief from spending caps imposed under sequestration, and avoids impending cuts to Social Security disability benefits. Over the next two years, an additional \$80 billion are to be allocated evenly between domestic and military spending. Congressional Appropriations committees will have until mid-December to enact implementing legislation and funding for specific programs.

Covered California Third Open Enrollment Begins

Covered California enrollment for the 2016 plan year is open between November 1st, 2015 and January 31st, 2016. Nearly 50,000 San Franciscans enrolled in Covered California plans over the last two years, over 80% of whom were eligible for federal subsidies. The five carriers available in San Francisco are Kaiser Permanente, Chinese Community Health Plan, Health Net, Anthem Blue Cross, and Blue Shield of California. Consumers can log onto www.coveredcalifornia.com to weigh their options and enroll in plans.

Workforce Experience Survey Results

We've received results from our recent workforce experience survey, conducted by the National Research Corporation (NRC). Overall we got a 40 percent response rate (or 3,220 responses).

88 percent of staff reported that they have great pride in their jobs. 63 percent responded that they "love coming to work every day." About 70 percent said they would recommend DPH for the care of their friends and family, and 75 percent said our organization values align with their own. The survey also showed us where we can improve. We learned that the critical supervisor-employee relationship needs more attention. For example, only 46 percent of respondents agreed with the statement "I have all the tools I need to do my job effectively." Less than 57 percent agreed that "the person I report to creates opportunities for my professional growth." From these results, and NRC's analysis of the confidential comments, two key areas have emerged that require effort across the whole department. These include:

1. the need to better support managers and supervisors so they, in turn, can support front line staff; and
2. the need to enhance professionalism and respect in the workplace.

Next we will further the work already underway to strengthen our support of managers and supervisors. For example, Human Resources has launched a manager training that reviews hiring and onboarding procedures. To date, more than 300 managers from across our system have taken this training. In addition, HR launched a separate training for more than 100 supervisors on how to deliver effective performance appraisals. Also, in concert with the Black/African American Health Initiative (BAAHI), we have begun a series of workshops for DPH leadership and managers on racial and cultural humility. Our goal is to create new learning opportunities and procedures for the entire DPH system. We are also encouraging individual groups or programs, such as primary care clinics and the Population Health Division, to explore their own survey data and to formulate creative solutions based on needs. Ultimately, when we repeat the survey in 2017, we hope to see improvement.

And now our site champions -- individuals identified from the Health Network, the Population Health Division and Central Administration -- will be charged with working with their Executive Sponsors to share site-specific

survey findings and create improvement plans. Additional materials and updates about the survey can be found at <http://dphnet.dph.sf.ca.us/workforce>.

Electronic Health Record (EHR)

The department has been engaged in a process of gathering information on the marketplace for enterprise EHR solutions, and it is now time for us to move forward with the process of formally selecting a unified EHR system. We know that moving to a modern, unified EHR platform is a critical step for the future of the San Francisco Health Network. At the same time, it is a process that will come with extraordinary challenges—financial, operational, and technical.

One potential option is to partner with UCSF Medical Center for shared use of its existing EHR system. We plan to initiate a process to seek authority from the San Francisco Board of Supervisors to enter into negotiations with UCSF Medical Center for shared use of its EHR system. If the Board of Supervisors authorizes the department to enter into negotiations with UCSF Medical Center, the department would still be required to negotiate the terms and conditions for an agreement that is fair and in the best interests of our patients, the department and the City. An agreement would ultimately require final approval by the Board of Supervisors.

ICD-10 Update

The transition to ICD-10 occurred throughout the United States on October 1, 2015. The International Classification of Diseases, Tenth Revision (ICD-10) is a set of codes published by the World Health Organization and is used for classification of diseases and health related conditions. Laguna Honda Campus has been participating in a San Francisco Health Network-wide planning process and after many months of preparation and training, is transitioning to ICD-10. This will involve clinicians replacing ICD-9 codes with ICD-10 codes when documenting diseases and health related conditions or ordering lab tests.

Health at Home Monitoring Report

The Business Contract Compliance Office conducted a recent review of the Health at Home program which resulted in Health at Home being awarded the highest possible score of Commendable/Exceeds Standards. Among the many populations that Health at Home provides care to are clients with HIV, who are not eligible for reimbursable home health care because they do not meet the Medicare criteria for homebound or skilled need status or they are uninsured or have Healthy San Francisco coverage.

Home health funding for this population is made possible by the Comprehensive AIDS Resources Emergency (CARE) program through the HIV Health Services Branch of the DPH AIDS Office, which includes both Title I/Ryan White CARE Act and City General Fund allocations.

Chinatown Public Health Center staff participated at the 20th Annual Chinatown Community Health Fair

On Saturday October 17th, Chinatown Public Health Center staff participated in the 20th Annual Chinatown Community Health Fair. This year's theme was "Celebrating 20 Years of Community Health and Wellness," highlighting the Chinatown Community Health Fair's two decades of health promotion in the San Francisco Chinese Community. The fair also focused on children's oral health and its importance in their overall well-being. There were free dental screenings for family members of all ages and fun dental games for children. The Children's activities taught children, parents and grandparents the importance of taking care of their kids' teeth to prevent dental problems.

Together with more than 30 health and human service organizations, the fair offered various health and dental screenings and information. These included blood pressure, blood sugar, body mass index, cholesterol, dental, vision, flu shots and medication consultation. A total of 600 people attended the fair, and 100 of them were children.

CPHC has had a long tradition of planning, supporting and volunteering at this event from its inception. Special thanks to our staff who volunteered at the fair.

AVON Breast Center Open House

On Friday, October 23rd, the AVON Breast Center hosted an open house in its beautiful and restorative garden. The AVON Breast Center at San Francisco General offers patients a full range of services in a warm and welcoming environment, with experience, skill and the best and newest technology, including its new state-of-the-art digital breast Tomosynthesis 3-D mammography unit, only the 2nd of its kind in San Francisco.

Bay Area Healthy Retail Convening

On November 5th, the Community Health Equity and Promotion Branch and SPUR sponsored the first ever Bay Area Healthy Corner Store Convening. This all day meeting was supported with funding from the San Francisco Foundation and included over 70 healthy retail representatives from non-profits, county health departments and private entities from Sonoma, San Jose, Watsonville, Solano, Oakland/Berkeley, Marin, Santa Clara, San Mateo and others. Participants learned from each other as they discussed community engagement; business support and development; sourcing and distribution; connecting with urban agriculture; marketing; and evaluation. The goal of addressing health equity in communities was addressed as the central issue: increasing access to fresh, affordable, culturally appropriate and healthy foods while decreasing unhealthy influences and supporting local independent family run stores and food systems. For more information on San Francisco's healthy retail program see: www.healthyretailsf.org

California Healthcare Foundation Leadership Fellowship

Congratulations to Madonna Valencia, Chief Nursing Officer at Laguna Honda, along with two other SF Health Network leaders, Albert Yu, Director of Ambulatory Care, and Joseph Pace, Medical Director of Tom Waddell Urban Health, for completing their two year fellowship program with the California HealthCare Foundation. The fellowship program transforms today's clinicians into tomorrow's leaders. This program is led by nationally recognized experts in healthcare from the UCSF Center for Health Professionals and the UCLA Anderson School of Management. Fellows broaden their management skills and sharpen their leadership capacity while gaining insights into the trends and challenges facing healthcare in California

Flu and Infectious Disease Forum

The Population Health Division's Disease Prevention & Control Branch and the Center for Learning & Innovation hosted the annual Flu and Infectious Disease Forum on October 27th. The event was well attended by over 100 nurses, health educators, physicians, and other public health professionals and community members. Dr. Tomás Aragón, San Francisco's Health Officer, provided a warm welcome followed by four expert speakers discussing critical updates in infectious diseases for providers serving clients in San Francisco and surrounding communities.

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

NOVEMBER 2015

Governing Body Report - Credentialing Summary
(11/17/15 BUSINESS-MEC)

	11/2015	07/2015 to 06/2016
<i>New Appointments</i>	21	139
Reinstatements	0	1
<i>Reappointments</i>	45	278
Delinquencies:		
Reappointment Denials:		
Resigned/Retired:	6	102
<i>Disciplinary Actions</i>		
Administrative Suspension		
<i>Restriction/Limitation-Privileges</i>		
Deceased	0	1
<i>Changes in Privileges</i>		
Voluntary Relinquishments	14	80
Additions	15	70
Proctorship Completed	41	147

Current Statistics – as of 11/2/15		
Active Staff	547	
<i>Courtesy Staff</i>	521	
Affiliated Professionals (non-physicians)	270	
TOTAL MEMBERS	1,338	

<i>Applications in Process</i>	40
Applications Withdrawn Month of November 2015	2
SFGH Reappointments in Process 12/2015 to 2/2016	162

LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

NOVEMBER 2015

Health Commission - Director of Health Report
(November 5, 2015 Medical Exec Committee)

	November	(FY 2015-2016) Year-to-Date
<i>New Appointments</i>	5	18
Reinstatements	1	1
<i>Reappointments</i>	8	20
Delinquencies:	0	0
Reappointment Denials:	0	0
Resigned/Retired:	0	5
<i>Disciplinary Actions</i>	0	0
<i>Administrative Suspension</i>	0	1
<i>Restriction/Limitation-Privileges</i>	0	0
Deceased	0	0
<i>Changes in Privileges</i>		
Additions	0	0
Voluntary Relinquishments	0	0
Proctorship Completed	4	7
Proctorship Extension	0	0

<i>Current Statistics – as of 11/3/2015</i>		
Active Medical Staff	36	
As-Needed Medical Staff	13	
<i>External Consultant Medical Staff</i>	48	
<i>Courtesy Medical Staff</i>	1	
<i>Affiliated Professionals</i>	14	
TOTAL MEMBERS	112	

<i>Applications in Process</i>	4
Applications Withdrawn this month	0

Commissioner Comments/Follow-Up:

Commissioner Pating and Commissioner Singer congratulated the SFDPH for moving forward with the selection of an EHR vendor.

4) GENERAL PUBLIC COMMENT

Brian Brodhy, AIDS Legal Referral Panel consumer advocacy project, stated that he is concerned about the client grievance process within the SFDPH. He first attempted to file a grievance on behalf of a client in August of 2014 and has since been referred to several different staff. He added that in the past he has had better experiences with filing client grievances but encouraged the SFDPH to reevaluate its process and to improve the website posting to clarify information for providers and the public.

5) COMMUNITY AND PUBLIC HEALTH COMMITTEE

Commissioner Pating, Chair, stated that the Committee heard a presentation on the SFDPH Hepatitis C-related prevention and treatment programs that show a streamlined flow of at-risk patients testing for Hepatitis C and being routed to effective treatment. He noted that current treatment is generally 90-90% effective and that Medicare, MediCal, and other third party payers are reimbursing for Hepatitis treatment. Commissioner Pating stated that SFDPH will be using the paradigm used at Tom Waddell clinic as a best practice model as it expands its Hepatitis C programs throughout the San Francisco Health Network.

6) SAN FRANCISCO GENERAL HOSPITAL (SFGH) EMPLOYEE RECOGNITION AWARDS

The Health Commissioners distributed recognition awards to the following employees:

- Deborah Logan, RN, CNS
- Denise Payton, MBA
- Justin Dauterman, RN
- The Value Analysis Program (Daisy Aguillo, Patty Coggan, Ossie Gabriel)

Commissioner Singer also noted that he recently attended the retirement party for former SFGH CEO, Sue Currin, and the SFGH Nursing Employee Recognition dinner. He stated that both events reminded him of the impactful work being conducted every day by dedicated SFGH employees. He thanked all SFGH employees for their service and good work.

7) 2015 SAN FRANCISCO GENERAL HOSPITAL (SFGH) ANNUAL REPORT

Roland Pickens, Interim Chief Executive Officer, and Iman Nazeeri-Simmons, Chief Operating Officer, gave the presentation.

Commissioner Comments/Follow-Up:

Commissioner Pating thanked the SFGH staff for their dedication and commitment. He also stated that he participated in a Lean training and found the process to be innovative. He added that he looks forward to the addition of an integrated EHR to help make SFGH the best hospital in the Bay area.

Commissioner Taylor-McGhee stated that she can feel the dedication of the SFGH staff to provide the best care for its patients.

Commissioner Chung thanked all SFGH staff for their commitment to providing high quality care for its patient populations.

Commissioner Singer congratulated SFGH for its improvements in security during the past year. He noted that the SFGH Lean process is an effective model to make improvements proactively. He also stated that the uninsured rate of SFGH patients has decreased from 30% in the FY13-14 SFGH Annual report to 7% in the current report. This means that more of SFGH's patients have choices regarding medical providers and he emphasized that it is vital that SFGH continue to remain competitive including making continued improvements in its quality measures.

8) ENVIRONMENT OF CARE ANNUAL REPORT

Troy Williams, Chief Quality Officer, presented the item.

Action Taken: The Health Commission unanimously approved the Environment of Care Annual Report.

9) SAN FRANCISCO GENERAL HOSPITAL (SFGH) PERFORMANCE IMPROVEMENT AND PATIENT SAFETY POLICY

Troy Williams, Chief Quality Officer, presented the item.

Action Taken: The Health Commission unanimously approved the Performance Improvement and Patient Safety Policy.

10) SAN FRANCISCO GENERAL HOSPITAL (SFGH) HOSPITAL PLAN FOR PROVISION OF CARE POLICY

Terry Dentoni, Chief Nursing Officer, presented the item.

Action Taken: The Health Commission unanimously approved the SFGH Hospital Plan for Provision of Care Policy.

11) SAN FRANCISCO GENERAL HOSPITAL REBUILD/TRANSITION UPDATE

Iman Nazeeri-Simmons, Chief Operating Officer, gave the update.

Commissioner Comments/Follow-Up:

Commissioner Pating stated that took a tour of the new hospital building and that it gives hope for cutting edge treatment for all San Franciscans.

12) OTHER BUSINESS

This item was not discussed.

13) JOINT CONFERENCE COMMITTEE REPORTS

This item was deferred to the December 1, 2015 Health Commission meeting.

14) COMMITTEE AGENDA SETTING

This item was not discussed.

15) CLOSED SESSIONS

A) Public comment on whether to convene in closed session and all matters pertaining to the closed session.

B) Vote on whether to hold a Closed Session (San Francisco Administrative Code Section 67.11)

C) Closed Session Pursuant to Evidence Code Sections 1156, 1156.1, 1157, 1157.5 and 1157.6; Health and Safety Code Section 1461; and California Constitution, Article I, Section 1.

D) Closed session.

Consideration of Credentialing Matters

RECONVENE IN OPEN SESSION:

Action Taken: The Committee approved the November 2015 SFGH Credentialing Report and voted not to disclose the discussion held in closed session.

16) ADJOURNMENT

The meeting was adjourned at 5:52pm.