

**Edward A. Chow, M.D.**  
President

**David B. Singer**  
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

**Mark Morewitz, M.S.W.**  
Executive Secretary

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**MINUTES**

**HEALTH COMMISSION MEETING**

**Tuesday, April 21 2015, 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 Judith Karshmer, Ph.D, PMHCNS-BC  
Commissioner David Pating, M.D.  
Commissioner David J. Sanchez Jr., Ph.D.  
Commissioner Belle Taylor-McGhee

Excused: Commissioner David B. Singer, Vice President

The meeting was called to order at 4:03pm.

**2) APPROVAL OF THE MINUTES OF THE HEALTH COMMISSION MEETING OF APRIL 7, 2015**

Commissioner Comments/Follow-Up:

Commissioner Pating stated that he enjoyed the April 7, 2015 full Health Commission meeting which took place and focused on the Mission neighborhood. He thanked Director Garcia and Mr. Morewitz for organizing the meeting.

Action Taken: The Health Commission unanimously approved the minutes of the February 17, 2015 Health Commission meeting.

**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>

**PBS News Hour Reports on Getting to Zero**

San Francisco's effort to Get to Zero new HIV infections, deaths and stigma, made national news. PBS aired a NewsHour story on April 11 featuring DPH Director Barbara Garcia, SFGH's Dr. Diane Havlir and Diane Jones, and other key leaders. The story covered San Francisco's ambitious new plan aimed to completely end the transmission of HIV, which infects about 50,000 people every year nationwide. We are a city that has already made huge strides in battling the epidemic, and now public health officials, doctors and activists are increasing efforts to bring the number of new HIV infections down to zero.

### **Federal Traffic Safety Administrator Visits San Francisco to learn about Vision Zero**

A delegation of federal and state transportation officials visited San Francisco on April 14 to see how Vision Zero is being implemented. Our city is viewed as leading the nation in efforts to end traffic deaths. Mayor Edwin M. Lee was joined by Dr. Mark Rosekind, National Highway Traffic Safety Administrator (NHTSA), Rhonda Craft, California Director of Traffic Safety, as well as Health Officer Tomàs Aragòn, Director of SFMTA Ed Reiskin and other City leaders.

The visit stemmed from a push by U.S. Transportation Secretary Anthony Foxx to make substantial progress on bike and pedestrian safety. Secretary Foxx called for bicycle and pedestrian safety assessments from 50 cities nationwide to determine where the problems lie. However, due to the progress that San Francisco is making on trying to eliminate all traffic deaths by 2024 as a part of Vision Zero, federal transportation officials thought to highlight what is being done in San Francisco rather than conducting an initial assessment.

The day was a success on many fronts. Discussions were had on the best tactics and a series of staff presentations were given. Megan Wier, Director, Program on Health, Equity & Sustainability and Co-Chair, San Francisco Vision Zero Task Force, presented a review of the data being used to drive engineering as we design streets that are safer for everyone. There was an introduction of the remarkable amount of collaboration across city departments, and with advocates and stakeholders. The Vision is not only about re-engineering our streets, but it's also about education, enforcement and evaluating the combined approach to make sure we're getting it right.

### **San Francisco Health Plan Opens Its First Service Center Dedicated to the Health Care Needs of San Francisco Residents**

San Francisco Health Plan (SFHP), a community health plan serving over 130,000 San Francisco residents, announced the opening of its first Service Center on April 1, 2015. The Service Center will be the public face of SFHP, a place where people can receive information about health care coverage and access options that are available to them and their families in San Francisco County. The SFHP Enrollment Team will be available, by appointment, to provide application and renewal assistance for the Medi-Cal, Healthy Kids, Healthy San Francisco, and San Francisco City Option Programs.

The Service Center is conveniently located in the heart of San Francisco at 7 Spring Street and is easily accessible with public transportation. It Center is open Monday through Friday, 8:00 am to 5:30 pm. Members will receive the same quality service that they have come to expect from SFHP, including enrollment assistance, health education materials, and health care access information in a culturally respectful manner and in the language of their choice.

### **Highlighting the Impacts of Climate Change on San Francisco Communities**

During National Public Health week, the Obama Administration announced efforts to highlight links between climate change and its impact on health. In a press release from the White House, the San Francisco Department of Public Health was noted as a leader in this effort by empowering healthy people and communities through climate data and innovation.

SFDPH is leading the way locally by releasing its first Climate and Health Profile. In the profile, 32 local, state and federal data sets are analyzed to visually display the direct effect of climate impacts such as rising temperatures, increased precipitation and reduced air quality in San Francisco communities. This newly compiled information helps prioritize health impacts and identifies neighborhoods that may be disproportionately impacted. The effort aims to leverage the City's open-data efforts to help boost San Francisco's climate preparedness and resilience.

**Be sure to hold your patients' Protected Health Information (PHI) as precious as you hold their well-being**

High-profile health care data breaches are on the rise and expected to increase with the use of new technologies employed by criminals. The need to reduce the ways that patient data can be compromised is greater than ever.

It is SFDPH policy to comply with state and federal laws governing the protection and confidentiality of PHI in any form, including paper. PHI should only be used, accessed, or disclosed in accordance with the DPH policies. Be mindful to never take printed material containing PHI out of the worksite without a specific business need or without prior authorization. If you must transport PHI, ensure the documents are secure and with you at all times. Doing your part as a health provider can go a long way to protecting patients even after they have been cared for within our Network.

**DPH Labor Relations Leadership Changes**

Christina Fong is the new role of Human Resources Services Labor Relations Manager for Laguna Honda and Central Office. Ms. Fong is a transfer from the Department of Human Resources' Employee Relations Division to DPH, has a JD and MBA and more than 12 years of public sector experience.

Willie Ramirez has assumed the role of Director of Labor Relations Division for DPH supporting SFGH, Laguna Honda and Central Office. Reporting to Mr. Ramirez will be Louise Houston, SFGH Labor Relations Manager and Christina Fong. Please join in welcoming Christina Fong and Willie Ramirez to their new roles!

**Electronic Performance Appraisals**

Public Health Human Resources and various training groups from around the Department are leading an effort to phase out paper performance appraisals and phase in an electronic system. DPH initiated this project and is joined by the Controller's office, Public Utilities Commission and the Airport Commission, to collaborate with the Department of Human Resources and eMerge (PeopleSoft system). We are preparing to pilot the use of the ePerformance (electronic performance appraisals) module in the Peoplesoft Talent Management suite.

The group has selected to focus on a set of department specific and citywide classes for the pilot. We have been developing core competencies for each position represented by the selected classifications. eMerge has been working to bring on board a consultant from a company named Cherry Road who will assist us in designing and creating the templates, populating the relevant fields, testing the system and training system users.

Our current goal is to have templates available in the Fall of 2015 for managers to use with their employees in the pilot classifications for performance planning purposes. These performance appraisals will be completed in the eMerge system during the 2016 performance appraisal cycle. We will use the feedback provided from the pilot group to make modifications to the templates, procedures and other related aspects. At that time, we will also review how to best roll out the next phase of the project.

Commissioner Comments/Follow-Up:

Commissioner Chow requested that the Community and Public Health Committee receive updates on issues related to climate change.

Commissioner Taylor-McGhee stated that she attended the most recent SFDPH Black/African American Health Initiative meeting. She noted that the initiative has been underway for one year and thanked Director Garcia for her leadership.

**4) GENERAL PUBLIC COMMENT**

Professor Raymond Thompkins requested that the Candlestick Park dust mitigation plan be rejected because it is ineffective. He noted that he and his associates have been in communication with several City entities,

including the SFPDPH, regarding this issue but have not received acceptable attention or response. He also stated that many residents near Candlestick Park have unacceptable levels of dust in their homes as a result of the demolition. He added that he personally inspected the dust monitoring onsite and found them to be installed incorrectly which results in inadequate data. He requested a special Health Commission session on this issue.

Commissioner Comments/Follow-Up:

Commissioner Chow reminded members of the public that the Health Commission does not respond directly to public comment. He requested that Director Garcia ask the SFPDPH Environmental Branch to follow-up on the issues noted in Dr. Thompkins' comment and to report back to the Health Commission on the matter.

**5) COMMUNITY AND PUBLIC HEALTH COMMITTEE**

Commissioner Taylor-McGhee, Chair, stated that the Committee discussed a "Vision Zero" update; this initiative strives to eliminate traffic-related deaths in San Francisco by 2024. She noted that 50% of San Francisco's traffic deaths are of seniors. The Committee also heard an update on SFPDPH air quality improvement activities which are comprised of tobacco cessation/tobacco regulation initiatives and air quality monitoring.

Commissioner Comments/Follow-Up:

Commissioner Chow asked for more information regarding SFPDPH's activities related to the "Vision Zero" campaign. Dr. Tomas Aragon, SFPDPH Health Officer and Director of the Population Health Division, stated that the SFPDPH is primarily responsible for providing evaluation through an epidemiologist position funded through a work-order with the SFMTA. Dr. Aragon noted that the SFPDPH is also working with other City agencies to plan engineering, education, engagement, and policy related to the initiative.

Commissioner Chow asked Dr. Aragon for more information on city-wide activities that may reduce traffic-related deaths. Dr. Aragon stated that there is a city-wide taskforce which involves several other city agencies including the Police Department and the SFMTA. He noted that best practices are being utilized in the current model instead of the complaint-driven model of the past.

**6) HEALTH COMMISSION OFFICER ELECTIONS**

Action Taken: The Health Commission elected David Singer Vice President. (The following Commissioners voted "Yes:" Chow, Chung, Karshmer, Pating, Sanchez; the following Commissioner voted "No:" Taylor-McGhee)

Action Taken: The Health Commission unanimously elected Edward Chow MD as president.

Commissioner Chow thanked the Health Commission for electing him president and stated that he looks forward to working with his Health Commission colleagues and Director Garcia in the year ahead.

**7) AFFORDABLE CARE ACT (ACA) ENROLLMENT UPDATE:**

Aneeka Chaudhry MPH, Health Program Planner, gave the update

Commissioner Comments/Follow-Up:

Commissioner Karshmer commended the SFPDPH and San Francisco Health Network for their outreach efforts which have resulted in high enrollment numbers.

Commissioner Pating stated that the dramatic decrease in the number of uninsured people in San Francisco is even better than what was projected. He asked how many uninsured people remain in San Francisco. Ms.

Chaudhry stated that estimates indicate that between 42,000 and 52,000 uninsured people live in San Francisco.

Commissioner Pating asked for information on future plans for Healthy San Francisco. Director Garcia stated that the SFDPH is still working on future plans for Healthy San Francisco and will bring a presentation to the Health Commission later in 2015.

Commissioner Chow requested that an update on ACA enrollment data be included in the next Healthy San Francisco presentation.

**8) SAN FRANCISCO HEALTH NETWORK: SIX-MONTH UPDATE**

Roland Pickens MHA FACHE, Director and Alice Chen MD, Chief Medical Officer, gave the presentation.

Commissioner Comments/Follow-Up:

Commissioner Taylor-McGhee asked if the patient surveys are used to determine the quality of patient care. Dr. Chen stated that the patient surveys are used to determine patient experience measures; clinical measures are used to determine CMS-mandated quality of care metrics. Dr. Chen added that an integrated electronic medical record will make data collection more effective and efficient.

Commissioner Taylor McGhee asked how the Network is encouraging individual clinics to improve patient care and systems. Dr. Chen stated that health center medical directors and quality improvement teams are implementing a range of measures which include cross-training and giving staff scripts to use with patients.

Commissioner Chow asked if incentives are being offered to clinics or individual staff in regard to improvement efforts. Dr. Chen stated that Network providers want to provide the highest quality care and generally this is used as motivation for improvements.

Commissioner Chung asked for more data on preventative care such as rates of early detection due to mammograms. She added that these types of data can be related to reducing health disparities. Mr. Pickens stated that the Network uses disease-specific registries that trigger health education efforts. Director Garcia noted that the Network will continue working with the Health Commission to determine which metrics should be included in future updates.

Commissioner Pating congratulated the department and Dr. Alice Chen for presenting the Wayford Metrics. On the whole, these metrics demonstrate our progress in moving forward towards the goals of the Institute of Medicine's Triple Aim. Dr. Pating requested that staff consider how it presents future metrics so they successfully tell a narrative about SFHN performance. He looked forward to discussing the Wayforward Metrics at the Community and Population Health Committee in order to frame how these metrics can better inform the Health Commission.

Commissioner Karshmer thanked the presenters and the Network staff for the data. She requested that the total number of patients be included per metric in future San Francisco Health Network updates.

Commissioner Sanchez stated that it is less than ideal that the Network is required by CMS to ask patient satisfaction in so many different ways in various service areas.

Commissioner Chow requested an update from the San Francisco Health Network in six months that should include measurable goals for the upcoming year. This will enable the Health Commission to most effectively monitor the Network's activities.

**9) SAN FRANCISCO HEALTH NETWORK PATIENT PORTAL**

Shobha Sadasivaiah, MD, gave the update.

Commissioner Comments/Follow-Up:

Commissioner Chung requested information on barriers to San Francisco Health Network patients being able to access the patient portal. Dr. Sadasivaiah stated that access to computers; language compatibility; and lack of computer proficiency are all barriers.

Commissioner Chung suggested that the Network partner with the San Francisco Library since many of the Network's patients access the San Francisco Library computers. Dr. Sadasivaiah stated that the Network is already partnering with the San Francisco Library on this project.

Commissioner Sanchez stated that there are a number of community based adult centers that have computer training for seniors in various languages. He encouraged partnerships with community agencies that can assist Network patients who are seniors and/or who are not proficient in English.

Commissioner Chow asked for clarification on what type of medical information may be accessed on the patient portal. Dr. Sadasivaiah stated that patients have access to a selected portion of the provider's notes which are specifically written with instructions for the patient.

Commissioner Chow asked if the Network is working towards translating the site into Asian languages. Dr. Sadasivaiah stated that at present the focus is to ensure the portal's program is effective in English.

Commissioner Pating stated that it is a huge undertaking to develop a patient portal, especially with the number of electronic medical record systems within the Network.

Commissioner Chow asked how the SFDPH IT Department is interfacing with eClinicalWorks, the vendor for the Portal, to design the program. Bill Kim, the SFDPH CIO, stated that the SFDPH has a team working with the vendor on this project. He noted that even with the most advanced patient portal programs, language capacity is an issue.

Commissioner Karshmer asked for the name of the database that the portal refers patients to for health education. Dr. Sadasivaiah stated that the database is named "Healthwise."

Commissioner Karshmer suggested that the patient portal be one of the metrics that the Health Commission monitors as part of the San Francisco Health Network.

Commissioner Pating stated that since the patient portal may contribute to meaningful use activities, he encouraged the SFDPH to utilize more resources in the project. He commended the dedicated staff who have contributed to the development of the system.

**10) OTHER BUSINESS**

This item was not discussed.

**11) JOINT CONFERENCE COMMITTEE REPORTS**

Commissioner Karshmer, LHH JCC Chair, stated that at the April 14, 2015 LHH JCC meeting, the Committee approved the Credentials Report, Medical Quality Improvement Report, and the Performance Improvement and Patient Safety Reports in closed session.

**12) COMMITTEE AGENDA SETTING**

This item was not discussed.

**13) ADJOURNMENT**

The meeting was adjourned at 6:17pm.