



City and County of San Francisco
Edwin M. Lee, Mayor

San Francisco Department of Public Health

Barbara A. Garcia, MPA
Director of Health

Director's Report for Health Commission Meeting of May 17, 2016

A current overview of issues affecting the state of public health in San Francisco
<http://www.sfdph.org/dph/comupg/aboutdph/insideDept/dirRpts/default.asp>

Zuckerberg San Francisco General receives CDPH License

The California Department of Public Health was at Zuckerberg San Francisco General on May 2nd for the Building 25 Licensing Validation Survey. We are happy to announce that Zuckerberg San Francisco General Hospital and Trauma Center Building 25 has officially been licensed and is ready to receive patients. A heartfelt thanks to all who worked so hard to make this historic milestone possible. Our next important step is the patient move, which is scheduled to take place on Saturday, May 21st.

Federal Drug & Agriculture (FDA) Expands Regulations of Tobacco Products

On May 5th, 2016, the FDA expanded its regulatory authority to cover more tobacco products: electronic cigarettes, cigars, hookah tobacco and pipe tobacco. The FDA will now regulate these products from the point of manufacturing, labeling, and advertising to distribution. The FDA rule imposes a nationwide rule similar to the 2014 San Francisco ordinance that sets a minimum age to purchase e-cigarettes, bans selling them in vending machines or distributing free samples. In coming years, FDA will require all tobacco product manufacturers to submit ingredients and receive product approval as well as requiring health warnings on product packages. Read more at: [www.fda.gov/TobaccoProductsGovernor Brown takes Action on Tobacco Legislation](http://www.fda.gov/TobaccoProductsGovernor%20Brown%20takes%20Action%20on%20Tobacco%20Legislation)

California's Five New Tobacco Laws

On May 4th, 2016, Governor Brown signed five tobacco-related bills into law, which will take effect on June 9th, 2016. Most notably, California follows the lead of San Francisco in increasing the minimum age to purchase tobacco to 21 years old, and identifying electronic cigarettes as tobacco products. One law additionally closes loopholes that allow smoking in workplaces such as warehouses and hotels, reducing health disparities in workplace secondhand smoke exposure among working people. Another expands tobacco-free school campuses and one creates an annual state license for the privilege of selling tobacco products.

Mayor Lee Announces City's New Department of Homelessness & Supportive Housing

On Wednesday, May 11, 2016, Mayor Edwin M. Lee announced that the Department of Homelessness & Supportive Housing will launch on July 1st and appointed Hamilton Family Center Executive Director Jeff Kositsky to lead the new Department that will help homeless residents permanently exit the streets and move into housing and services. The Department of Homelessness and Supportive Housing will help achieve Mayor Lee's goal to help at least 8,000 people out of homelessness forever through strategies that stabilize people's lives through the City's nationally recognized housing and support services and building a system that ends a person's homelessness before it becomes chronic. In December, Mayor Lee announced the creation of a new City agency with the budget and the mandate to solve street homelessness. The Department of Public Health, The Human Services Agency, and SFHOPE (Housing Opportunity, Partnerships and Engagement) were tasked to develop the new Department with service providers, homeless advocates and national experts.

The new Department is expected to have approximately 110 staff members, largely transferring from the Department of Public Health and the Human Services Agency. This will bring together under one roof the multitude of City services from outreach – including the Homeless Outreach Team – to shelter and supportive housing. The budget will be approximately \$165 million annually and will be introduced as part of the Mayor's proposed FY 2016-17 and 2017-18 budget which will be considered and approved by the Board of Supervisors through the normal budget process.

ABLE Pilot Program looks to Help Drug Users get Treatment

The Department of Public Health is partnering with the San Francisco Police Department, BART police, the District Attorney, the Public Defender and the Drug Policy Alliance to launch a program that would allow police officers to directly divert drug offenders to treatment rather than arrest. Modeled after a successful Seattle program called LEAD (Law Enforcement Assisted Diversion), the SF program will be called ABLE (Assistance Before Law Enforcement). Under the program, officers who have probable cause to arrest someone possessing drugs will take them directly to a Public Health intake site where they can be connected with treatment services. If they choose treatment, the arrest or citation would go away. Currently many people who get arrested are held in jail for weeks, have several court appearances, and eventually ordered to treatment programs. This connects people with services right away, treating the cause rather than the symptoms and results of addiction. Plans are underway to launch the pilot in the Tenderloin and at BART's 16th Street Station.

Public Health and Safety Bond Measure on June 7 Ballot

Prop. A, the \$350 million Public Health and Safety bond measure will appear on the June 7 ballot. It focuses on the city's public health and safety system and homeless shelters. The measure was placed on the ballot by Mayor Ed Lee and the Board of Supervisors. \$222 million would go to improvements at Zuckerberg San Francisco General Hospital. Passage of a 2008 bond paid for the rebuild of the city's only trauma center, but that project didn't include a number of other needed improvements to the hospital including relocation of outpatient services, increasing the capacity for dialysis patients, expanding urgent care and preserving the city's sole psychiatric emergency department. Prop. A would also pay for seismic retrofits, and fire alarm and sprinkler system

upgrades on older buildings. \$30 million in the bond would renovate the Southeast Health Center in the Bayview and add a 20,000-square-foot mental health services space to it. Another \$20 million would go to improving other neighborhood clinics. \$58 million would go to the Fire Department—for neighborhood fire stations and a new seismically-safe ambulance depot. An additional \$20 million in the bond would renovate homeless shelters, making them safer in an earthquake or fire.

SF Health Network’s Primary Care Announces Improvements in Access

Primary Care has made considerable strides in improving access to care for patients. Two years ago, there were approximately 1300 patients waiting for their first appointments. Currently, there are zero new patients waiting for an appointment in their medical home. Most clinics can get a patient in for a non-urgent first appointment within 1-2 weeks. People with urgent problems are able to call and speak directly to a nurse over the phone. Over 75 percent of these patients are given an appointment in their medical home. The rest are given an appointment in one of our two urgent care centers. Patients being discharged from ZSFG are given appointments in their medical homes within one week of discharge. The new Centralized Call Center (which includes the New Patient Appointment Unit and Nurse Advice Line) agents have helped improve telephone access for patients. We would like to thank the “front line” including front office staff, call center, and nurse advice line for working to make these results possible.

Tom Waddell Integrated Medical Services

Under the newly formed clinical entity known as Tom Waddell Integrated Medical Services (TWIMS), the Transitions medical and nursing programs of SFHOT Street Medicine Team, Placement, Supportive Housing Nursing, and Shelter Health will be integrated with Tom Waddell Urgent Care (TWUCC) and the Medical Respite and Sobering Center (MRSC). TWIMS will be part of Tom Waddell Urban Health (TWUH) under the oversight of Joseph Pace, Director of SFHN Primary Care Homeless Services and Medical Director, TWUH.

Tae-Wol Stanley will transition from his role as Program Director of MRSC and will lead the integration as our new Director of TWIMS. Alice Moughamian will become Program Director of MRSC while continuing to oversee nursing operations as Nurse Manager. Alberto Perez-Rendon, formerly the Program Manager of the South of Market Mental Health Primary Care Behavioral Health Integration, will be the TWIMS Operations Director. Transitions care management and placement programs will remain in Transitions under the direction of Acting Director Kelly Hiramoto. Ms. Hiramoto and Primary Care Director Hali Hammer will provide executive sponsorship for the integration process and formation of the new Tom Waddell Integrated Medical Services.

Tom Waddell Integrated Medical Services (TWIMS) provides an opportunity for synergy among programs and staff across the SF Health Network that have long been dedicated to caring for these populations. We look forward to participating in the Mayor’s efforts to end homelessness in San Francisco and are eager to learn how we can join in supporting the mandate of the city’s new Homeless Department.

Mammovan Performing Exams at Project Homeless Connect for the First Time

In March the Avon Breast Center's Mammovan which operates from the Zuckerberg San Francisco General campus performed mammograms for the first time at Project Homeless Connect (PHC). In collaboration with Tom Waddell Urban Health Center (TWUHC) and the SF Homeless Outreach Team (SFHOT) they were able to capture a total of seven patients with one patient positive for breast cancer. SFHOT was responsible for performing clinical breast exams, ordering mammograms, as well as offering any follow up that is needed. The Avon team, together with volunteers and SFHOT medical staff provided women with education about the importance of breast health. We look forward to meeting many more patients at the next event.

Public Health Advisory issued for Fentanyl Overdoses

The Department of Public Health issued a public health advisory this month to encourage providers to report recent overdoses and deaths due to illicitly obtained fentanyl. That very potent opioid, which is 100-times stronger than morphine, has been found in counterfeit street drugs such as Xanax and Norco. At least 48 overdoses which occurred in Sacramento County during March and April 2016 and at least 2 in San Francisco are believed to involve fentanyl. Bay Area counties: Alameda, Contra Costa and Santa Clara also have seen cases. The Health Department has alerted the overall community to this danger, through the syringe access programs and community partners. Providers are asked to report overdoses or deaths suspected or confirmed to be the result of illicitly-obtained fentanyl to SFPDH. The confidential morbidity report can be accessed here: <http://www.sfcdep.org/diseasereporting.html>

SFPDH Climate and Health Program Releases 2016 Report

The San Francisco Department of Public Health Unveiled a Report last month on health risks of climate change related to flooding and extreme storms and a suite of interactive digital tools to showcase impacts. The report illustrates how climate change and the resulting extreme storms, sea level rise and flooding will affect the health of San Francisco and examines how the City's most vulnerable populations will be impacted. Based on current sea level rise projections in the year 2100, coupled by a 100 year storm event, San Francisco could see a 77-inch increase in water levels. The neighborhoods with the highest vulnerability to the health impacts of flood inundation and extreme storms are Bayview Hunters Point, Mission Bay, SOMA, Tenderloin, Chinatown and North Beach. To see the full report click here: <http://bit.ly/20Y8u9a>

Population Health kicks off Staff Engagement Series

On April 28, the Population Health Division (PHD) successfully kicked off their 2016 Staff Engagement series of events and happenings. The theme is "We will be the best at getting better!" The purpose of the PHD Staff Engagement 2016 event was for staff to learn about a culture of continuous improvement.

Dr. Tomás J. Aragón, Population Health Director and Health Officer, provided an overview of his Results-Based LEAN improvement framework and Dr. Priscilla Chu, Improvement Coordinator, talked about performance improvement and what a culture of improvement looks like. A big thank you to Ron Weigelt, Director of Human Resources, for his presentation on using Lean to improve the hiring process and to Iman Nazeeri-Simmons, Chief Operating Officer of

Zuckerberg San Francisco General Hospital, for her inspired presentation on how a culture of continuous improvement within the hospital has improved the care of their patients. Tuberculosis (TB) Clinic team presented improvements which saved time, improved communication, and increased customer satisfaction. The Environmental Health Director's Hearing Standardization project team shared their experience of taking a deep dive into a complex problem and the value of going to the gemba (the place where the work is done).

Board of Supervisors Passes Resolution urging CCSF to Reduce Implicit Bias in Hiring

Supervisor Tang proposed, and the Board of Supervisors unanimously passed, a resolution urging the City and County of San Francisco Department of Human Resources (DHR) to analyze strategies and create a plan to reduce implicit bias in the hiring process for City and County of San Francisco employment, and further urging DHR to report its findings and plan to the Board of Supervisors by June 2016. We look forward to collaborating with the CCSF DHR on this important initiative. The resolution, which was approved April 19, can be found here:

<https://sfgov.legistar.com/View.ashx?M=F&ID=4399818&GUID=6AA9F22D-A3AF-4243-B071-292F5FF1B229>

Department of Human Resources Trainings for Supervisors and Managers

For fiscal year 2016-2017, the Department of Human Resources (DHR) will again offer their 24-PLUS trainings for Department of Public Health Supervisors and Managers. 24-PLUS is DHR's flagship performance management program and it integrates standard models for supervision with the basics of administering City policies and procedures. In this workshop, supervisors and managers will examine their own personal strengths and management styles, learn to set expectations and build a clear accountability system for their teams, and coach to develop employees and improve performance. In addition, supervisors and managers will learn about when and how to address performance and conduct issues, while managing interpersonal relations honestly and respectfully. Courses will be held in July, September and February.

Career Coaching and Hiring Assistance offered by Human Resources

Dr. Beata Chapman will be available to assist employees with reviewing their careers and career aspirations and identifying possible career growth opportunities within the Department of Public Health. She will also be analyzing provisional appointments and determining how to increase the rate of transition to permanent Civil Service positions. With Beata's assistance, Zuckerberg San Francisco General was able to bring on 156 permanent RN positions in 2015. Dr. Chapman will be building on this effort by assisting Primary Care with hiring clinicians in a timely way that meets the needs of both clinical operations and Civil Service requirements.

Dr. Ayanna Bennett named SFDPH Coordinator for Interdivisional Initiatives

Dr. Bennett, Interim Medical Director for the Community Health Programs for Youth (CHPY) will be working within SFDPH, supporting initiatives that combine the resources of our Population Health Division and the San Francisco Health Network. This includes long-term system-wide projects like the Black African American Health Initiative which seeks to address the health disparities that burden San Francisco's African American residents. Her work will also include shorter-term projects like the closure of New Generation Health Center which has an

impact on our Population Health Division's STD and unplanned pregnancy prevention programs, as well as on our clinical sites who are being asked to accept the displaced patients. For the next several months Dr. Bennett will be transitioning into this role while also continuing as the Interim Medical Director for Community Health Programs for Youth.

Environmental Health Staffing Changes

Stephanie Cushing was appointed Environmental Health Director in March. Taking on the Deputy Director role is Karen Cohn. Karen has been with the Department for over 23 years. Karen heads up the Children's Environmental Health Promotion Program (focusing on Lead, Asthma and Healthy Home education), is the Community and Health Equity Program (CHEP) Program Manager and heads up the Asthma Task Force.

Mario Oblena is now the head of Environmental Health's Healthy Housing Inspection Program. The goal of the Healthy Housing Inspection Program is to ensure that multi-unit apartments maintain safe, sanitary and habitable conditions at all times.

There is also the addition of 10 new inspectors to the branch. The majority of the new inspectors will focus on food safety; permitting restaurants, markets and retail food operations, inspecting and monitoring food retail operations for compliance with health and safety regulations, and taking enforcement actions including suspension of permits to protect health and safety. They practice a welcoming approach, often doing outreach to retail food owners and operators to help them navigate the permitting and food safety processes. The new inspectors hit the ground running last month with an outreach to Clement Street restaurant owners emphasizing the importance of hand washing, sanitizing and proper food preparation.

Dr. Barry Zevin and Shape Up SF receive Livability Awards

Each year, Livable City, a San Francisco non-profit dedicated to improving transportation, land use, open space and environmental policies, presents Livability Awards to people and organizations who are making San Francisco a more livable, sustainable, and equitable place. This year, the Livable City Board of Directors unanimously chose both Dr. Barry Zevin and Shape UP SF as awardees. Dr. Zevin was recognized for his care for vulnerable, underserved, and at-risk communities with his work at Tom Waddell Health Center including his work with transgender populations, the Homeless Outreach Team and his work with the Pier 80 shelter. Shape UP SF will be recognized for their work on increasing healthy food, decreasing sugary drinks, and developing opportunities for physical activity for all San Franciscans. The annual Livability Awards celebration will be held on June 23.

Director Garcia to be given UCSC/Oakes College Catalano Alumni Service Award

Part of the University of California at Santa Cruz, Oakes College is a multicultural community committed to intellectual, academic and personal inquiry that is rooted in effecting positive social and political change. Barbara Garcia, who attended Oakes College, will be given their Catalano Alumni Service Award, which recognizes Oakes Alumni who have engaged in outstanding service, in line with the Oakes tradition. Director Garcia was awarded because of her outstanding work in community organizing, public health, food security, and homeless services. She will be given the award on Saturday, June 11 as part of their commencement ceremonies.

Alice Chen to be honored at SF Community Clinic Consortium Event

The San Francisco Community Clinic Consortium will be honoring Dr. Alice Chen in order to thank her for her work in strengthening the City's safety net and for the improvements she has made to increase access to high quality health care for all San Franciscans. She will be honored at their 34th Anniversary Gala to be held on June 14th.

San Francisco Business Times "Most Influential Women" Awards

Zuckerberg San Francisco General's CEO, Susan Ehrlich, and COO, Iman Nazeeri-Simmons, will both be recognized by the San Francisco Business Times as 2016 Influential Women in Bay Area Business on Thursday, June 16. The Award honors Bay Area leaders annually in business, government and nonprofits.

Baljeet Sangha named 2016 Future Famer by Bellwether League

The Bellwether League recognizes hospital supply chain excellence. Their Future Famers award is given to professionals who have contributed to the supply chain profession in a meaningful way and to future industry leaders to encourage ongoing innovation and progress. Baljeet will be awarded on Monday, October 3, 2016, for his innovation and leadership in the development of supply chain management initially at ZSFG and then expanded across the DPH. Please join me in congratulating Baljeet on this achievement.

Laguna Honda's Positive Care Receives Gage Award

Laguna Honda's Positive Care Program which focuses on the needs of HIV-positive and AIDS patients is being recognized by the Gage Award committee as a "Remarkable Project". The Gage Award honors the outstanding work of members of America's Essential Hospitals and recognizes the learning necessary for members to successfully implement improvement projects, spreads best practices and innovative programs to other organizations, and supports research, policy, and advocacy work by sharing stories of member success with external audiences. This is a testimonial to the amazing work of the Positive Care team at Laguna Honda.

Chinatown Public Health Center Awards

San Francisco Youth Commissioner Erica Kong, representing San Francisco's District 3 and Supervisor Aaron Peskin, presented a certificate of honor to Chinatown Public Health Center at their We Can!® (Ways to Enhance Children's Activity & Nutrition) graduation on April 23, 2016. Chinatown Public Health was commended for their dedication and leadership in empowering families to adopt healthy eating and active lifestyles.

In addition, Catherine Wong, nutritionist from Chinatown Public Health Center has received the Champion for Change award from the California Department of Public Health, Nutrition Education and Obesity Prevention section. Catherine is the founder of the Nutrition Education and Obesity Prevention Chinese Project which collaborates with over 25 community and faith-based agencies. She was commended for her leadership and commitment in promoting healthy changes in the Chinese community.

Celebrating National Nurses' Week

This year's National Nurses' Week theme is "A Culture of Safety". The American Nurses' Association (ANA) defines a culture of safety as one in which core values and behaviors emphasize safety over competing goals. This can be seen in the form of: openness and mutual trust when discussing safety concerns and solutions without individual blame, appropriate marshaling of resources such as safe staffing and skill-mix levels, and learning environments in which health care professionals learn from errors and proactively detect system weaknesses. National Nurse Week was celebrated throughout the SF Health Network during the week of May 6th-12th. Zuckerberg San Francisco General kicked off the week on May 6th with receptions held at both 5am-7am and 5pm-7pm to cover all shifts. Laguna Honda held a "Culture of Safety Exhibit" along their Pavilion Esplanade on May 12th. They held their recognition event May 13th in Moran Hall with keynote speaker Diane Jones, beloved ZSFG Ward 86 nurse who pioneered the "San Francisco" model of HIV care at Zuckerberg San Francisco General in the early 1980's.

Communicable Disease Prevention and Control receives Grant from Koret Foundation

Population Health's Communicable Disease Prevention Unit and Immunization Program received a \$16,800 grant from the Koret Foundation to improve vaccine storage at several non-DPH clinics in San Francisco. Vaccines must be kept within a strictly defined temperature range to maintain potency, and as cold-chain standards have improved some non-profit SF clinics that serve underserved populations have struggled to purchase proper refrigeration and temperature monitoring equipment. Funds will be used to upgrade equipment to current standards. The grant will be administered through the SF Public Health Foundation.

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

April 2016
Governing Body Report - Credentialing Summary
(4/21/16 MEC)

	4/2016	07/2015 to 06/2016
New Appointments	4	185
Reinstatements		1
Reappointments	57	492
Delinquencies:		
Reappointment Denials:		
Resigned/Retired:	13	162
Disciplinary Actions		
Administrative Suspension		1
Restriction/Limitation-Privileges		
Deceased		1
Changes in Privileges		
Voluntary Relinquishments	15	127
Additions	15	127
Proctorship Completed	8	228

Current Statistics – as of 3/31/16		
Active Staff	548	
Courtesy Staff	526	
Affiliated Professionals (non-physicians)	268	
TOTAL MEMBERS	1,342	

Applications in Process	31
Applications Withdrawn Month of April 2016	0
SFGH Reappointments in Process 5/2016 to 7/2016	227

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

May 2016

Governing Body Report - Credentialing Summary

(5/19/16 MEC)

	5/2016	07/2015 to 06/2016
New Appointments	9	194
Reinstatements	1	2
Reappointments	55	647
Delinquencies:		
Reappointment Denials:		
Resigned/Retired:	15	19
Disciplinary Actions		
Administrative Suspension		1
Restriction/Limitation-Privileges		
Deceased		1
Changes in Privileges		
Voluntary Relinquishments	16	143
Additions	8	135
Proctorship Completed	27	255

Current Statistics – as of 4/29/16

Active Staff	545
Courtesy Staff	521
Affiliated Professionals (non-physicians)	259
TOTAL MEMBERS	1,325

Applications in Process	60
Applications Withdrawn Month of May 2016	2
SFGH Reappointments in Process 6/2016 to 8/2016	181

LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

APRIL 2016

Health Commission - Director of Health Report

(April 7, 2016 Medical Exec Committee)

	April	(FY 2015-2016) Year-to-Date
New Appointments	1	24
Reinstatements	0	1
Reappointments	2	29
Delinquencies:	0	0
Reappointment Denials:	0	0
Resigned/Retired	2	11
Disciplinary Actions	0	0
Administrative Suspension (for month of March)	2	7
Restriction/Limitation-Privileges	0	0
Deceased	0	0
Changes in Privileges		
Additions	0	0
Voluntary Relinquishments	0	0
Proctorship Completed	0	17
Proctorship Extension	0	1

Current Statistics – as of 4/1/2016		
Active Medical Staff	36	
As-Needed Medical Staff	12	
External Consultant Medical Staff	49	
Courtesy Medical Staff	1	
Affiliated Professionals	14	
TOTAL MEMBERS	112	

Applications in Process	4	
Applications Withdrawn this month	0	

LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

MAY 2016

Health Commission - Director of Health Report

(May 5, 2016 Medical Exec Committee)

	May	(FY 2015-2016) Year-to-Date
New Appointments	0	24
Reinstatements	0	1
Reappointments	4	33
Delinquencies:	0	0
Reappointment Denials:	0	0
Resigned/Retired	1	12
Disciplinary Actions	0	0
Administrative Suspension (for month of April)	0	7
Restriction/Limitation-Privileges	0	0
Deceased	0	0
Changes in Privileges		
Additions	0	0
Voluntary Relinquishments	0	0
Proctorship Completed	1	18
Proctorship Extension	0	1

Current Statistics – as of 5/2/2016		
Active Medical Staff	36	
As-Needed Medical Staff	12	
External Consultant Medical Staff	48	
Courtesy Medical Staff	1	
Affiliated Professionals	14	
TOTAL MEMBERS	111	

Applications in Process	5
Applications Withdrawn this month	0