

Health Commission Back-up Documentation Packet

May 17, 2016

Purpose: This packet serves as back-up documentation for San Francisco Health Network's Update to the Health Commission on May 17, 2016.

Presenters:

- **SFHN Update** - Roland Pickens
- **Patient Communications Update** - Rachael Kagan and Patricia Birbiglia

Packet Outline

- 1. SFHN Strategic Plan (X-Matrix), v1.3**
Description: Developed at the two day strategic planning session. Draft updated April 29, 2016.
- 2. SFHN True North Metrics, Updated 5/10/16**
Description: Draft of division level True North metrics



SAFETY
Emphasize harm to patients and staff



QUALITY
Improve the health of the people we serve



CARE EXPERIENCE
Provide the best health care experience



WORKFORCE
Care is an environment that values and respects our people



FINANCIAL STEWARDSHIP
Provide financially sustainable health care services



EQUITY
Eliminate disparities

SF Health Network True North Outcomes

Meet 70% of our Safety targets (9 of 13 metrics)

Meet 100% of our Care Experience targets (10 of 12 metrics)

Meet 70% of our Workforce targets (6 of 9 metrics)

General fund support: Difference between expenses and revenues

Meet 70% of our Equity targets (8 of 12 metrics)

Division/Section Metrics

Division/Section	Metric	Target	Current Status	Notes
NPG	Zero Patient Harm	Preventable mortality	Increase patient satisfaction	Increase staff satisfaction
	Zero staff injuries	Reduce hospital readmission	Access & Flow - ED arrival time to decision to admit	Develop problem solvers
LHH	Reduce resident injuries due to falls	Pressure ulcers prevention among high risk residents	Increase resident likelihood to recommend	Increase staff satisfaction
	Reduce employee workplace injuries	Increase resident flu vaccinations	Timely access to Acute Rehab services	Better control of overtime usage
HAH	Reduce medication errors	Length of stay (LOS)	Improve client likelihood to recommend	Improve productive work time
	Reduce employee workplace injuries	Reduce client re-hospitalization	Timely initiation of home health care	Improve staff satisfaction
PC	7-Day Post-Discharge F/U: % of patients receiving follow-up with 7 days of discharge	Fluoride Varnish: % of our eligible pediatric patients receiving fluoride varnish service	TNAA: The number of days until the third next available appointment	Gallup Overall Engagement: % of staff that feel engaged with their workforce experience
	Opiate overdose prevention	HTN Quality: % of patients with controlled BP	Would Recommend: % patients are likely to recommend SFHN PC as a place to receive care	Unlocked Notes: Number of EHR notes that remain unlocked
JHS	Better care transitions for behavioral health patients	Timely access to care	Improve workforces satisfaction	Improved budgetary control
	Improve hospital and ED discharge follow-up	Better care transitions for HIV patients	Timely access to care	Improve STD treatment for AA population
CBHS	Safer work environments for staff	Treatment best practices for patients with alcohol dependency	Improve access to care	Enable staff to do their best work
	Workplace injury prevention	Improve linkages from primary care to MCAH services for pregnant women	Improve MCAH client satisfaction	Meet productivity standards
MCAH	Improve linkages across MCAH programs	Improve MCAH client satisfaction	Improve staff support and engagement	Meet SFDPH budget
	Reduce staff workplace injuries	Linkages to Primary Care and Behavioral Health	Improve client response rates for satisfaction surveys	Improve staff development training
Transitions	Reduce medication errors	Staff flu vaccination	Improve client response rates for satisfaction surveys	Meet budget goals
				Meet SFDPH budget