



HEALTH COMMISSION
CITY AND COUNTY OF SAN FRANCISCO
Resolution No. 20-13

HONORING ALL ZUCKERBERG SAN FRANCISCO GENERAL HOSPITAL STAFF MEMBERS

WHEREAS, Zuckerberg San Francisco General Hospital (ZSFG) is a licensed general acute care hospital providing a full complement of inpatient, outpatient, emergency, skilled nursing, diagnostic, mental health, and rehabilitation services for adults and children; and

WHEREAS, ZSFG is the largest acute inpatient hospital for psychiatric patients and the only acute hospital in San Francisco providing 24 hour psychiatric emergency services; and

WHEREAS, ZSFG operates the only Level 1 trauma center in the area, providing these services to one in eight San Francisco and San Mateo county residents; and

WHEREAS, ZSFG services over 94,000 patients per year and provides more than 20% of all inpatient care for San Francisco residents; and

WHEREAS, ZSFG is one of the nation's top academic medical center partnering with the University of California, San Francisco (UCSF) School of Medicine, Dentistry, Nursing, and Pharmacy on clinical training and research for the past 150 years; and

WHEREAS, ZSFG provides quality services to approximately 95,000 diverse patients each year, regardless of insurance status; and

WHEREAS, ZSFG employs 3,500 Department of Public Health (DPH) and 2,100 UCSF staff members, in addition utilizing 400 volunteers; and

WHEREAS, ZSFG, as part of a larger San Francisco Health Network effort, implemented EPIC, a centralized electronic medical record system in 2019, which required an enormous amount of planning and change for all staff members. 2020 was intended as a year to fine tune staff competency with EPIC and make necessary adjustments to the complex data system; and

WHEREAS, on February 25, 2020, Mayor London Breed, with input from Dr. Grant Colfax, DPH Director of Health, and Dr. Thomas Aragon, San Francisco Health Officer and Director of the DPH Population Health Division, declared a local emergency due to the threat posed by COVID-19; and

WHEREAS, ZSFG pivoted its usual operations to prepare for COVID-19. This included getting isolation rooms ready, stocking personal protective equipment, organizing testing, training staff, and mobilizing all resources to be serve San Franciscans; and

WHEREAS, ZSFG continues to align with the City and support its staff, the Hospital Incident Command System (HICS) was activated to closely monitor hospital operations 24/7.; and

WHEREAS, ZSFG COVID-19 care teams, which included medical providers, nurses, and respiratory therapists, cared for patients in Medical Surgical and Intensive Care Units, while adhering to treatment protocols and ensuring additional capacity for all patients; and

WHEREAS, Human Resource Operations and Merit team staff worked tirelessly to adjust processes and priorities to meet the hiring needs of ZSFG and the City to respond to the COVID-19 pandemic; and

WHEREAS, A ZSFG Screening Work Group (SWG) was created to implement a phased approach to ensure staff, patients and visitors are properly screened; and

WHEREAS, In collaboration with the SWG, the Emergency Department, Psychiatric Emergency Services (PES), Urgent Care Clinic and Richard Fine People's Clinic developed a model to effectively triage and treat patients on the campus with respiratory and non-respiratory symptoms; and

WHEREAS, The Infection Control Team has served as trusted advisors for the SFHN to safely manage and treat COVID-19 patients, as well as keep the workforce safe.; and

WHEREAS, The Support Services Team maintained operations and essential services for staff and patients, even during pandemic challenges; and

WHEREAS, The Facilities Team were early responders to staff safety by creating safe flow in every building by securing screening areas; and

WHEREAS, A total of 197 ZSFG staff and 20 UCSF staff were deployed to support the hospital's COVID-19 Operations, which included patient and visitor screening, testing centers, laboratory, outpatient clinics, psychiatric services, and inpatient settings; and

NOW, THEREFORE, BE IT RESOLVED, that the San Francisco Health Commission expresses its deep gratitude to every ZSFG employee and volunteer for the heroic work and vital contributions made each day during the COVID-19 pandemic to benefit the health and wellbeing of patients.; and

FURTHER RESOLVED, that the Health Commission acknowledges the important and effective partnership between ZSFG and University of California San Francisco which enables ZSFG to provide the highest quality care within a medical training and research hospital.

I hereby certify that the San Francisco Health Commission at its meeting of November 17, 2020 adopted the foregoing resolution.

Mark Morewitz, MSW
Health Commission Executive Secretary