

SF Health Network Update

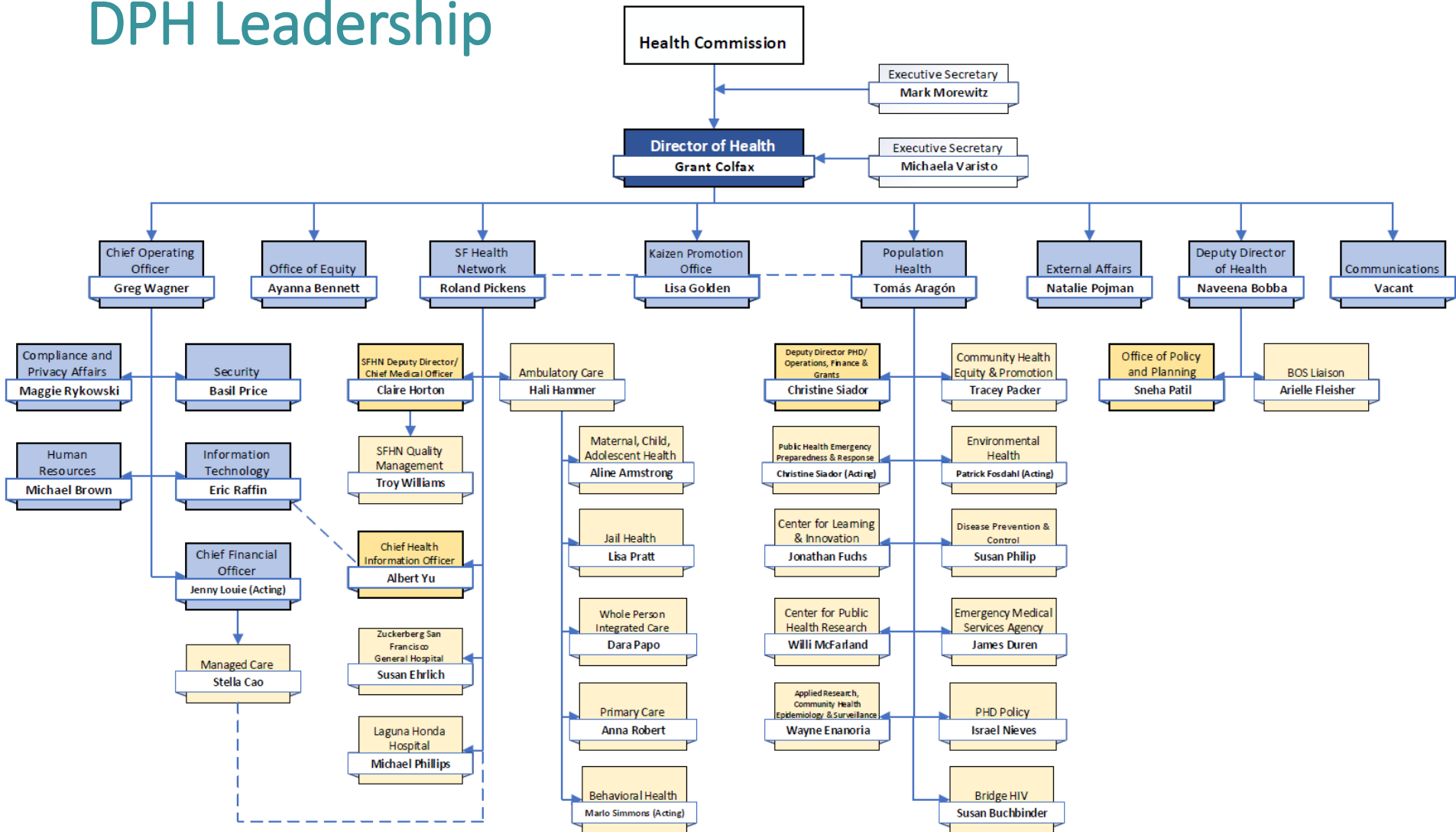
Health Commission | November 3, 2020



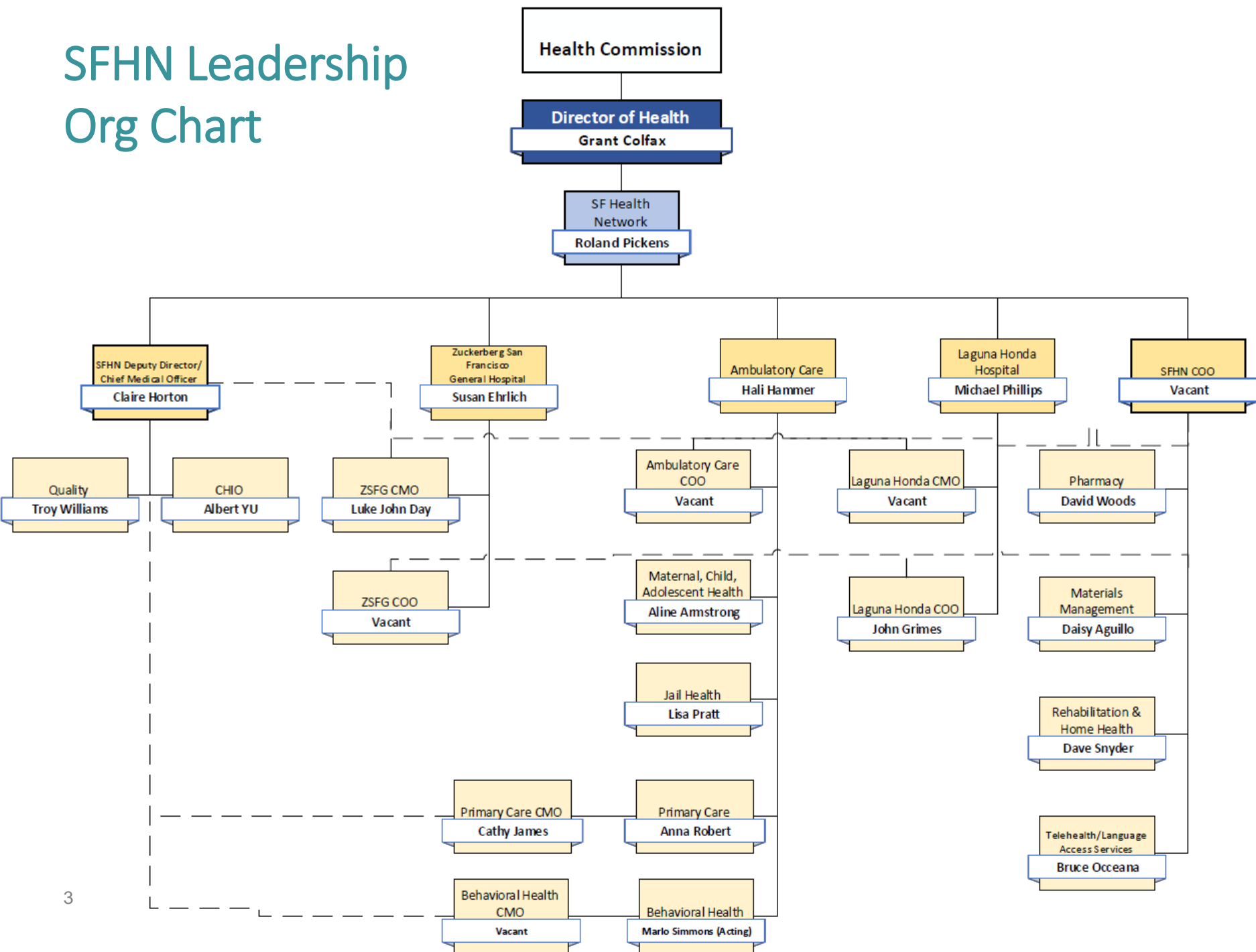
San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

DPH Leadership



SFHN Leadership Org Chart



True North and the X-Matrix

True North

- Our set of universal ideals that describe DPH's future state

X-Matrix

- The product of our discussions and decisions can be summarized in this Strategic Plan document, also known as an X-Matrix.
- The X-Matrix is designed to provide a visual description of our high level strategic initiatives, our accountability mechanisms, anticipated outcomes and how it all ties into our True North.



True North Evolution

FY15-16

FY16-17

FY17-18

FY18-19

FY19-20



Quality



Safety



Care Experience



Workforce



Financial Stewardship



Equity

Alignment & Focus

Standardization

Synergy

Individualization

Financial Stewardship
Workforce
Safety

Equity

Quality
Care Experience

FOCUS:

Workforce

FY 16-17

49 metrics
20% on target

FY 17/18

47 metrics
27% on target
A3 report outs







FY 18/19

transition year
33 metrics
39% on target
A3 report outs

FY19/20

Epic stabilization year
1 metric focus (Workforce)
A3 report outs
49 metrics
23%(11 of 49) on target
45%(22 of 49) Covid Deferred
32%(16 of 49) Data n/a or not met

True North: FY19/20- Green = met, Red = not met, purple = covid deferred

	 QUALITY Division/Section Metrics	 SAFETY	 CARE EXPERIENCE	 WORKFORCE	 FINANCIAL STEWARDSHIP	 EQUITY
ZSFG	Decrease readmissions among the PRIME population	Decrease colon SSI Decrease PSI 90 Composite	Increase Care Transitions Composite Score	Increase the # of depts. with DMS Implementation	Decrease capital project slippage days	Increase REAL data Completeness
	Decrease % of time on diversion	Increase QIP measure reporting	Increase Specialty Care CG CAHPS Courteous & Helpful Office Staff Composite Score	Increase the % of Exec Leadership with at least 1 PDP A3 Targets	Decrease salary variance	Increase SOGI completeness
		Decrease PSI 90 composite score		BTBPTW milestones on target	UCSF RAB Construction milestones on target	Increase # of departments submitting disparities reporting to PIPS
LHH	Reduce resident harm Events	Increase medication Reconciliation	Likelihood to recommend Care	Likelihood to recommend working at LHH	Spending rate of growth not to exceed growth in General Fund	Reduce number of Unusual Occurrences(UO's) in 9 discrete disparity categories for Black/African American residents
PC	Increase Behavioral Health Signs screenings Increase adolescent Immunizations	Increase 7-day post discharge follow up	Improve patient satisfaction ratings Improve timely access to Primary care services	Improve Gallup Questions: In last 6 months someone at work has talked to me About my progress	Decrease the time for unlocked notes	Improve BP control among African American patients with hypertension
JHS	Increase treatment & linkages for patients with substance abuse disorders	Improve the rate of time of charting	Increase overall patient satisfaction score	Increase patient satisfaction	Decrease mandated overtime	Increase gonorrhea and chlamydia screening in African American population
BHS	TBD	Improve completion of IIPP activities	Improving timely access to Care	Improve staff perceived support for their professional development	Increase the % of non-enrolled Medi-Cal eligible clients who enroll in Medi-Cal	Increase % of clinicians who have completed SO/GI training
MCAH	Increase % of enrollment in prenatal Programs		Maintain enrollment in WIC program for children over 1 years of age	Increase staff ratings of race equity in the workplace	Decrease redundancies in ordering through 5S	Increase the recruitment/retention of African American field nurses

PRIME ended, QIP continues

SFHN completed 5 years of the state-wide Public Hospital Incentives and Redesign in Medi-Cal (PRIME) program in FY20

Projected to earn **\$50 million in** Medi-Cal funds through initiatives such as



Screening >14,000 people for depression and substance use in primary care



Offering ~6,000 influenza vaccines patients seen in specialty clinics



Improving blood pressure control among Black/African American patients



Reducing 30-day readmissions at ZSFG

A re-vamped QIP program begins January 1st, 2021

Projected **\$45-50 million** available

New QIP program focus

- Primary care, pediatric and preventive services
- Medi-Cal Managed Care patients, including accountability for those assigned but not engaged in care

Will require investment in

- Primary care, which has been heavily impacted by the COVID response
- Data analytics
- Even closer collaboration with our Medi-Cal Managed care plans

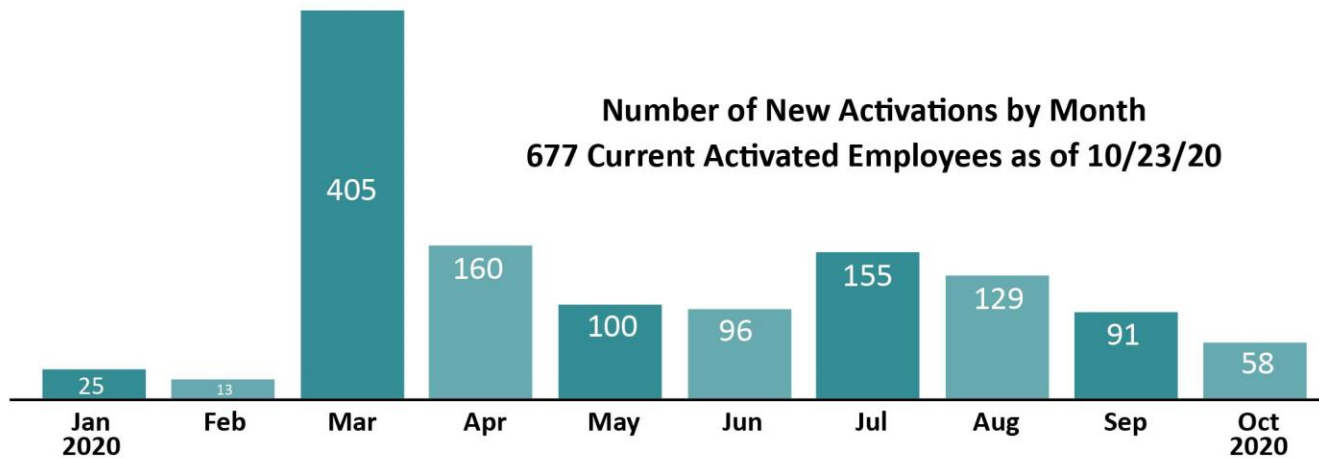
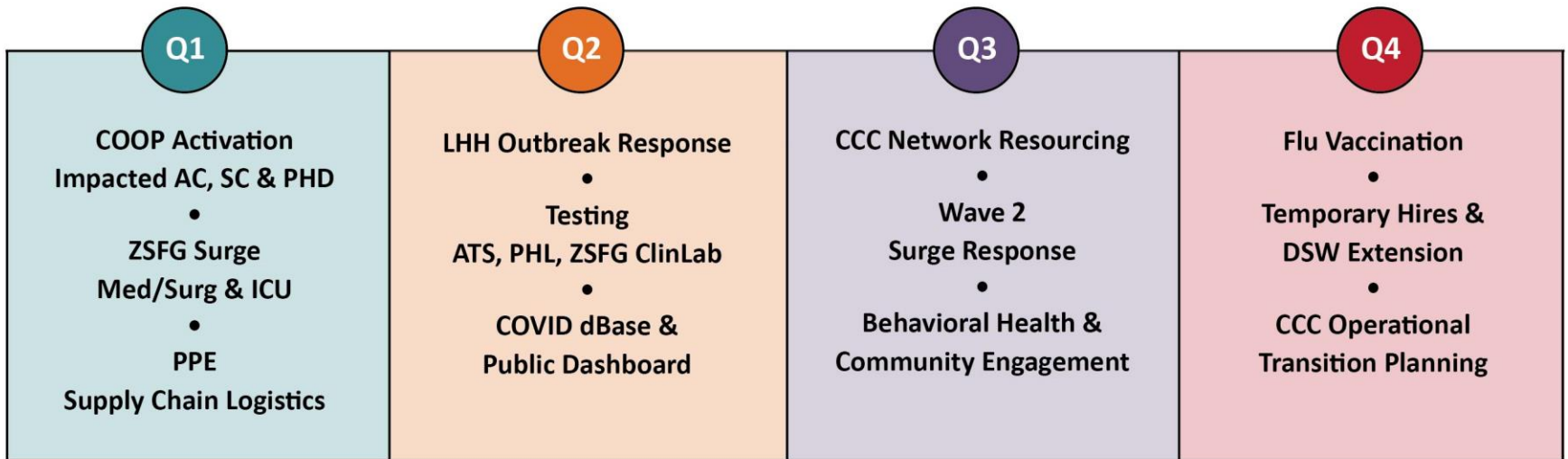


Global Payment Program

- Interim data submission reported 79% of threshold earned for FY 1920¹
 - Net earnings of \$95.5M
- Reduction from previous years largely due to decreases in acute IP days and in-person outpatient visits
 - Both can be attributed to overall decreases in services due to COVID
- Face to face visit declines somewhat offset by an increase in telehealth visits
- 6 month extension of GPP approved to the end of 2020
- Extension for calendar year 2021 currently pending CMS approval

1 results may change when final FY 1920 GPP report is filed in March 2021.





Source: COVID-19 Command Center DPH 213-RR Portal - 10/23/20