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**MINUTES
HEALTH COMMISSION
FINANCE AND PLANNING COMMITTEE
TUESDAY, JULY 5, 2016 2p.m.
101 Grove Street, Room 302 or 300
San Francisco, CA 94102**

1) CALL TO ORDER

Present: Commissioner Cecilia Chung, Chair
Commissioner Edward Chow, MD, Member

Excused: Commissioner David Singer, Member

The meeting was called to order at 2:02pm.

2) APPROVAL OF THE MINUTES OF THE HEALTH COMMISSION FINANCE AND PLANNING COMMITTEE MEETING OF JUNE 7, 2016

Action Taken: The minutes were unanimously approved.

3) MONTHLY CONTRACTS REPORT

Greg Wagner, SFDPH CFO, presented the report.

Commissioner Comments/Follow-Up:

Regarding the San Francisco Health Authority contracts, Commissioner Chow asked for clarification for the reason of the cost increases while the number of people in the programs has decreased. Mr. Wagner stated that although the number of people enrolling Healthy San Francisco has declined, the infrastructure for the program must remain intact. He also added that the number of people using the City Option medical reimbursement accounts has increased which has increased the cost of administering that program. He also stated that there are new additional costs for the Bridge-to-Coverage program efforts. He added that the SFDPH continues to work with the San Francisco Health Plan to reduce costs per participant in the City Option program; it is expected that as the number of City Option participant increases, the cost to administer the program will increase due to maintaining accounts, accounting systems, and mailing costs. Commissioner Chung requested that future reports with substantial increases or any significant change of cost include a clear explanation in the footnote. She added that it is important for the Health Commissioners to understand the reasons behind cost changes when considering approval of a contract.

She also requested presentation of cost models for this program models since the number of participants is expected to increase over time. Mr. Wagner stated that since FY13-14, the number of participants in the City Option has increased by 74% and administration costs have almost doubled. The number of Healthy San Francisco participants has decreased by 75% but the costs have only lowered by 37% due to the necessity of keeping basic infrastructure in place for the program to function.

Commissioner Chung requested that at a future meeting, the SFDPH relationship with the San Francisco Health Plan and structures of relevant programs be reviewed with a focus on effectiveness and efficient for the future.

Regarding the Dataway contract, Commissioner asked for more information. Bill Kim, SFDPH CIO, stated that the SFDPH plans to substantially reduce the cost of the contract in two years as the need to support ZSFG building 25 is transferred to the SFDPH when the integrated electronic medical record is implemented.

Commissioner Chung asked if the cost increase of the Dataway contract is factored into the approved SFDPH budget. Mr. Wagner stated that these costs were already factored into the approved SFDPH budget.

Commissioner Chow asked if all new equipment is being used. Mr. Kim stated that all new state-of-the-art equipment is being used. He noted that the current budget has accounted for a refreshing of equipment in 5 years.

Regarding the San Francisco AIDS Foundation needle exchange contract, Commissioner Chow asked for an explanation of the low units of service for the contract. Tracey Packer, Director of Community Health Equity and Promotion, clarified that the number of contacts is 30,000 and 3,124 is the number of hours spent by staff.

Action Taken: The committee unanimously recommended that the full Health Commission approve the report.

4) REQUEST FOR APPROVAL OF A NEW CONTRACT WITH PRESS GANEY FOR THE DEVELOPMENT AND ADMINISTRATION OF PATIENT AND EMPLOYEE WORKFORCE EXPERIENCE SURVEY SERVICES, IN THE AMOUNT OF \$2,247,753 FOR THE TERM OF JULY 1, 2016 TO JUNE 30, 2022 (72 MONTHS).

Baljeet Sangha, San Francisco Health Network, presented the contract request.

Commissioner Comments/Follow-Up:

Commissioner Chow noted that he is familiar with the vendor's work in hospitals but asked if the vendor has expertise in community clinics and jails. Mitch Harris, Press Gainey Associates, stated that the vendor does currently work with community clinics but will be new to working in jails. Mr. Sangha stated that the vendor was chosen from an RFP process.

Commissioner Chow asked if the vendor has experience with Maternal, Child and Adolescent Health. Mr. Harris stated that the vendor has existing surveys that can be customized for this SFDPH branch. Commissioner Chow asked why there would only be five annual patient surveys during a 7 year contract. Mr. Sangha stated that the workforce survey occurs every two years to allow enough time for the SFDPH to make suggested changes from the previous survey. He also noted that the patient experience survey is ongoing and the relationship with the current vendor ends in September of 2016.

Action Taken: The committee unanimously recommended that the full Health Commission approve the contract request.

5) SFDPH FY2015-2016 THIRD QUARTER REVENUE & EXPENDITURE REPORT

Greg Wagner, SFDPH CFO, presented the report. Mr. Wagner stated that state never enacted proposed decreases to SNF rates. which would have impacted the LHH budget. Earlier this spring, the governor's office decided to sign into law the restored rate which brought \$30M to the SFDPH budget. This allowed partial funding of the electronic health record and some capital projects at LHH.

Commissioner Comments/Follow-Up:

Commissioner Chow asked if the fourth quarter will be satisfactory. Mr. Wagner stated that the SFDPH fourth quarter budget is expected to end well.

6) DPH STRUCTURE AND PROCESSES FOR ASSESSING COMMUNITY AND POSSIBLE ACTION: BASED ORGANIZATIONS PERFORMANCE, STABILITY AND QUALITY OF CARE.

Michelle Long, Director of CDTA, and Debra Solomon, Director of Business Office of Contract Compliance, gave the presentation.

Commissioner Comments/Follow-Up:

Commissioner Chow asked whether an RFP includes specific objectives. Ms. Long stated that broad goals are usually included in an RFP; specific client outcomes are negotiated during the contracting process.

Commissioner Chow asked how long it takes to set contract objectives and client outcomes. Ms. Long stated that if a SFDPH section has already has engaged the community to get input and develop standard objectives, the timeline is rather short. Otherwise, input is sought from the community and a progress is begun to develop standard objectives for that type of service. This may take approximately 6 months.

Commissioner Chow stated that some small agencies have expertise to reach a niche population but may not have a solid administrative structure. Tom Bleeker PhD, SFDPH Quality Management, stated that the SFDPH has established monthly meetings with some small agencies. He noted that among other smaller agencies, these organizations are more willing to accept assistance.

Commissioner suggested that the SFDPH consider requiring that organizations with infrastructure issues be required to participate in SFDPH sponsored technical assistance. He requested that the Committee receive more quantifiable information regarding how many agencies may need assistance with infrastructure issues so the Commission is aware of these issues. He noted that he feels that agencies could share administrative resources so that each does not need the replicate quality, administrative and fiscal infrastructure staff/departments.

Commissioner Chung noted that that the SFDPH is ahead of the foundation funding community because technical assistance is already offered regularly.

Commissioner Chung asked if contract objectives can be changed during the contract period. Ms. Long stated that contract objectives can evolve during the contract term.

7) EMERGING ISSUES

This item was discussed.

8) PUBLIC COMMENT

There was no public comment.

9) ADJOURNMENT

The meeting was adjourned at 3:56pm.