



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

ZSFG FY17-18 ANNUAL REPORT

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November 6, 2018

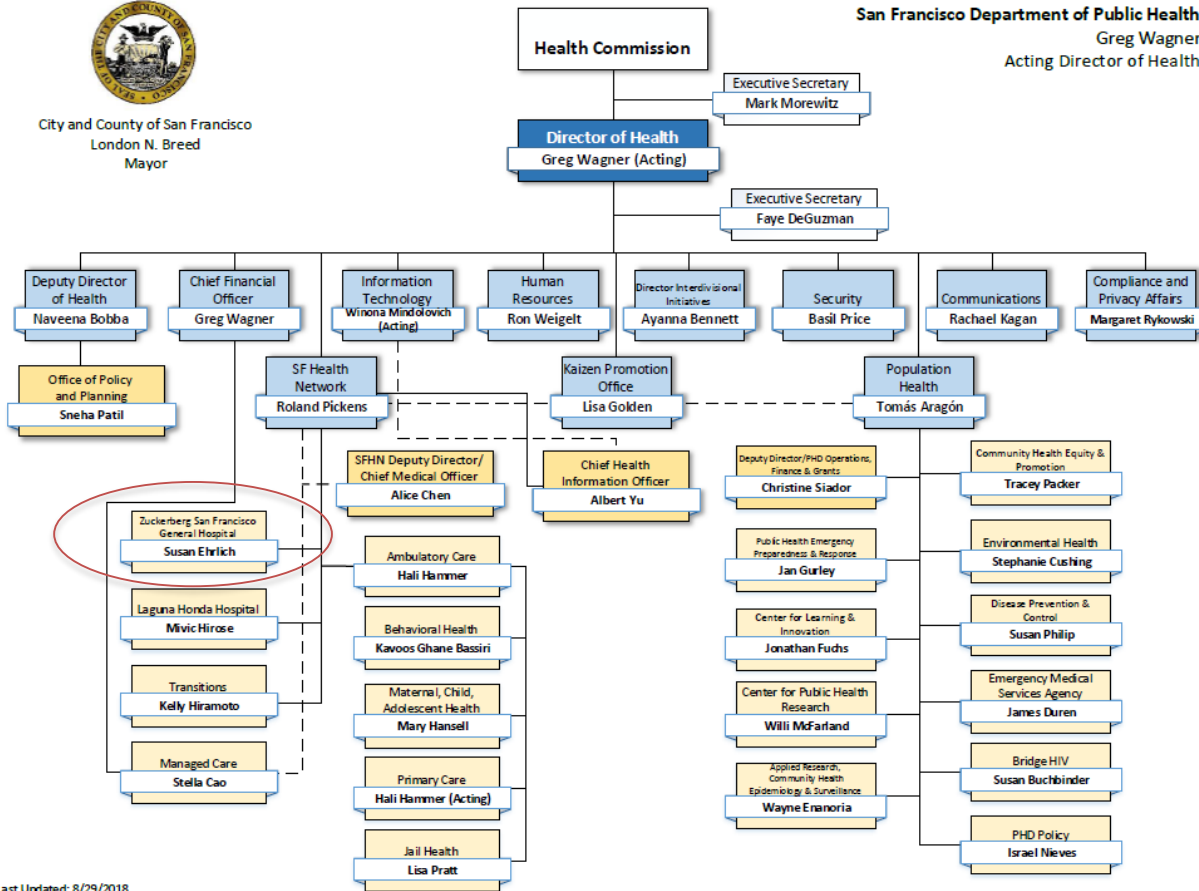


San Francisco Department
of Public Health



City and County of San Francisco
London N. Breed
Mayor

San Francisco Department of Public Health
Greg Wagner
Acting Director of Health



Last Updated: 8/29/2018

ABOUT ZSFG

OUR MISSION

The mission of Zuckerberg San Francisco General Hospital & Trauma Center is to provide quality health care and trauma services with compassion and respect.

OUR VISION

Our vision is to be the best hospital by exceeding patient expectations and advancing community wellness in a patient-centered, healing environment.

OUR VALUES

Joy in our Work

Staff satisfaction is related to higher quality of care and outcomes for our patients.

Compassionate Care

Our deep social justice mission is how we distinguish ourselves.

Thirst in Learning

A learning organization allows for transformation and continuous improvement.

HIGHLIGHTS IN FY 2017-18

ZSFG Re-Designated Baby-Friendly



ZSFG has been re-designated a Baby-Friendly hospital, based on the Global Criteria of the World Health Organization/UNICEF.

There are only 500 Baby-Friendly hospitals in the country and only 5 in the Bay Area. ZSFG was the first.

ZSFG Receives CDC Grant to Improve HIV Care



The Centers for Disease control will fund Project OPT-IN to address critical gaps in HIV prevention and care services. San Francisco is one of only two jurisdictions in the country to be selected for this funding.

CDC Award to Pediatric Asthma Clinic



The U.S. Environmental Protection Agency awarded ZSFG its National Environmental Leadership Award for work with pediatric asthma patients and social determinants of health, like poverty, housing insecurity and language barriers.

HIGHLIGHTS IN FY 2017-18

Online & Social Media



In the third of the program's five years, ZSFG has made great progress in PRIME performance metrics and has met standards in 33 of 35, by employing interdisciplinary teams and systematic management thinking and tools.

Online & Social Media



This year, ZSFG launched its first-ever dedicated website to provide patients access to information on treatment options, provider information, or transportation support. The complete site is available in English, Spanish and Chinese, with help in additional languages.

A YEAR IN REVIEW



VOLUNTEERS

1,050



PATIENTS
SERVED

108,850



OUTPATIENT
VISITS

601,579



MEDICAL &
PSYCHIATRIC
EMERGENCY
VISITS

83,246



ADULT URGENT
CARE VISITS

19,756



UCSF STAFF

2,100



DPH STAFF

5,430



TRAUMA
ACTIVATIONS

3,638



LICENSED
BEDS

397



BABIES
BORN

1,157

ZSFG FINANCIALS

	FY 16-17	FY 17-18
Total Operating Revenues	\$829,411,000	\$862,087,000
Total Operating Expenses	\$998,102,000	\$1,076,749,000
General Fund	\$168,691,000	\$214,662,000
Salaries and Fringe Benefits (included in Total Operating Expenses)	\$499,086,000	\$532,108,000

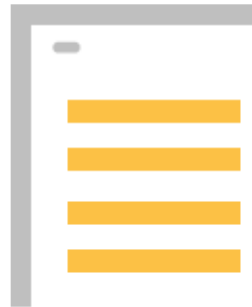
ZSFG PAYOR SOURCES

	Inpatient Days		Outpatient Visits	
	FY 16-17	FY 17-18	FY 16-17	FY 17-18
Uninsured	1%	1%	9%	9%
Commercial	4%	5%	1%	2%
Medi-Cal	59%	58%	58%	56%
Medicare	33%	33%	21%	23%
Others (Healthy Families, Research, Jail, Worker's Comp, Non- Medi-Cal CHN capitated plans)	3%	3%	11%	11%

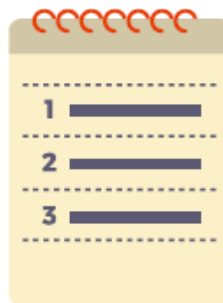
STRATEGIC INITIATIVES



Building Our Future



EPIC



The ZSFG Way

TRUE NORTH

Mission, vision, values, strategies and metrics that represent our commitment to becoming the healthcare organization of choice for patients and staff.



TRUE NORTH

Constant improvement work has resulted in significant improvements: reduction of patient harm events, effective execution of EHR adoption and achievement of equity goals.

True North Pillar	Measure	YTD*	Target
Equity	REAL Data Completeness	67.8%	60%
	Disparities Assessment	52.4%	35%
Safety	Patient Harm Events	5.8	<10/month
	EHR Readiness By Phase**	14	15
Quality	Readmissions	14.43%	14.32%
	Time on Diversion	53.2%	40%
Care Experience	iCARE Adoption	5	12
Developing Our People	Daily Management System Implementation	0	5
	Leaders w/ PDP A3 Goals	98.1%	85%
	EHR Preparedness By Phase	55%	60%
Financial Stewardship	Capital Project Slippage Days	-25	30
	Salary Variance	-\$8.060	\$0

*YTD = January - June 2018

**EHR Readiness metric began tracking in August 2018

IN SUMMARY

Growth and Success

In a year of significant demand growth, the work of our staff was recognized nationally with awards and grants, supporting pediatrics, HIV and mother/baby care.

Foundation for Progress

Three milestones will serve as a path forward for years to come – capital projects, an electronic health record system, and our management system, the ZSFG Way.

True North

We tracked our progress toward major patient care and safety goals, and were successful in achieving them, or made significant progress in moving toward them.



THANK YOU