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**MINUTES  
HEALTH COMMISSION  
FINANCE AND PLANNING COMMITTEE  
TUESDAY JANUARY 7, 2020 3:15 p.m.  
101 Grove Street, Room 300  
San Francisco, CA 94102**

**1) CALL TO ORDER**

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

The meeting was called to order at 3:18pm.

**2) APPROVAL OF THE MINUTES OF THE HEALTH COMMISSION FINANCE AND PLANNING COMMITTEE MEETING OF DECEMBER 3, 2020**

Action Taken: The Committee unanimously approved the December 3, 2020 minutes.

**3) MONTHLY CONTRACTS REPORT**

Michelle Ruggels, Director of the SFDPH Business Office, presented the report.

Commissioner Comments:

Commissioner Bernal asked if it is correct that the state sent funds to the City, which set up contracts with those funds. Tracey Packer, Director of Community Health Equity and Promotion stated that this is correct.

Action Taken: The Committee unanimously recommended that the full Health Commission approve the Contracts Report.

**4) REQUEST FOR APPROVAL OF A NEW CONTRACT WITH NATIONAL RESEARCH CORPORATION, IN THE AMOUNT OF \$572,040, TO PROVIDE REAL TIME SURVEY SERVICES TO PATIENTS AND PHYSICIANS OF THE EMERGENCY DEPARTMENT OF ZUCKERBERG GENERAL HOSPITAL FOR THE INITIAL TERM OF JANUARY 1, 2020 THROUGH DECEMBER 31, 2020 WITH TWO ONE YEAR OPTIONS TO EXTEND THE SERVICES THROUGH DECEMBER 31, 2022.**

Robin George, MPH, ZSFG Care Experience Manager, presented the contract.

Commissioner Comments:

Commissioner Bernal asked for more information regarding how individuals will experience a post-service survey. Ms. George stated that patients will receive a robo-call within 24 hours after receiving services.

Commissioner Chow noted that the DPH has been working with the vendor for several years and asked what has been learned from this working relationship. Ms. George stated that the DPH previously used mailed paper surveys and had a very low return rate. She noted that the vendor's use of robocalls provides a much higher participation rate. She noted that funding is tied to patient satisfaction scores.

Commissioner Chung asked if this will only be used for ZSFG Emergency Department patients. Ms. George stated that the survey will be used throughout the ZSFG.

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

**5) EMERGING ISSUES**

This item was not discussed.

**6) PUBLIC COMMENT**

There was no public comment.

**7) ADJOURNMENT**

The meeting was adjourned at 3:42pm.