

**HOSPITAL HEALTHCARE UPDATE REPORT**  
PRESENTED TO THE JCC-SFGH ON SEPTEMBER 22, 2015

By Roland Pickens, SFGH Interim Chief Executive Officer

## Report Contents:

---

1. Award for SFHN Primary and Specialty Care Clinics .....	1
2. SFGH Receives Workplace Award.....	1
3. SFGH Naming and Logo.....	2
4. New Hospital Ribbon Cutting Event.....	2
5. Patient Flow Reports for June 2015.....	2
6. Salary Variance to Budget by Pay Period Report.....	2

---

### 1. Award for SFHN Primary and Specialty Care Clinics

The SF Health Network primary and specialty care clinics have been selected as the **Most Improved Facility** winner of the Path to Excellence Award, given by the National Research Corporation (NRC). NRC, which administers our patient experience surveys, is recognizing healthcare organizations nationwide for improving patient experience. We are receiving this award specifically for our improvement in scores of Overall Rating of Providers on our clinic patient experience survey (CG-CAHPS). This is an acknowledgment by our patients of the excellent and compassionate care they receive from providers in both primary and specialty care throughout the network. SFHN will receive the award at an event next month in Washington, DC.

### 2. SFGH Receives Workplace Award

The Healthy Mothers Workplace Coalition is a collaboration of non-profit organizations, government agencies and employers supporting the well-being of working parents. They have developed the “Healthy Mothers Workplace Award for Excellence in Maternal Health and Equity” to recognize San Francisco employers with policies such as lactation accommodation, pregnancy and parental leave, and work-life balance that support worker well-being. San Francisco General Hospital received the organization’s bronze award as an organization that promotes health and equity of women in the workplace.

This is a proud moment for SFGH because it demonstrates appreciation for our workplace policies that improve the working conditions and health of new parents. Together with the other winners, we will be given our award at a ceremony on September 14.

### 3. SFGH Naming and Logo

Browne, Inc., a firm with substantial experience in naming and branding, has started their work to help develop ways to effectively communicate who we are, capturing what SFGH is about as an organization, what we promise to our patients and city, and what our mission and values are. Browne, Inc. has already been interviewing people on staff and will be continuing the interviewing for another week or so. They will be around campus and leaders will have the opportunity to sit down with them to discuss sentiments about working at San Francisco General Hospital, what leaders value about the services we provide, the connection to our patients and the broader community. Browne, Inc. are trying to learn who we are at a very deep level, so their assistance to us can be as effective as possible.

### 4. New Hospital Ribbon Cutting Event: Saturday, November 21

The ribbon-cutting for the new building will take place on Saturday, November 21. The Mayor will cut the ribbon and we will have a celebration of the delivery of the new hospital building, keeping our promise to the voters, our patients and community. On that day we will also unveil the new name of the SFGH campus, in recognition of the gift by Dr. Priscilla Chan and Mark Zuckerberg.

A committee has formed to plan the event.

### 5. Patient Flow Reports for August 2015

A series of charts depicting changes in the average daily census is attached.

### 6. Salary Variance to Budget by Pay Period Report

A graph depicting SFGH's salary variance between actual and budgeted by pay period is attached.