

# Health Care Services Master Plan Task Force

## Meeting Minutes –March 22, 2012

5 to 7:30 pm, Southeast Community Facility, 1800 Oakdale Ave.

### Key themes from data, public comment, and Task Force discussion:

Health problems in this community:

- Respiratory disease (e.g., asthma)
- Mental health issues, particularly as they relate to violence-related trauma
- Environmental hazards
- Long-term care and housing for older adults

Barriers to accessing health care in this community:

- Health insurance coverage
- Transportation
- Linguistic and cultural appropriateness
- Health literacy
- Unemployment
- Violence and crime
- Lack of adequate, affordable housing

Recommendations for increasing health care access and improving health outcomes:

- Increase the number or capacity of health care facilities in these communities (including hospitals, primary care centers, mental health services, and specialty clinics);
- Increase access to basic lab services, including phlebotomy and radiology, in these communities;
- Create incentives for health care providers to practice in this community;
- Partner with youth centers to increase health care access for youth;
- Increase social capital and interconnectedness;
- Implement home visits by health care providers;
- Enforce environmental regulations.

1. **Opening remarks** from Dr. Tomás Aragón and Ms. Roma Guy, Task Force Co-Chairs. Moment of silence for Trayvon Martin.
2. **Agenda and public comment guidelines review: Clare Nolan, Harder+Company.** Ms. Nolan reviewed the agenda, public comment guidelines, and interpretation services.
3. **Overview of Health Care Services Master Plan: Lori Cook, Department of Public Health.** Ms. Cook discussed the background, purpose, and future uses of the Plan. She provided an overview of the Task

Force's responsibilities and public meeting schedule, and shared the Task Force website and email address for those interested in more information.

4. **Bayview Redevelopment Plans and the Health Care Services Master Plan: Claudia Flores, City Planning Department; Colleen Chawla, Department of Public Health.** Ms. Flores reported on the status of Redevelopment plans, noting that the Hunters Point Shipyard and Candlestick Point development will move forward as planned. Ms. Chawla added that the proposed Southeast Health Center and Behavioral Health Services consolidation project will integrate primary care, mental health, and crisis response services for children, youth, and families.
5. **Review of Key Data and Population Trends: Erika Takada, Harder+Company.** Ms. Takada presented data on the Bayview-Hunters Point and Visitacion Valley neighborhoods, which encompass the 94124 and 94134 Zip Codes. She suggested the audience consider the following questions throughout her presentation:
  - What am I looking at? What is this telling me?
  - Why is this important to me?
  - What does this data say about health access in my neighborhood?
  - How can I use this information?

Ms. Takada reviewed various indicators of demographics, health status, and safety in these neighborhoods as well as in San Francisco as a whole. The data pointed to health in these neighborhoods in the following areas: premature deaths (including years of life lost due to homicide for males in the Bayview), pregnancy and birth outcomes, hospitalizations and emergency room visits, and preventable emergency room use.

5. **Public Comment:** Members of the public were invited to speak. All speakers identified themselves by name and stated the organization and/or neighborhood they represented. To facilitate public comment, Harder+Company provided the following guiding questions:
  - What are the barriers to accessing the right services?
  - What are the services needed to address these disparities? How should services be distributed?
  - How can services be connected to those who are experiencing these problems? How can they be better connected?
  - What are the health access expectations by service providers? By consumers?
  - Will better access to health services improve these health outcomes?

One group and 21 individuals spoke. Key topics raised in public comment include:

- **Specific Health Issues:** Such problems include respiratory disease, mental health (especially as a result of exposure to violence), environmental hazards, and long-term care and housing for older adults.
- **Barriers to Health Care:** Such barriers include health insurance coverage, transportation, linguistic and cultural appropriateness, health literacy, unemployment, violence and crime, and lack of adequate and affordable housing.
- **Recommendations for Improving Health Care Access and Health Outcomes:** Recommendations include additional or expanded health facilities (including hospitals, primary care centers, mental

health services, and specialty clinics), increasing access to basic lab services, including phlebotomy and radiology, creating incentives for health care providers to come to this community, working with youth centers to increase health care access for youth, increasing social capital and interconnectedness, implementing home visits by health care providers, and enforcing environmental regulations.

Specific public comment included the following:

- **Youth from the Chinese Progressive Association (CPA):** CPA conducted a survey of Chinatown and Excelsior residents and presented draft findings at the March 22<sup>nd</sup> meeting. CPA found that residents of these neighborhoods are more likely to be uninsured compared to the average San Franciscan. Respondents also indicated that proximity to home, insurance coverage, and cultural/linguistic needs are the most important factors when choosing a health care provider. CPA's recommendations include incentivizing the development of health care facilities that serve low-income communities, immigrants, and people of color; ensuring health care providers serve a minimum percentage of Medi-Cal and Healthy SF patients and meet or exceed state levels of charity care; ensuring that health care services are easily accessible by public transportation; increasing the availability of interpretation services; and addressing cultural barriers by hiring providers and staff from the communities that they are serving and/or who speak the language of communities served.
- **Ah Lan, resident:** Ms. Lan has experienced difficulties in accessing health care due to long travel times, lack of translation services, and long wait times.
- **Anne Warren, Black Coalition on AIDS (BCA)/ Rafiki Wellness African American Community Health Equity Council (AACHEC):** BCA requested the HCSMP Task Force's support with implementing health policies intended to reduce health disparities among African Americans in San Francisco. One key cause of such disparities is the health literacy deficiency among this population.
- **Maxine Gilkerson (BCA/ AACHEC):** African Americans in the southeast part of the city experience mental, physical, and environmental health disparities.
- **Mukalla Godwin (BCA/AACHEC):** Social capital and connectedness among community members would help improve the mental health status of Bayview-Hunters Point residents.
- **Dr. Raymond J. Tompkins (BCA):** Asthma is an important health concern for this community. Dr. Tompkins recommended watering down construction sites and implementing 24-hour dust control. Addressing the prevalence of asthma, especially among children and youth, will help alleviate other problems such as school absenteeism. He expressed concern about possible environmental health issues posed by the children's health facility to be located at 3450 Third Street.
- **Cathy Davis, Bayview-Hunters Point Multipurpose Senior Services:** Bayview-Hunters Point's aging population has affordable housing and long-term care needs. Older adults must be housed in order to be healthy, and Direct Access to Housing has made a difference for some individuals; however, this neighborhood does not have the group housing needed to assist seniors with mental health needs.
- **Tracy Zhu, resident:** Ms. Zhu described lack of neighborhood access to oncology services, which her father needed. To bridge that gap, Ms. Zhu and her siblings had to take time off school to drive their father across town for oncology services. Specialty services that are centralized in other parts of San Francisco are needed by residents in all parts of the City, and should be located where they are needed the most. Ms. Zhu also expressed concern about the neighborhood's capacity to meet the health needs of future residents, as the neighborhood population is expected to increase as part of Redevelopment plans.
- **Jacqueline Cruz, People Organizing to Demand Environmental and Economic Rights (PODER):** It takes Ms. Cruz one and a half hours on public transportation to get to medical appointments for her

scoliosis. She suggested that there should be hospitals in the southeast part of San Francisco to meet the needs of neighborhood residents.

- **Jasmine Archiqa, PODER:** Ms. Archiqa expressed that there should be hospitals in the southeast part of San Francisco.
- **Jaron Browne, People Organized to Win Employment Rights (POWER):** Transportation and access to medication are important health access concerns for this community. Mr. Browne supports the CPA and PODER recommendations, as well as Dr. Tompkins' recommendations related to dust regulation. He requested DPH support in regulating activities that increase the risk of asthma in this community.
- **Helyenna Brooke, San Francisco Mental Health Board:** Ms. Brooke expressed that there is a lack of facilities that provide mental health and substance abuse services in the southeast part of San Francisco. She also noted that there is no phlebotomist in this community. Ms. Brooke also expressed concern about possible environmental health issues posed by the Third Street sewage plant.
- **Linda Richardson, resident and member of the Bayview-Hunters Point Project Action Committee:** Bayview-Hunters point residents need housing for seniors, youth centers, and improvements in health literacy. The expansion of health centers in this community should be based on residents' demographic characteristics.
- **Pat Coleman, Arthur H. Coleman Medical Center:** A number of Bayview-Hunters Point residents have conditions such as diabetes and high cholesterol and have to go outside the community for basic lab work. Residents also have to go outside the community for radiology services, which could help with the early detection of health conditions such as chronic obstructive pulmonary disease (COPD), asthma, and lung cancer. Ms. Coleman suggested that health care providers should be incentivized to practice in these communities.
- **Veronica Shepard, Bayview Health and Wellness Center:** Ms. Shepard requested that the Task Force help the many organizations that provide services in this community to connect with each other. She also expressed concern the children's health facility to be located at 3450 Third Street.
- **Lance Burton, Planet Fillmore Communications.** Mr. Burton invited Task Force members and the public to participate in a series of Human Rights Commission meetings that focus on health, employment, housing, and senior issues affecting African Americans. Mr. Burton also expressed that more mental health services are needed in the southeast part of the city. He is also concerned about the proposed children's health facility to be located at 3450 Third St.
- **Vanessa Banks, resident:** Ms. Banks noted that the meeting was very informative but that outreach efforts could have been better. She noted that Bayview residents have unmet mental health needs, especially children who have been impacted by violence in the community.
- **Lottie Whiteside, resident:** Ms. Whiteside suggested that more outreach around HCSMP Task Force meetings should be done in this community. She also noted that Bayview-Hunters Point needs more health clinics, especially for the uninsured. Ms. Whiteside also expressed concern about the proposed children's health care facility at 3450 Third St.
- **Diana Oertel, Bayview-Hunters Point Health and Environmental Resource Center (HERC):** HERC provides asthma education and alternative medicine through site-based services, school visits, and home visits. The Task Force should think beyond "bricks and mortar" since transportation is often a barrier for older adults and families with children. Current environmental laws should be enforced, and awareness of emerging environmental hazards and healthy foods should be increased.
- **Beatriz Herrera, POWER:** Ms. Herrera supported the CPA recommendations and called attention to the health care needs of this community's Latino residents, including monolingual Spanish speakers and the uninsured.

- **Charles Spencer, BCA:** Mr. Spencer noted that the loss of social capital and breakdown of institutions contributes to physical and mental health problems in this community. Mr. Spencer recommends bottom-up approaches like neighborhood watches and community gardens to get neighbors working together.
  - **Diane Wesley Smith, Bayview-Hunters Point Citizens 4 Action:** Ms. Smith noted that unemployment is one barrier to accessing health care services. Crime and police activity in this community impact the mental health of its residents. The Task Force should increase outreach to this community for future meetings.
6. **Task Force Discussion: Clare Nolan, Harder+Company.** Ms. Nolan reminded all attendees that the two remaining Task Force meetings in April and May will be open to the public. She then asked Task Force members to share their final thoughts.
- Dr. Aragón acknowledged that the burden of disease for African Americans is higher in San Francisco than it is in the rest of the country, and that measurable statistics reflect little progress from the mid-1990s to the early 2000s. Dr. Aragón emphasized that the Department of Public Health is committed to increasing access to primary care and community solutions for San Francisco’s African American residents.
  - Ms. Guy noted that the Task Force acknowledges that wellness and prevention, social capital, cultural sensitivity, physical proximity, and transportation are all important parts of health care access. Violence is a health issue, not just a criminal justice issue.

Other Task Force members noted that:

- Potrero Hill and Portola are part of District 10 and should be included in this discussion.
- Improved public transportation, shuttle vans, and in-home services would help increase health care access in these and other communities.
- Consider formalizing linkages between hospitals and neighborhood health care facilities such as the Coleman Center.
- What can be done about the proposed facility at 3450 Third Street?

8. **Closing comments and next steps: Dr. Aragón and Ms. Guy.** The fourth and final issue meeting will take place on Thursday, April 26, from 2pm to 4:30pm at San Francisco City Hall, Room 305, and will focus on connectivity.

Evaluations were collected from Task Force members, and results include:

<b>Statement</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Not Sure</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
The meeting was a good use of my time.	6	5	-	-	-
The purpose of the meeting was clear.	4	7	-	-	-
The meeting materials (e.g., agenda, briefing paper) were useful.	4	6	1	-	-
The HCSMP overview presentation was tailored and useful to the public.	3	6	2	-	-
The neighborhood data presentation painted a clear picture of the neighborhoods' health status.	5	5	1	-	-
The meeting was well facilitated.	4	4	2	-	-
Public comment was well organized and informed Task Force discussion.	7	3	-	-	-
I felt comfortable sharing my ideas with the group.	4	5	1	-	-
SFDPH and the Task Force Co-Chairs will use my contributions to the discussion.	6	4	-	-	-
The meeting format was effective.	5	5	-	1	-
I am committed to the HCSMP Task Force	8	2	-	-	-

## Task Force Members

### Members in Attendance

Name	Representing
Dr. Tomás Aragón, Task Force Co-Chair	San Francisco Department of Public Health
Roma Guy, Task Force Co-Chair	At-Large Seat
Margaret Baran	Long-Term Care Coordinating Council
Michael Bennett	At-Large Seat
Kathy Babcock	San Francisco Unified School District
James Chionsini	Planning for Elders in the Central City
Masen Davis	Transgender Law Center
Regina Dick-Endrizzi	Small Business
David Fernandez	LGBT Executive Directors Association
Claudia Flores (Alternate: Elizabeth Watty)	San Francisco Planning Department
Stuart Fong	Chinese Hospital
Jay Harris	UCSF Medical Center
Lucy Johns	At-Large Seat
Perry Lang	BCA/Rafiki Wellness, African American Leadership Group
Judy Li	California Pacific Medical Center
Le Tim Ly	Chinese Progressive Association
Ellen Shaffer	At-Large Seat
Christina Shea	Asian Pacific Islander Health Parity Coalition
Ron Smith	Hospital Council of Northern California
Maria Luz Torre	San Francisco Health Plan Advisory Committee
Randy Wittorp (Alternate: Elizabeth Ferber)	Kaiser Permanente
Abbie Yant (Alternate: Shay Strachan)	St. Francis Memorial Hospital

## Members Not in Attendance

Name	Representing
Eddie Chan	Northeast Medical Services
Brian Basinger	AIDS Housing Alliance
Aine Casey	Independent Living Resource Center
Eddie Chan	Northeast Medical Services
Linda Edelstein	Human Services Agency
Steve Falk	San Francisco Chamber of Commerce
Steve Fields	Human Services Network
Estela Garcia	Chicano/Latino/Indigena Health Equity Coalition
John Gressman	San Francisco Community Clinic Consortium
Dr. Michael Huff	African American Health Disparities Project
Paul Kumar	National Union of Healthcare Workers
Barry Lawlor	Sister Mary Philippa Health Center, St. Mary's Medical Center
Mary Lou Licwinko	San Francisco Medical Society
Anson Moon	San Francisco General Hospital and Trauma Center
Timothy N. Papandreou	San Francisco Municipal Transit Authority
Roxanne Sanchez	Service Employees International Union Local 1021
Brenda Storey	Mission Neighborhood Health Center
Kim Tavaglione	California Nurses Association
Dr. Steven Tierney	San Francisco Health Commission
Eduardo Vega	Mental Health Association of San Francisco