



City and County of San Francisco  
Edwin M. Lee, Mayor

## San Francisco Department of Public Health

Barbara A. Garcia, MPA  
Director of Health

### Director's Report for Health Commission Meeting of

September 16, 2014

*A current overview of issues affecting the state of public health in San Francisco*

<http://www.sfdph.org/dph/comupg/aboutdph/insideDept/dirRpts/default.asp>

#### **DPH Pledges Services for Central American Refugee Children in San Francisco**

The health department is joining with the Mayor's Office, San Francisco Unified School District, Board of Supervisors and other city agencies and community organizations to provide a full spectrum of services to an expected influx of up to 500 Central American refugee children who may arrive in San Francisco this year.

DPH is caring for these children in primary care clinics, as well as in partnership with school clinics and community-based organizations. The health department, an experienced provider of culturally and linguistically appropriate care, will offer mental health services to these youth and is developing a template for home visits to be shared by multiple agencies to ensure consistency and timely identification of their needs.

On Tuesday, September 2, the Health Commission underscored the department's commitment, passing a resolution supporting the availability of health care services to meet the needs of this new population of San Franciscans. The health department will provide mental health training and support to community organizations that are working with these youth, as many have been through traumatic events.

In the first half of 2014, roughly 170 unaccompanied minors from Central America were placed with family members or sponsors that reside here in San Francisco. In total, the City expects to receive 300 to 500 to arrive by the end of the year. Some of these children have begun to attend school and visit the pediatrician.

San Francisco has a long history of being a sanctuary city for refugees from Central America. The City already provides services in multiple languages, a complete public health network and a culturally competent school district, with specific programs for immigrant students. San Francisco also maintains a municipal ID program that allows residents, regardless of their immigration status, access to City programs and local services.

Additionally, the City has developed a resource guide so these children and their families know where to turn to get the help they need. It is available online and through 311.

## **Lean Transformation in Human Resources**

Lean is a method for improving an organizations performance. The knowledge of those who do the work is critical to determining new and improved ways to deliver service. Lean has been used in evaluating manufacturing processes (such as Toyota) and it has been used in aviation and health care. Here in Public Health, lean has been used successfully at San Francisco General Hospital and has been taken to other areas including Castro Mission Health Center.

Over the course of the past year, Department of Public Health Human Resources leadership has been advocating for a lean event pertaining to the hiring process. Our Department Director and Network leadership embraced the idea and we held a week long Value Stream Mapping event the last week of August, 2014.

With the help of San Francisco General Hospital's Kaizen Project Office, the event was well planned and successfully conducted. The goal of the event was to evaluate the hiring process from start to finish. We selected the Registered Nurse (RN) classification because it is our most populated classification. Participants included hiring managers, the CCSF Human Resources Deputy Director and the Workforce Development Director, representatives from the RN union, the Controller's Office, Nursing Office, and various other staff including Dr. Alice Chen (our Team Leader) and Ron Weigelt (the Executive Sponsor).

There are many steps in the lean Value Stream mapping process. The end result is a report out at the end of the week, and a plan for moving forward. The Value Stream Mapping event is the start of the lean process for human resources. In order to follow up, human resources will now be attending weekly report outs with the other lean practitioners.

Next steps include four Kaizen Process events where we will look closely at specific parts of the human resources hiring process. While the long range goal for improvement with lean is 3 to 5 years, there are already immediate improvements being made. With new staff, new processes, and lots of excitement around opportunities for improvement, Human Resources is undergoing transformation!

## **Project Homeless Connect Hosts Second Annual LGBTQ Connect**

On October 17, 2014 Project Homeless Connect (PHC) will host LGBTQ Connect at the LGBT Community Center. This event provides a safe space for LGBTQ individuals to access hundreds of city services in one afternoon. PHC first launched this special Connect event in 2013, when the Homeless Point-in-Time Count showed that 29% of homeless San Franciscans identify as LGBTQ. According to recent reporting, LGBTQ-identified individuals who access mainstream services often face barriers and trauma that do not exist for other groups. The providers at the event are chosen based on responsiveness to the specific health and safety needs of the LGBTQ homeless population. Additionally, all community volunteers will receive sensitivity training prior to volunteering.

## **CVS Stops Selling Tobacco Products**

On September 3, national pharmacy chain CVS pulled all of the deadly tobacco products from shelves in their 7,700+ stores. Upon the announcement, the public health world delivered a flurry of congratulations to the chain. CVS Health is positioning itself as a market leader in health prevention and basic health care service delivery and distancing itself from harmful products.

This move follows in the footsteps of several municipalities that have passed ordinances to ban the sale of tobacco products in stores that contain pharmacies. The first of these municipalities was San Francisco in 2008, with the adoption of Health Code Article 19J. Despite early claims that the San Francisco ordinance would have severe financial implications for these pharmacies, all pharmacy chain stores operating in San Francisco in 2008 are still thriving and several new Walgreens and CVS stores have even opened since that date.

Meanwhile, CVS has declared that their market research on cities like Boston and San Francisco show a 13% decline in consumer purchasing of cigarettes after San Francisco adopted the pharmacy sales ban. With luck, further corporations will step up to address the flood of tobacco, alcohol, and unhealthy food options in communities, offering expanded availability of health-supporting products instead.

### **Political Activity by City Officer and Employees**

On September 3, the Office of the City Attorney released the updated Political Activity Memorandum, which describes the rules governing political activities by City employees and officers. The memo can also be found on the City Attorney's website, under the Legal Opinions tab at: <http://www.sfcityattorney.org/Modules/ShowDocument.aspx?documentID=1737>.

### **Healthy Mothers Workplace Awards Honor San Francisco Employers with Family-Friendly Policies**

This year, at the second annual Healthy Mothers Workplace Awards, 24 employers will be honored for their commitment to the health and equity of their employees, especially new parents. The Healthy Mothers Workplace Coalition includes the San Francisco Department of Public Health and Department on the Status of Women – demonstrating the close link between work and family conditions and health outcomes.

This year, San Francisco became the first city in the nation to give employees the right to request flexibility and/or predictability in their work schedules without fear of retaliation when the Family Friendly Workplace Ordinance (FFWO) was enacted. Workers—especially women—are too often forced to choose between family and their jobs, but the FFWO allows employers and employees to think creatively about work and family obligations and find solutions together, making for happier and healthier workplaces.

Three San Francisco employers that received last year's award improved their policies and moved up a level within the award program – positively impacting over 8,000 employees. This year's award recipients also include 11 new employers, including Twitter, Arab Cultural & Community Center, Huckleberry Youth Program.

---

The Whistleblower Program, operated by the Controller's Office, receives complaints regarding the misuse of City funds, improper activities by City officers and employees, deficiencies in the quality and delivery of government services, and wasteful and inefficient City government practices. There are a number of ways to file a complaint. Go to [www.sfcontroller.org](http://www.sfcontroller.org) and click on the Frequently Requested tab to access the Whistleblower complaint instructions in the drop down menu.

**COMMUNITY HEALTH NETWORK  
SAN FRANCISCO GENERAL HOSPITAL & TRAUMA CENTER**

**SEPTEMBER 2014**  
Governing Body Report - Credentialing Summary  
(8/21/14 BUSINESS-MEC)

	<b>09/2014</b>	<b>07/2014 to 06/2015</b>
<b>New Appointments</b>	<b>30</b>	<b>78</b>
Reinstatements		
<b>Reappointments</b>	<b>54</b>	<b>161</b>
Delinquencies:		
Reappointment Denials:		
<b>Resigned/Retired:</b>	<b>50</b>	<b>81</b>
<b>Disciplinary Actions</b>		
<b>Administrative Suspension</b>		
<b>Restriction/Limitation-Privileges</b>		
<b>Deceased</b>		
<b>Changes in Privileges</b>		
Voluntary Relinquishments	<b>14</b>	<b>36</b>
Additions	<b>8</b>	<b>29</b>
Proctorship Completed	<b>29</b>	<b>59</b>

<b>Current Statistics – as of 8/4/14</b>		
Active Staff	<b>510</b>	
Courtesy Staff	<b>481</b>	
Affiliated Professionals (non-physicians)	<b>258</b>	
<b>TOTAL MEMBERS</b>	<b>1,249</b>	

<b>Applications in Process</b>	<b>124</b>
<b>Applications Withdrawn Month of September 2014</b>	<b>2</b>
<b>SFGH Reappointments in Process 10/2014 to 12/2014</b>	<b>124</b>

# LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

## SEPTEMBER 2014

### Health Commission - Director of Health Report

(September 4, 2014 Medical Exec Committee)

	September	(FY 2014-2015) Year-to-Date
<b>New Appointments</b>	2	5
Reinstatements	0	1
<b>Reappointments</b>	4	9
Delinquencies:	0	0
Reappointment Denials:	0	0
<b>Resigned/Retired:</b>	1	3
<b>Disciplinary Actions</b>	0	0
<b>Restriction/Limitation-Privileges</b>	0	0
<b>Deceased</b>	0	0
<b>Changes in Privileges</b>		
Additions	0	0
Voluntary Relinquishments	0	0
Proctorship Completed	0	0
Proctorship Extension	0	0

<b>Current Statistics – as of 8/30/2014</b>	
Active Medical Staff	35
As-Needed Medical Staff	15
External Consultant Medical Staff	42
Courtesy Medical Staff	1
Affiliated Professionals	7
<b>TOTAL MEMBERS</b>	<b>100</b>

<b>Applications in Process</b>	4
<b>Applications Withdrawn Month of September 2014</b>	0