

SFHN Primary Care Update

Health Commission | January 18, 2022

Blake Gregory, MD, Primary Care Director of Population Health and Quality

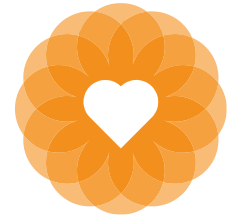
Anna Robert, RN, MSN, DrPH, Director of Primary Care



San Francisco
Health Network

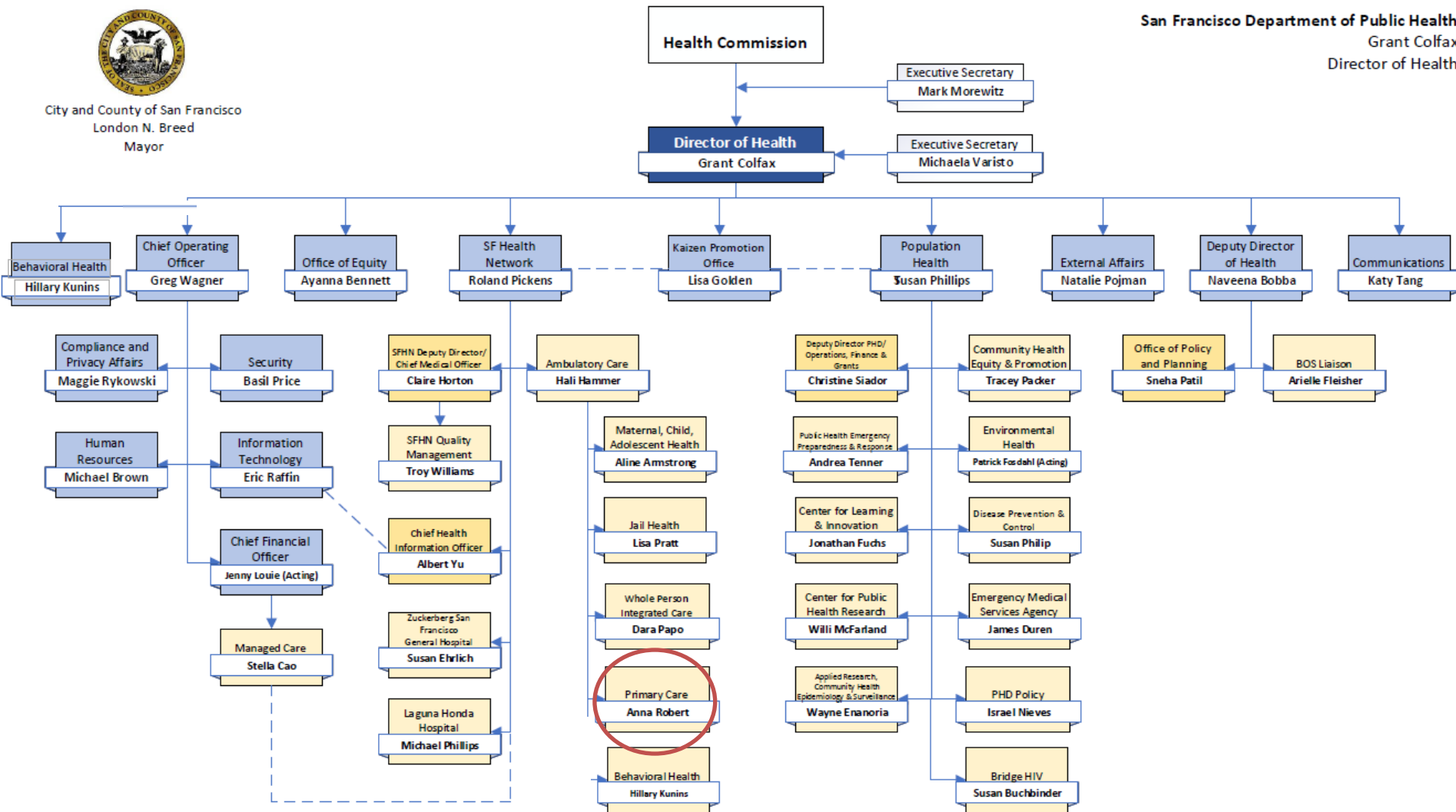
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

DPH Organizational Chart



City and County of San Francisco
London N. Breed
Mayor

San Francisco Department of Public Health
Grant Colfax
Director of Health



SFHN Primary Care Vision



1st
Choice
for Health Care
and Well Being



Improve the
Health of the
Patients We Serve

Optimize Access,
Operations, and
Cost-Effectiveness

Ensure
Excellent Patient
Experience

Safety

Quality

Care
Experience

People
Development

Financial
Stewardship

Equity

Build a Strong Foundation of a Healthy, Engaged, and Sustained Primary Care Workforce

We Provide High Quality Health Care that Enables San Franciscans
to Live Vibrant, Healthy Lives

Clinic Distribution and Focus



primary care for
adults and families

primary care for youth

primary care for adults

SPECIAL FOCUS CLINICS

Geriatric: Curry

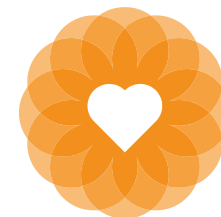
Homeless or marginally housed:
Tom Waddell Urban Health

HIV positive or at risk: PHP

Children and youth: CHPY, CHC



Who are our patients?

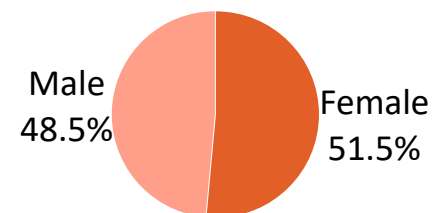
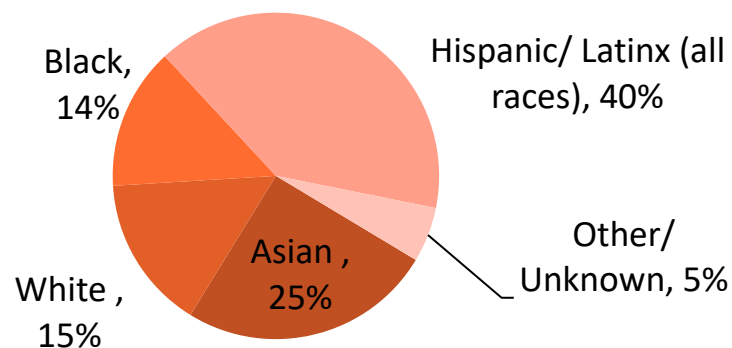


Empanelment (current data):

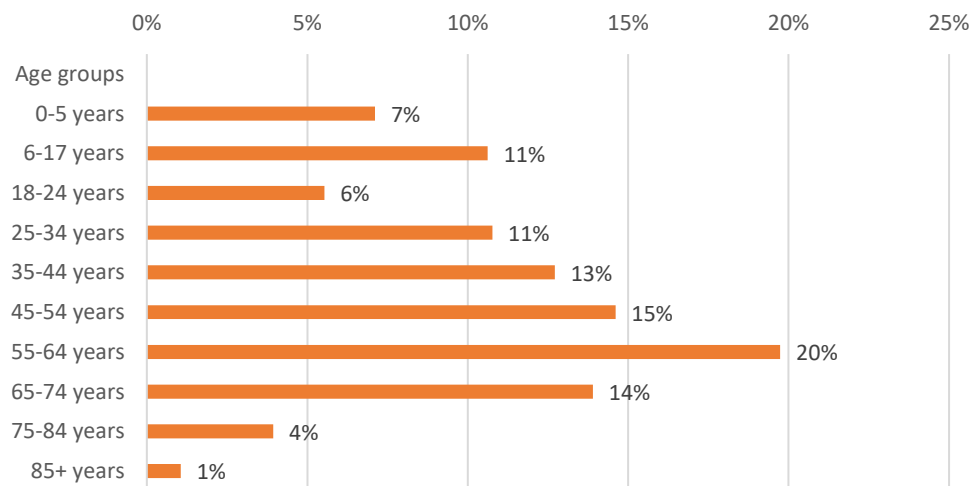
- 66,121 active pts
- 33,421 enrolled and not yet active

1/1/2021 – 12/31/2021

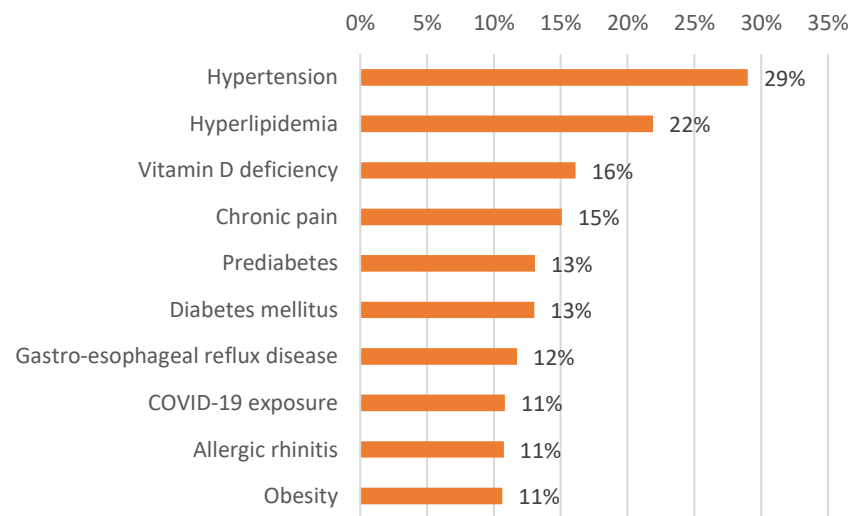
- 240,000 total encounters

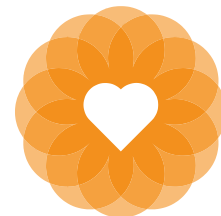


Patients by age group



Top 10 diagnoses by % of patients

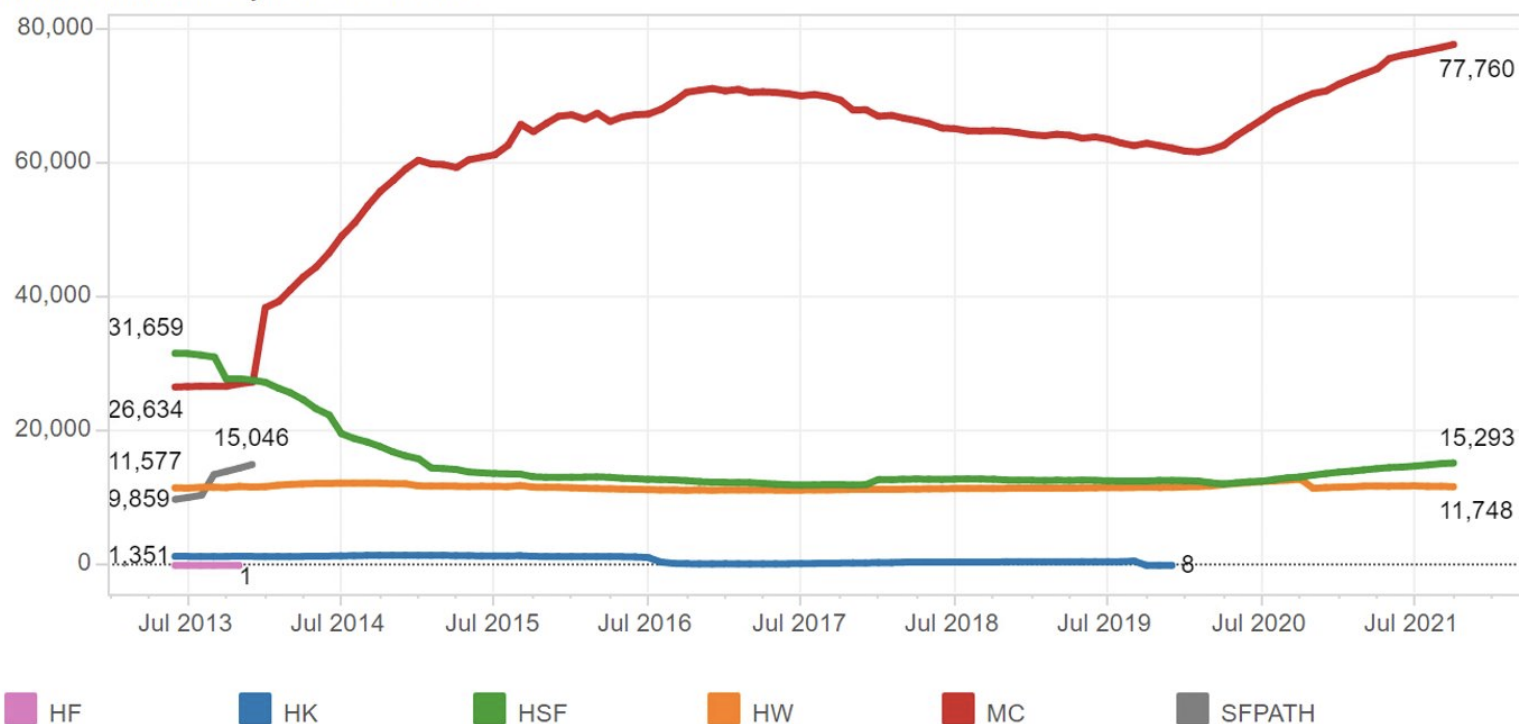




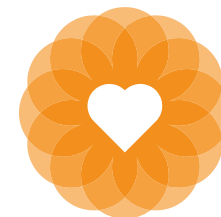
Impact of COVID-19 on Primary Care



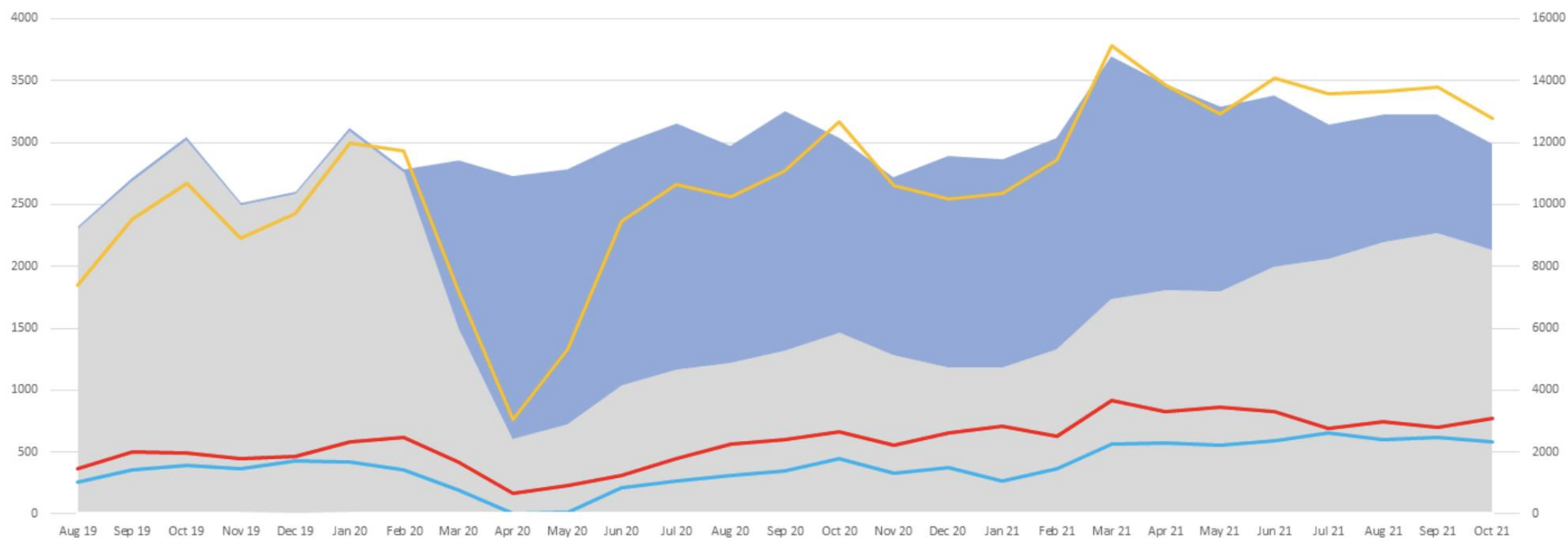
Total Enrollment by LOB Over Time



Primary Care Recovery



Primary Care visits compared to total preventive medicine diagnostics - 8/2019-10/2021

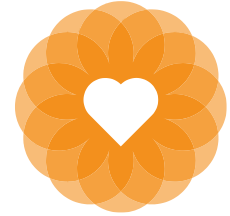


	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21
Telehealth visits	63	123	122	70	62	91	124	5430	8519	8242	7808	7944	7017	7730	6303	5755	6836	6734	6825	7861	6649	5940	5544	4326	4126	3855	3441
In-person visits	9225	10730	12062	9992	10355	12374	11020	5977	2406	2878	4159	4658	4889	5285	5846	5117	4732	4722	5320	6928	7234	7212	7974	8247	8770	9064	8533
A1c	1849	2383	2668	2227	2424	2998	2930	1800	762	1330	2363	2663	2563	2774	3168	2656	2546	2586	2858	3783	3469	3231	3522	3395	3412	3450	3191
Mammo	257	357	396	363	428	421	360	190	8	12	212	265	313	352	447	330	378	269	367	563	570	552	594	657	597	619	583
FIT	370	498	492	446	462	584	618	422	165	227	309	450	569	597	666	557	659	713	625	916	825	862	828	693	745	699	775
TV ratio	0.7%	1.1%	1.0%	0.7%	0.6%	0.7%	1.1%	47.6%	78.0%	74.1%	65.2%	63.0%	58.9%	59.4%	51.9%	52.9%	59.1%	58.8%	56.2%	53.2%	47.9%	45.2%	41.0%	34.4%	32.0%	29.8%	28.7%

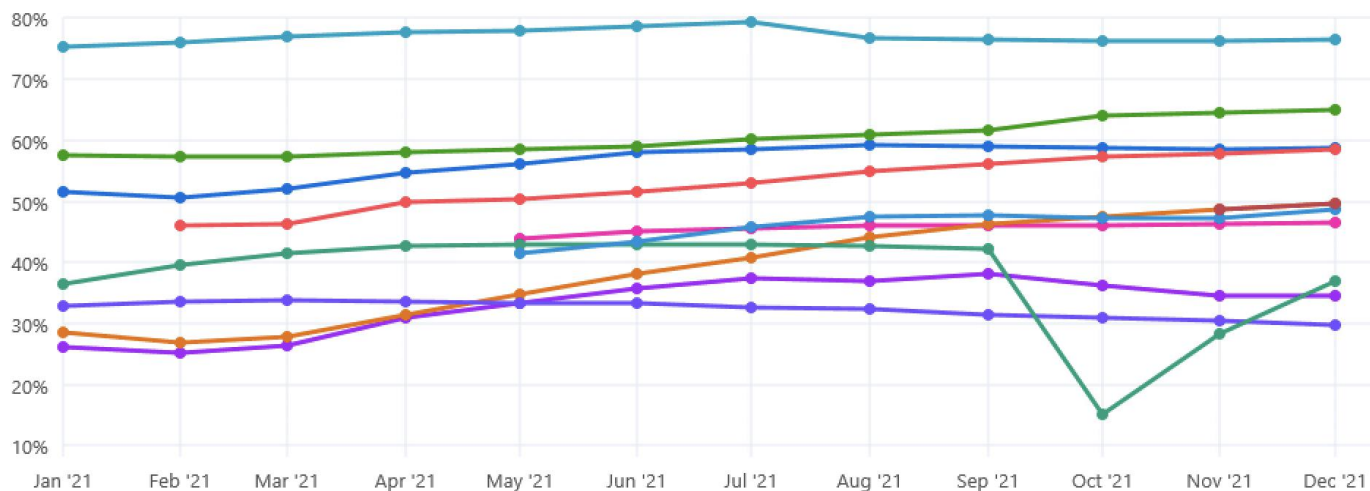
■ In-person visits
 ■ Telehealth visits
 ■ A1c
 ■ Mammo
 ■ FIT
 TV ratio

Primary Care: Getting Back to Basics

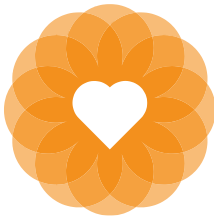
Wellness My Panel Metrics



	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	MTD
Colorectal Cancer Screening	52 %	51 %	52 %	55 %	56 %	58 %	59 %	59 %	59 %	59 %	59 %	59 %	59 %
Colorectal Cancer Screening - Black/African-American	-	-	-	-	44 %	45 %	46 %	46 %	46 %	46 %	46 %	46 %	47 %
Cervical Cancer Screening	58 %	57 %	57 %	58 %	58 %	59 %	60 %	61 %	62 %	64 %	65 %	65 %	65 %
Opioid Safety	26 %	25 %	26 %	31 %	33 %	36 %	38 %	37 %	38 %	36 %	35 %	35 %	34 %
Tobacco Cessation Intervention	75 %	76 %	77 %	78 %	78 %	79 %	79 %	77 %	76 %	76 %	76 %	76 %	76 %
Behavioral Health Vital Signs (BHVS)	29 %	27 %	28 %	31 %	35 %	38 %	41 %	44 %	46 %	48 %	49 %	50 %	50 %
Screening, Brief Intervention, and Referral to Treatment (SBIRT)	33 %	34 %	34 %	34 %	33 %	33 %	33 %	32 %	31 %	31 %	30 %	30 %	30 %
Influenza Immunization	37 %	40 %	42 %	43 %	43 %	43 %	43 %	43 %	42 %	15 %	28 %	37 %	39 %
Breast Cancer Screening	-	46 %	46 %	50 %	50 %	52 %	53 %	55 %	56 %	57 %	58 %	59 %	59 %

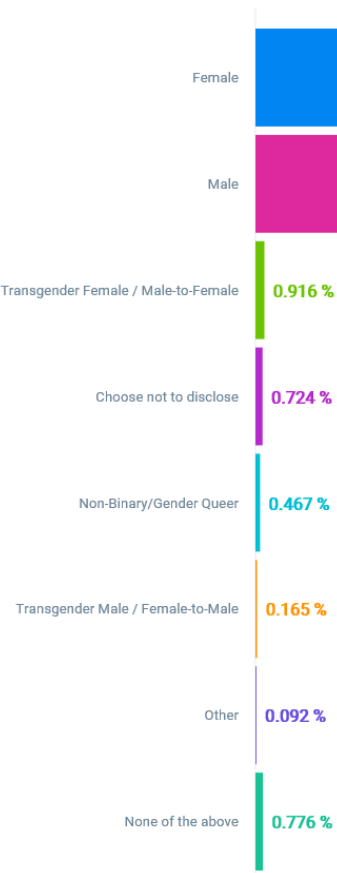


Primary Care: SOGI Data Collection



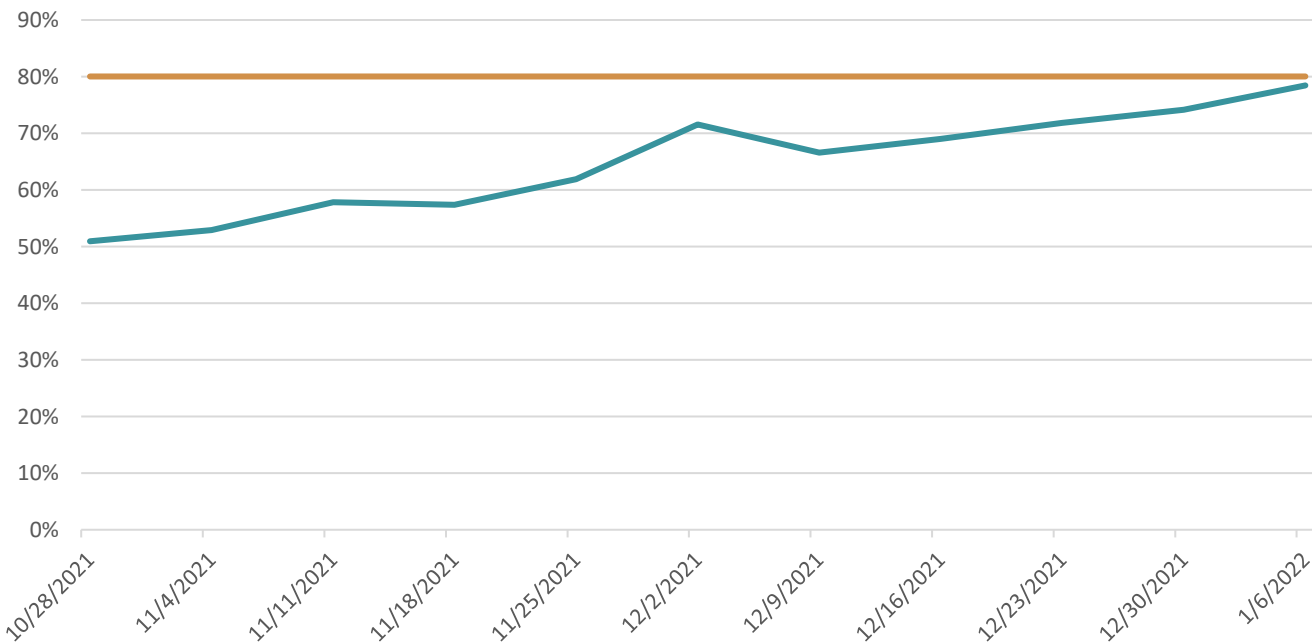
Percentage of Population by Gender Identity

All Time



Weekly SOGI data collection rate

% of patients with a visit in the last week who are up-to-date on SOGI



SFHN COVID-19 Vaccination Campaign



16 SFHN sites throughout the city providing vaccines to SF residents

- Vaccine sites located in communities most impacted by COVID
- 35% of those vaccinated at our sites are SFHN patients; 65% non-SFHN residents, many from under-served communities
- SFHN, while responsible for less than 10% of San Francisco's population, has given more than 20% of vaccine doses in SF

284,642 total doses as of 1/9/22;
834 doses per day the week of 1/2/22



Rose Mary Jones got the COVID-19 vaccine at the Southeast Health Center on Tuesday, February 2, 2021. As an early recipient of the COVID-19 vaccine, Rose Mary Jones shared with staff that she did her part to help get this virus under control and hoped others would too.

SFHN Vaccination Campaign Outreach



To keep patients in the loop, we sent:

- **175,000** text messages
- **85,000** emails
- **60,000** messages through our patient portal
- **125,000** snail mail letters

We have made **10,000** live outreach calls

We partnered with **community-based organizations** to:

- Provide on-site providers to answer questions at community events
- Distribute flyers
- Transport patients to vaccine sites
- Host vaccine webinars

Drop-in Vaccinations for Eligible Residents

WHO People living in the 94112, 94134, 94124, 94110, 94107, 94102, 94103, and 94130 zip codes who are age 65+ OR who work in the following types of jobs: healthcare, childcare, education, restaurants and other food service, transit, and emergency services.

WHAT Free COVID-19 vaccine

WHERE Zuckerberg San Francisco General Hospital
(1001 Potrero Avenue, Building 30)

WHEN Drop-in daily, 9am-3pm, until March 15, 2021

City & County of San Francisco
sf.gov/GetVaccinated

Vacunación sin cita para los habitantes que sean elegibles

QUIÉNES La personas que vivan en los códigos postales 94112, 94134, 94124, 94110, 94107, 94102, 94103 y 94130, y que tengan al menos 65 años de edad O que trabajen en los siguientes tipos de empleos: atención médica, cuidado infantil, educación, restaurantes y otros servicios de comida, tránsito y servicios de emergencia.

QUE Vacunas gratuitas contra el COVID-19

DÓNDE Hospital General Zuckerberg de San Francisco
(1001 Potrero Ave., edificio 30)

CUÁNDO Todos los días, de 9 am a 3 pm, hasta el 15 de marzo de 2021. No se requiere cita.

City & County of San Francisco
sf.gov/GetVaccinated

Drop-in na Bakuna para sa mga Karapat-dapat na Residente

Ang mga taong naninirahan sa 94112, 94134, 94124, 94110, 94107, 94102, 94103, at 94130 na mga zip code na nasa edad 65+ O nagtatrabaho sa mga sumusunod na uri ng trabaho: pangangalaga sa kalusugan, pangangalaga sa bata, edukasyon, restawran at iba pang serbisyo sa pagkain, mga serbisyo sa pagbibiyah, at pang-emerhensya.

SINO

ANO Libreng bakuna sa COVID-19 Need attachment

SAAN Zuckerberg SF General
1001 Potrero Ave., Gusalí 30

KAILAN Mag-drop-in araw-araw, 9 ng umaga - 3 ng hapon, hanggang Marso 15, 2021

City & County of San Francisco
sf.gov/GetVaccinated

為符合資格的居民提供無需預約疫苗接種服務

現正居於郵政區號 94112、94134、94124、94110、94107、94102、94103 及 94130 地區年齡 65 歲以上或從事以下行業的人士：醫療護理、託兒、教育、餐館及其他食品服務、交通運輸及應急服務。

對象： 94110、94107、94102、94103 及 94130 地區年齡 65 歲以上或從事以下行業的人士：醫療護理、託兒、教育、餐館及其他食品服務、交通運輸及應急服務。

活動： 免費新冠肺炎 (COVID-19) 疫苗接種

地點： ZSFG 三藩市總醫院
Potrero 大道 1001 號第 30 號大樓

時間： 由現在直至 2021 年 3 月 15 日 | 每週七日 | 上午 9 時至下午 3 時。

City & County of San Francisco
sf.gov/GetVaccinated

SFHN Homebound Vaccine Program



Starting in February 2021, we began vaccinating homebound patients in their homes:

- One of the first in the country to provide this service, separate from C3 task force program
- Over 300 patients vaccinated at home
- Program still active and providing first doses and boosters to entire households

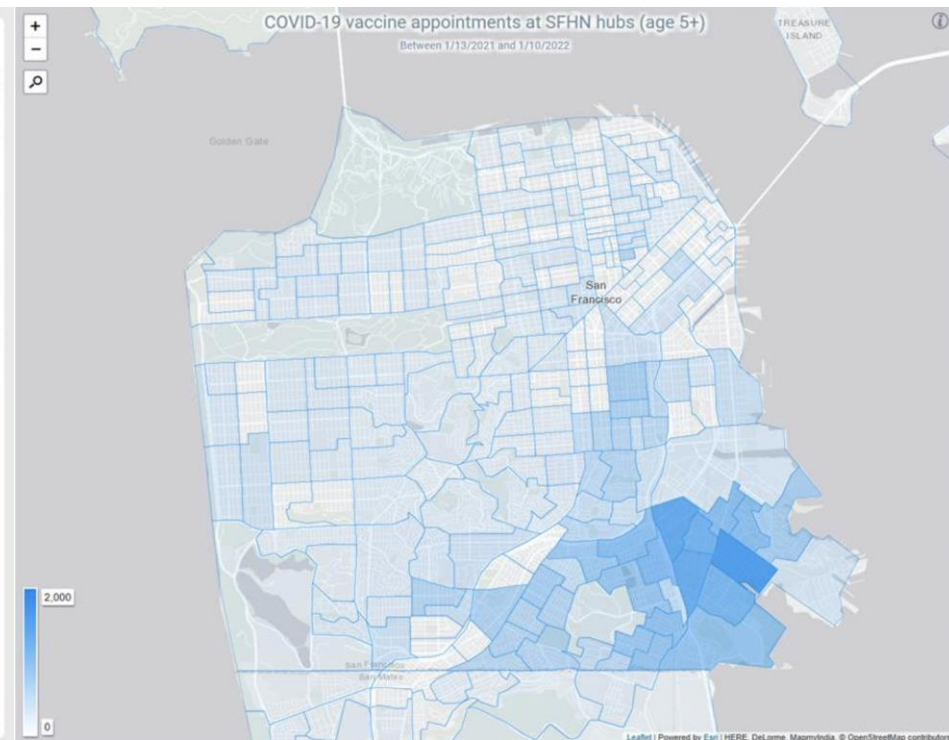
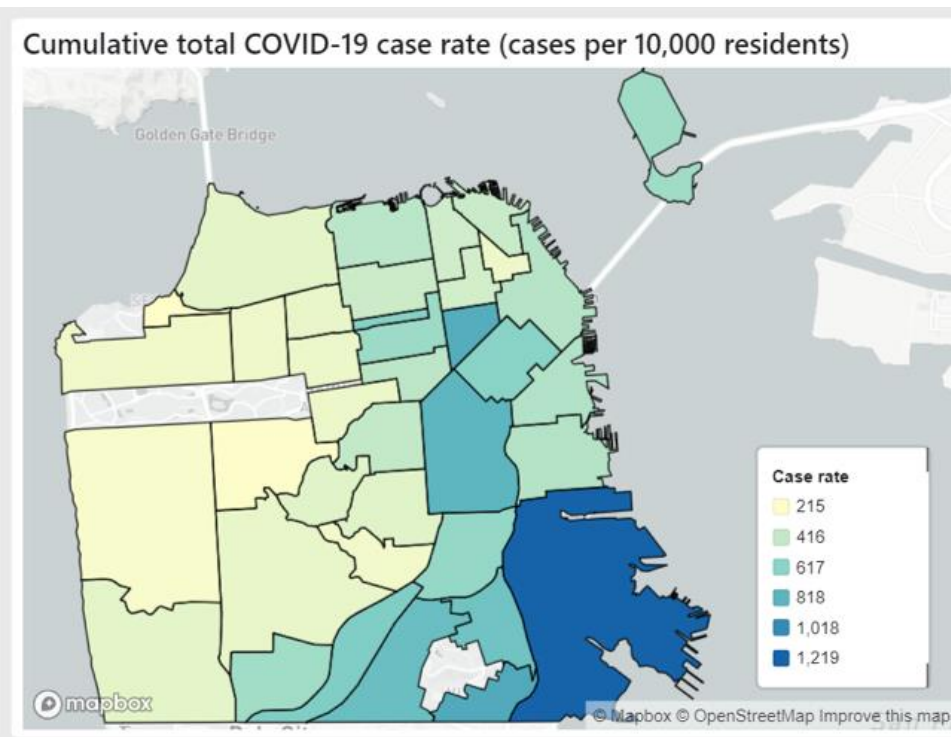
CJ and his sister are primary caregivers to their 97-year-old mother, EW, who is an African-American client living in the Bayview and receiving primary care at Southeast Health Center. EW is homebound and cognitively impaired.

When CJ learned in March that his mother and whole family could be vaccinated in their home, "I felt so good in my spirit about it. The nurse answered all the questions I had without breaking a sweat and I was sold. It turned out to be a blessing."

The convenience of being vaccinated in the home and having all their questions answered by an experienced nurse was reassuring to the family. "We are grateful," CJ says. "You guys are angels!"



Who are we vaccinating?



San Francisco cumulative total COVID-19 case rate versus geographic distribution of SFHN residents throughout the city.

Who are we vaccinating?

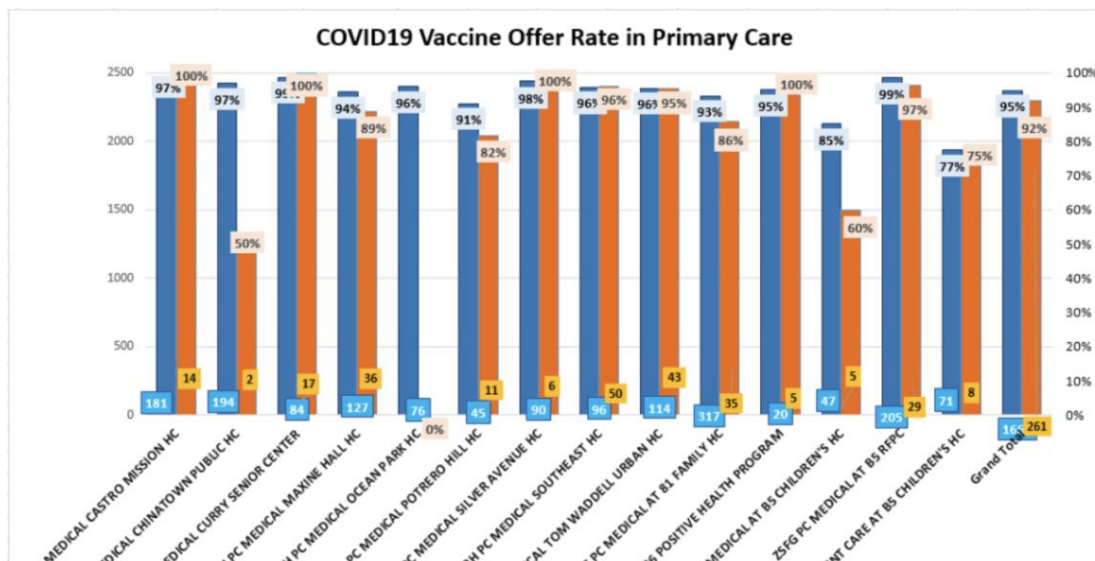


PC COVID vaccination rate patients age 12+ by race			
	% vaccinated	Number of Patients	
1/13/2021 - 1/10/2022	83.2 %	57,716	
Yes - Hispanic, Latino/a, or Spanish origin	84.9 %	20,829	
Asian	91.6 %	15,991	
White	78.8 %	9,692	
Black or African American	71.3 %	8,265	
Other	78.8 %	2,623	
Native Hawaiian or Other Pacific Islander	71.8 %	567	
Decline to Answer	73.6 %	579	
American Indian or Alaska Native	77.1 %	223	
None of the above	21.7 %	23	

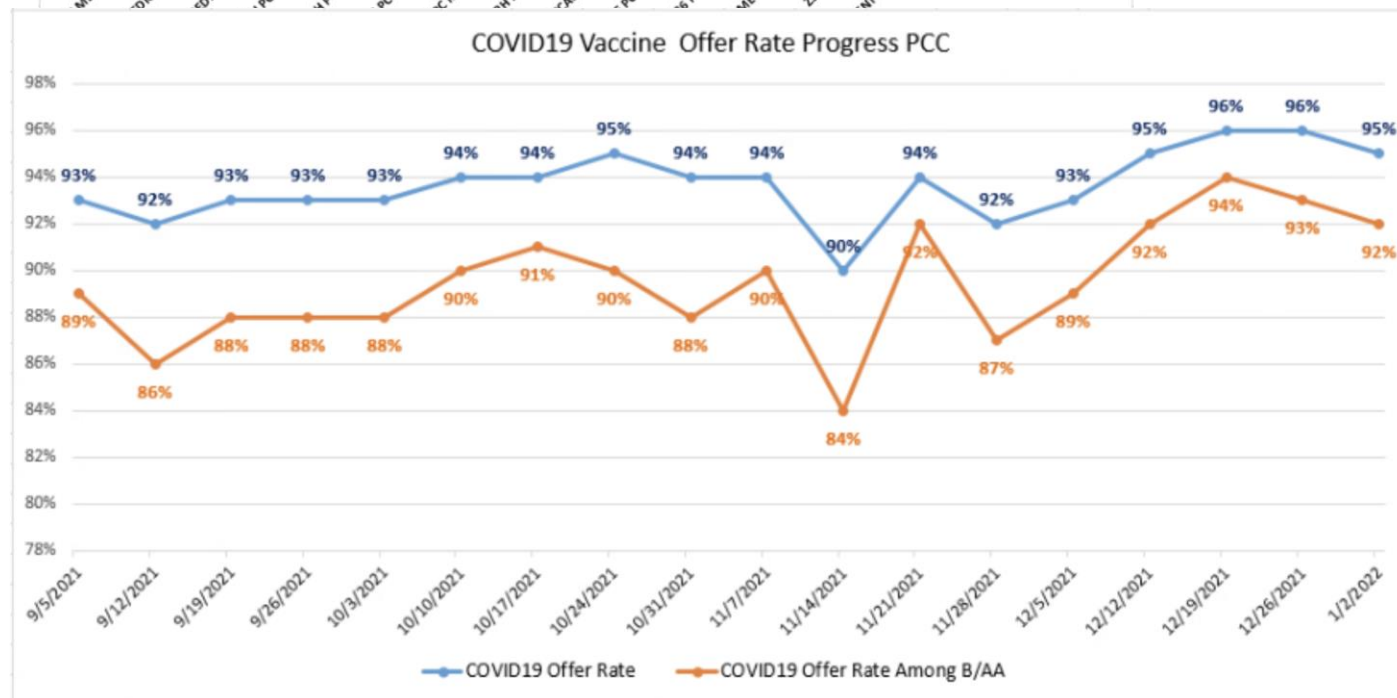
PC age 5-11 vaccination rate by race			
	% vaccinated	Number of Patients	
1/13/2021 - 1/10/2022	39.1 %	4,374	
Asian	51.8 %	340	
Yes - Hispanic, Latino/a, or Spanish origin	43.4 %	2,999	
Other	37.8 %	254	
Decline to Answer	35.6 %	59	
White	31.8 %	151	
American Indian or Alaska Native	22.7 %	22	
Native Hawaiian or Other Pacific Islander	20.3 %	79	
Black or African American	16 %	539	
None of the above	0 %	4	

Percent of SFHN primary care patients vaccinated by race/ethnicity, ages 12+ and 5-11, respectively

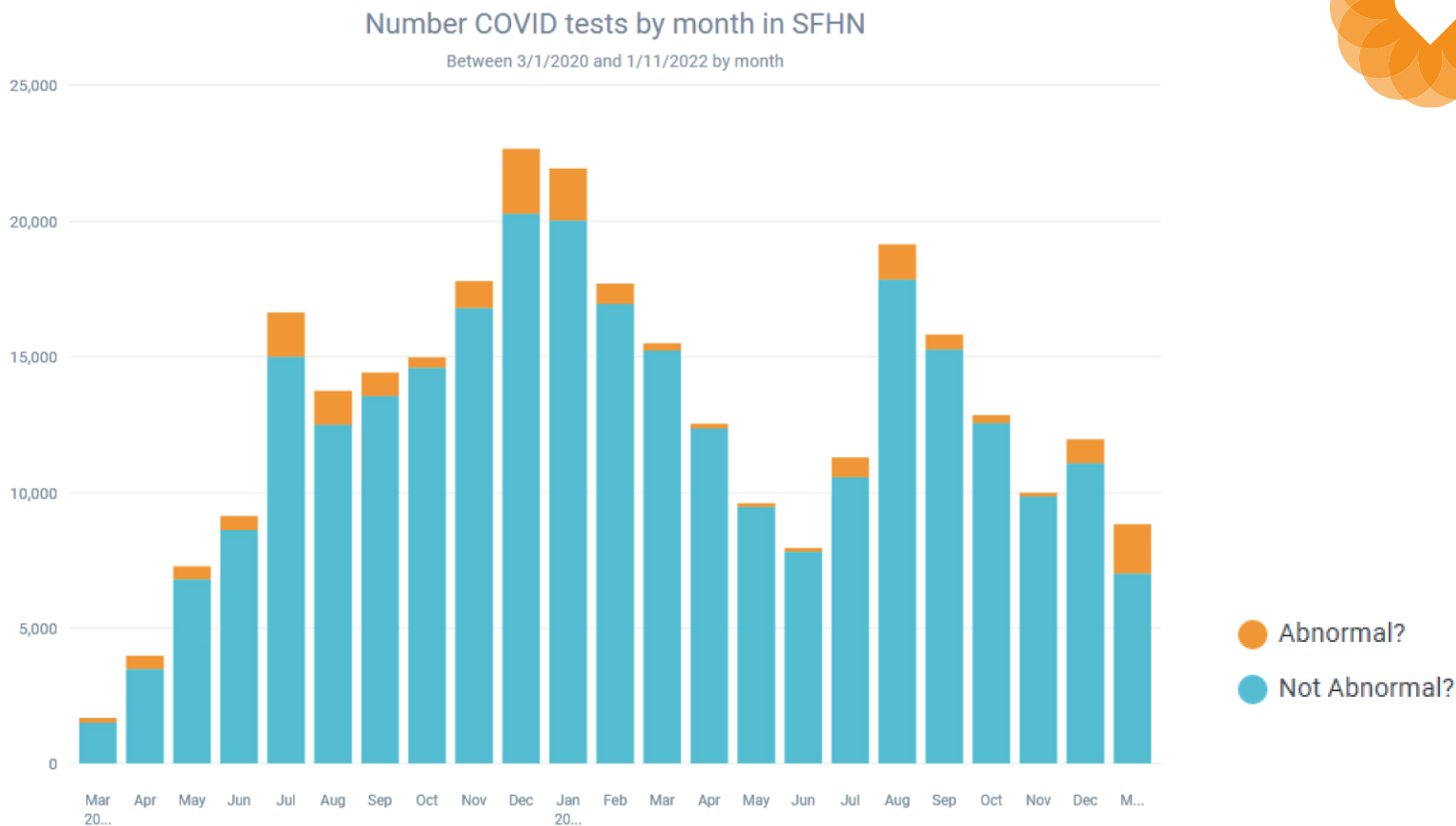
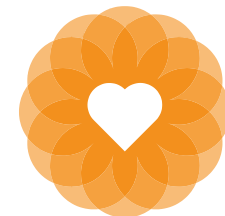
Addressing disparities in vaccination rates



- Using data to reduce disparities in vaccine offer rate
- Staff trainings
- Live outreach calls
- Webinars
- "Ask an expert" at vaccine events



PC COVID-19 Testing Services



Primary Care “Alternate” Testing Sites: essential COVID-19 service for the city

- Available to all SF residents
- Drop-ins (no online scheduling required)
- PC providers/RNs call and manage all COVID-19+ results from our sites – including those with private health coverage
- All tests entered into Epic and feed into CAIRs database

Priorities for the Upcoming Year



- Anti-racism and Equity Action Plan
- Population Health
- Access to care
- Supporting recovery and resilience in our primary care teams