

**Laurie Green, M.D.**  
President

**Tessie M. Guillermo**  
Vice President

**Edward A. Chow, M.D.**  
Commissioner

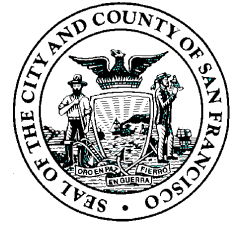
**Susan Belinda Christian, J.D.**  
Commissioner

**Cecilia Chung**  
Commissioner

**Suzanne Giraudo ED.D**  
Commissioner

**HEALTH COMMISSION  
CITY AND COUNTY OF SAN  
FRANCISCO**

**London N. Breed Mayor  
Department of Public Health**



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**MINUTES**

**HEALTH COMMISSION MEETING**

**Tuesday April 2, 2024 4:00 p.m.**

**101 Grove Street, Room 300**

**San Francisco, CA 94102 & via Webex**

**1) CALL TO ORDER**

Present: Commissioner Laurie Green, MD, President  
Commissioner Edward A. Chow M.D.  
Commissioner Suzanne Giraudo, Ph.D  
Commissioner Tessie Guillermo

Excused: Commissioner Susan Belinda Christian, J.D.  
Commissioner Cecilia Chung

The meeting was called to order at 4:02pm

**2) APPROVAL OF THE MINUTES OF THE HEALTH COMMISSION MEETING OF MARCH 19, 2024.**

**Public Comment:**

Patrick Monette-Shaw made comments and submitted the following summary:

Discussion in the LHH-JCC 3/12/2024 meeting "Committee Report" noted LHH received two Form 2567's on 3/11/2024 but failed mentioning LHH received three "ACTUAL HARM" CITATIONS AT "G" SEVERITY, involving a PATIENT'S DEATH on 2/9/2024 this Commission has hidden! During the "Baker Places" discussion, Commissioner Green had the chutzpah to state the "*Health Commission has a responsibility to ensure public funds are used responsibly.*" While I agree that's true, this Commission has NOT ensured the \$40 million in contracts this Commission approved to hire consultants to get LHH recertified has been used "responsibly." We're 12 days away from LHH's decertification SECOND anniversary. During the "LHH Recertification Update," Pickens acknowledged CMS asked for revisions to the 1/13/2024 and 1/17/2024 "Plans of Corrections" submitted. LHH submitted corrections to CDPH, which forwarded the fixes to CMS. The minutes obscure this Commission hid THAT information, keeping the public in the dark unnecessarily for two months!

**Action Taken:** The Health Commission unanimously approved the meeting minutes.

### **3) GENERAL PUBLIC COMMENT**

Chris Ward Kline stated that the Homeward Bound program is illegal under state and federal law. The program will increase overdoses and violence. It places individuals on surveillance to influence them to comply; it gives them voices in the head. We have been through this before in 1978 which led to boycotts in the 1980 Summer Olympics. We recently pulled out of Afghanistan and have summer Olympics this year. Shoplifting is not going down in the city, but fewer businesses are reporting shoplifting in the city. If this program is not stopped, then there will be a boycott of San Francisco and people will not shop here. For San Francisco to thrive, we must turn off surveillance. We need leaders such as the Health Commissioners and Director Colfax to do the right thing.

Patrick Monette-Shaw made comments and submitted the following summary:

As the Cherney “Declaration” in the “Tommy Thompson” lawsuit against the City alleges, this Commission — SFDPH’s “governing body” — DID NOT perform your fiduciary duties protecting the City’s most vulnerable who need skilled nursing level of care. You’ve caused the City almost \$150 million in expenses due to gross mismanagement of one of our two public hospitals, failing for two full years to accomplish getting it recertified and patient admissions resumed. The Cherney “Declaration” is clear: You should all be replaced for governing body failures! San Franciscans deserve a better oversight mechanism! A destitute SFDPH patient died on February 9th and another lost their ability to walk at all on February 28, both outcomes due to preventable falls. Yet this Commission appears to be all too willing as a “governing body” to have complicitly hidden that patient’s death for two months, failing miserably as a “governing body” to adequately oversee LHH!

### **4) DIRECTOR’S REPORT**

Grant Colfax MD, DPH, Director of Health, presented the item.

#### **LAGUNA HONDA HONORED AT 2024 GOOD GOVERNMENT AWARDS AND RECERTIFICATION UPDATE**

Laguna Honda will be honored at the 2024 Good Government Award on April 25, 2024, at City Hall. The Good Government Awards recognize outstanding performances by managers working for the City and County of San Francisco. We celebrate our honorees: Jennifer Carton-Wade, Dr. Lisa Hoo, Nawzaneen Talai, and Troy Williams from DPH and Henry Lifton and Arnulfo Medina from the City Attorney’s Office. These leaders continue to work tirelessly alongside staff to ensure Laguna Honda is fully recertified with the Centers for Medicare and Medicaid Services (CMS).

Laguna Honda submitted the Plans of Correction for the CMS Recertification Survey—the Fire Life Safety portion was submitted on Saturday, January 13 and the Health Monitoring portion was submitted on Wednesday, January 17. Laguna Honda continues to await full approval and validation of the Plan of Correction from both CDPH and CMS, and then a determination from CMS regarding recertification into the Medicare program.

#### **RECOGNIZING WORLD TUBERCULOSIS DAY**

On March 24, we observed World Tuberculosis (TB) Day. This year, we were pleased to highlight DPH’s diverse and talented TB Clinic team on social media:

Physician Specialist: [Haiyan](#)

Nurse: [Gloria](#)

Senior Clerk: [Adrianna](#)

Nurse Manager: [Rocio](#)

Disease Control Investigators: [Seemab, Mustafa, and Pubu](#)

Senior Epidemiologist: [Laura](#)

Health Worker 2: [Jo](#)

These individuals are just a few of the many dedicated staff we have working to end TB in San Francisco. They also represent the broad scope of work required to ensure that we prevent the transmission of TB and provide the best possible care to our patients.

TB is preventable and curable, and we thank all those who work each day to save lives.

### **STREET MEDICINE PALLIATIVE CARE TEAM PRESENTS AT ALAMEDA COUNTY HEALTH CARE TRAINING**

Members of the DPH Street Medicine Palliative Care team presented to over 200 people at an Alameda County Health Care for the Homeless monthly training. Titled “Living on the Edge of the Edge: Palliative Care for People Experiencing Homelessness in San Francisco,” the training provided a framework for providing palliative care for people experiencing homelessness and ways to support staff providing these services. Thank you to Dr. Tanya Majumder, Melanie Bien, and Shannon Ducharme for your work supporting complex clients and helping train others on how to replicate this work.

### **ZSFG AND UCSF CELEBRATE NATIONAL DOCTOR’S DAY**

National Doctors’ Day was on Saturday, March 30 and ZSFG joined UCSF in celebrating on Thursday, March 28. UCSF will announce the Exceptional Physician Awards for ZSFG in June.

This year’s theme was Healers of Hope, which is a particularly fitting description of all ZSFG’s dedicated doctors, who regularly go above and beyond to make ZSFG a place where patients feel supported physically, emotionally and culturally. Whether they practice in emergency medicine, obstetrics, trauma, pediatrics, psychiatry or another service, their work is critical to the well-being of our community. Their commitment is further amplified by their role as educators of the next generation of healers.

It was a festive day punctuated by gratitude and appreciation of the amazing doctors who care for patients at ZSFG.

### **HONORING WOMEN’S HEALTH**

In recognition of Women’s History Month, DPH led a month-long social media communications campaign highlighting our innovative women’s health care services including:

- In 2012, DPH was first in the U.S. to provide gender-affirming surgery access for publicly insured and uninsured transgender, nonbinary and gender diverse residents.
- Mifepristone, also known as the abortion pill, is one of the reproductive health care options available at DPH clinics and at ZSFG.
- DPH partners with Community Forward SF to offer medical and behavioral health services to address the unique needs of women experiencing homelessness.
- In 2021, DPH launched a trauma-informed approach in public health nursing, aimed at breaking the cycle of generational trauma in women’s health.

Thank you to our teams for improving the quality and safety of healthcare for women in San Francisco.

### **COVID-19 UPDATE**

As of 3/28:

- San Francisco’s 7-day rolling average of COVID test positivity is 1.3% and there are 25 COVID hospitalizations.
- Thirty percent of SF residents are fully up to date on their COVID vaccinations and have received the updated vaccine.

[DPH in the News](#)

Public Comment:

Patrick Monette-Shaw made comments and submitted the following summary:

For the Good Government Award, Troy Williams should not have been named to receive the award. After all, the so-called "60-Day LHH Turn-around Plan" the Williams and Dr. Colfax c-wrote in 2019 was such a gross failure it directly led to LHH's decertification. Dr. Colfax's written "Directors Report" only lamely reports LHH submitted Plans of Correction for the December CMS Recertification Survey on 1/13/2024 and 1/17/2024, respectively. Shamefully, Colfax failed mentioning Roland Pickens had informed the LHH-JCC Commissioner's on 3/12/2024 that CMS had indeed asked for revisions to PoC's. Why is Colfax presenting outdated, inaccurate information? Why isn't Colfax telling us whether those revisions have been approved,, or if more changes to the PoC's are needed? Worse, Colfax said nothing about the three "Actual Harm" Citations at the "G" severity level LHH received in February, including a patient's FALLS-RELATED DEATH this Commission is helping to temporarily hide!

Dr. Teresa Palmer made comments and submitted the following summary:

Laguna Honda: No progress on Medicare Recertification or resumption of admissions! Plus-Citations received by LHH on February 9 & February 28 are quite serious---"G" level meaning Actual Harm.Are ongoing problems like these delaying recertification? Laguna Honda is celebrating its managers but at least one of them is not certified to be a Nursing Home Administrator (Jennifer Carton Wade) and was part of the LHH team during the disasters in 2019-2022. Is City/County of SF & SF Department of Health determined to repeat its history of poor management until we lose this indispensable safety net facility? Do current managers really have the skills and support from Mayor/SFDPH to fix the problems and resume admissions (and discharges)? PLEASE be transparent about help needed so it can be obtained! Or After all will LHH be closed & these most vulnerable San Franciscans evicted to points unknown?

Carol Bettencourt, Legal Assistance to the Elderly, submitted the following written public comment:

I am very disappointed that once again we are not given new information about recertification, admissions, or discharges. Does this delay indicate ongoing problems? The public needs to know what is going on! Has CMS received the revised LHH material sent in early February? Has there been any word from CMS about that? Are the 3 "Actual Harm" citations delaying recertification? Has the Plan of Correction addressing these deficiencies been submitted? When will we get more information about this? Please show us the plan for resumption of admissions and for what is being done for people who were forced to move out of county when Laguna Honda was under threat of closure. People need Laguna Honda! At the March 12, 2024 meeting, there was a mention of appeals by some of the patients scheduled for discharge. How many appeals have there been and what have the results been?

Norman Degelman submitted the following written comment:

No progress on Medicare Recertification or resumptions of admissions! Plus- Citations received by LHH on February 9 & February 28 are quite serious "G" level meaning Actual Harm. Are ongoing problems like these delaying recertification? Laguna Honda is celebrating its managers but at least one of them is not certified to be a Nursing Home Administrator (Jennifer Carton Wade) and was part of the LHH team during the disasters in 2019-2022. Is City/County of SF & SF Department of Health determined to repeat its history of poor management until we lose this indispensable safety net facility? Do current manager really have the skills and support form Mayor/SFDPH to fix the problems and resume admissions (and discharges)?

Commissioner Comments:

Commissioner Green thanked Director Colfax for the report.

## 5) **DPH HUMAN RESOURCES UPDATE**

Erika Thorson, Recruitment Strategist and Manager of Workforce and Career Development, DPH Human Resources, and Richa Dhanju, Director of Experience and Culture, presented the item.

### Commissioner Comments:

Commissioner Guillermo hopes that best practices from this effort can be used for hiring processes for other types of professions at DPH. She asked for more information on how DPH coordinates with DHR on increasing hiring process efficiencies. She also asked for more information regarding DPH recruitment practices. Ms. Wolfe stated that for nurses, the recruitment effort has been consolidated into two classes of nurses. This results in a much larger eligibility list which managers can review at one time. He added that the DPH is looking at quality of experience, not just quantity of experience. The DPH uses SmartRecruiters software, LinkedIn, and other online recruitment sites. Ms. Walden stated that efficiencies realized through batch hiring have streamlined the hiring process so that interviews and conditional offers can be done more quickly.

Commissioner Giraud thanked the presenters for the clear presentation. She asked if the hiring process takes about one month. Ms. Walden stated that the adoption of the eligibility list takes place in the first week of each month, then the DPH moves into the selection process and onboarding. The process is about a month.

Commissioner Chow noted that during the COVID-19 pandemic the City was able to use extraordinary measures for hiring which expedited all processes. He asked if this is where the current hiring process that the DPH uses for nurses was derived. Luenna Kim, DPH Human Resources Director stated that the DPH has worked closely with DHR and the Civil Service Commission to shorten and make hiring processes more efficient. The DPH is using a continuous recruitment and selection process which has resulted in 30-45 days hiring times. The DPH is striving to meet the candidates where they are instead of requiring them to fit into the DPH system. She added that the DPH is utilizing these processes for other types of clinical positions.

Director Colfax thanked Ms. Kim and the DPH HR team for their innovative work.

Commissioner Green is grateful for all the work done to improve the hiring processes. She is happy to hear that these processes can be replicated for other types of DPH positions. This is a great example of successful collaboration.

## 6) **2023 SAN FRANCISCO BIENNIAL FOOD SECURITY AND EQUITY REPORT**

Eric Chan, MPH, Food Security & Equity Program Planner, Office of Anti-Racism & Equity/Population Health Division; and Kaela Plank, MPH, PHD Health Program Planner, Center for Data Science, presented the item.

### Commissioner Comments:

Commissioner Guillermo is grateful for the report. She asked if data is broken down by age for those who are food insecure and for those being served by food programs. Mr. Chan stated that some demographic data has been collected on age related data but not how the Commissioner has asked for the breakdown. He noted that the DPH does have data on the number of people served by programs by age, but it is not included in this year's report.

Commissioner Giraud thanked the presenters for the report and responses to questions submitted by Commissioners in advance. She also thanked everyone involved for their good work.

Commissioner Chow asked if the Food Insecurity Task Force has any obligation to go back to food service agencies to direct them. He also asked if the next report would show progress on recommendations contained in this report. Mr. Chan stated that the report is used as a tool by the Task Force and City Departments to show the situation around food insecurity in San Francisco. This helps guide community and City resources and priorities.

Commissioner Chow asked for more information on the 2.5% spent on services. Mr. Chan stated that this amount is spent on nutrition sensitive medical services.

Commissioner Chow asked if slide 11 is meant to indicate that food insecurity causes this rate of hospitalizations. Ms. Plank stated that research shows that food insecurity can increase the severity of other health conditions.

Commissioner Green asked how individuals find out about available food resources and how schools are involved. Mr. Chan stated that many different programs have different eligibility criteria. One of the report recommendations is a centralized information and referral system to streamline the process for individuals in need.

Commissioner Green encouraged those in San Francisco to look outside the city for best practices since food insecurity is an international issue. She also noted that colon cancer rates are going up in young people due to the amount of high fructose in their diet.

#### **7) JOINT CONFERENCE COMMITTEE AND OTHER COMMITTEE REPORTS**

Commissioner Edward A. Chow, MD, ZSFG JCC chair, stated that at the March 26, 2024 ZSFG JCC meeting, the committee reviewed standard reports and two presentations. The first presentation discussed was titled, "Supporting Safe and Joyful Black Birth Through Respectful Care," and reviewed the innovative and successful program which provides a wide array of prenatal and post-natal services to support clients. This program is in close alignment with the UCSF Embrace contract on the Consent Calendar today. The other presentation introduced new True North Metrics which will be measured and tracked during the next year.

During the Regulatory Affairs Report, the committee discussed the recent surveys, including the triennial Joint Commission survey. The Committee also discussed the CEO Report and the Human Resources Report. Dr. Gabriel Ortiz was promoted to the ZSFG Chief Medical Officer. He previously had served as ZSFG Chief of Medical Staff. During the Medical Staff Report, the Committee recommended that the full Commission approve the Department of Family and Community Medicine Rules and Regulations which are on the Consent Calendar. In closed session, the committee approved the Credentials Report and the PIPS Minutes report.

#### **8) FINANCE AND PLANNING COMMITTEE UPDATE**

Commissioner Edward A. Chow, committee member, chaired the meeting. He stated that the committee reviewed all contract items on the Consent Calendar.

#### **9) CONSENT CALENDAR**

Action Taken: The Health Commission unanimously approved the following items:

- **April 2024 Contracts Report**
- **Request for approval of a New Professional Service Agreement with the Regents of the University of California to provide a Black African American Maternal Mental Health Program. The UCSF Embrace program will provide equitable, trauma-informed and culturally responsive prevention and mental health care to serve a population that has experienced disparities in care and health outcomes. The total proposed agreement amount is \$9,615,203 which includes a 12% contingency for the term of March 1, 2024 through June 30, 2029 (5 years and 3 months).**
- **ZSFG Policies and Procedures:**  
**Request for approval of the following ZSFG-related items, which were recommended for approval by the ZSFG JCC at its March 26, 2024 meeting:**
  - Family and Community Medicine Service Rules and Regulations

**10) OTHER BUSINESS:**

This item was not discussed.

**11) ADJOURNMENT**

The meeting was adjourned at 5:42pm.