

Hospital Operations & Patient Care Report

Presented to the Health Commission – ZSFG on September 28, 2026

ZSFG Executive Team Report



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Care Experience

1. ZSFG Earns High-Performing Recognition from U.S. News & World Report

ZSFG was recently recognized by U.S. News & World Report as “high performing” in multiple adult procedures and conditions, including COPD, diabetes, heart failure, kidney failure stroke and leukemia/lymphoma/myeloma. These rankings are based on the U.S. New’s evaluation of data from nearly 5,000 hospitals and measures how well hospitals care for the full range of patients in a specific area. This recognition reflects the exceptional expertise, innovation and teamwork across the hospital. These key programs continue to deliver evidence-based, interdisciplinary care while expanding across to lifesaving treatments, clinical trials and community-focused prevention efforts. Highlights include AI-enabled decision support in heart failure care through the PROSPECT Lab, long standing Primary Stroke Center certification, and strengthened partnerships with UCSF to provide advanced therapies to all patients.

This achievement underscores ZSFG’s commitment to deliver high-quality, academic-caliber care while addressing linguistic, cultural, financial and social barriers that often limit access to specialty services. ZSFG’s interdisciplinary teams – nursing, pharmacy, rehabilitation, laboratory medicine, radiology, social work, care coordination, and many others – play a crucial role in ensuring excellent care at critical moments in patient’s lives. This recognition belongs to the extraordinary staff whose compassion, innovation and dedication make exceptional patient care possible every day.

2. Spotlight on the Age-Friendly Emergency Department (AFED)



Zuckerberg San Francisco General is dedicated to providing older adults with the highest quality care during their emergency visits by combining specialized clinical practices with a compassionate, dignity-first approach. The hospital uses geriatric-focused protocols – including frailty and delirium screenings, safe pain management strategies and mobility support protocols to spot and address age-specific risks early. A multi-disciplinary care team supports patients throughout their stay and ensures continuity of care by connecting older adults and their caregivers to follow-up appointments, community services, and resources – ensuring care continues long after discharge. Additionally, there is a whole-person approach to emphasize hydration, nutrition and prevention of unnecessary restraints or catheters to support physical, emotional and cognitive well-being. To further enhance comfort, the emergency department provides non-medical items such as stuffed puppies, coloring books, puzzles, fidget aprons, along with trained volunteers who offer companionship. The Adult Friendly Emergency Department (AFED) is accredited at the Silver Level by the American College of Emergency Physicians and the multidisciplinary team is actively working towards the Gold level.

3. Stop the Bleed Training for SFUSD Teachers and Paraprofessionals

Stop the Bleed is a course created by the American College of Surgeons in response to the rising number of manmade and natural disasters, providing participants with essential skills to recognize and intervene in life-threatening bleeding.

The ZSFG Trauma Program recently partnered with the San Francisco Fire Department to train SFUSD teachers and paraprofessionals in practical lifesaving skills that can be used when seconds matter. The training covered hands only CPR, opioid overdose awareness and naloxone administration and Stop the Bleed techniques.

This collaborative effort brought together educators and emergency response leaders with a shared goal: empowering school staff to confidently respond to emergencies and potentially save lives. Strengthening a community where people are prepared to act in a crisis can make a critical difference.



Equity

4. Overdose Awareness Events at ZSFG



During Overdose Awareness Week (August 25-August 31) and on International Overdose Awareness Day (August 31), SFDPH hosted events at clinics to encourage conversations about overdose risk and effective treatment services available for opioid addiction and other substance use disorders. Throughout the week, DPH teams engaged with the community by sharing treatment resources, information on how to recognize an overdose, distributed naloxone and demonstrated how to use it to save a life.

At ZSFG, several tabling events were held by the Opiate Treatment Outpatient Program (OTOP), the Addiction Care Team, and Pharmacy Teams. Together, these teams worked to reduce stigma, support healing, and remind the community that recovery was possible. They provided judgement-

free support, prevention education, harm-reduction tools and trauma-informed compassion for those who have suffered the trauma of loss or illness from opioid overdose.

This collective effort demonstrated ZSFG's commitment to community wellness through expanded access to lifesaving resources, reducing stigma and reinforcing that recovery was possible. They showed the community that help was available, every step towards recovery mattered and that DPH teams were there to meet community members wherever they were on their recovery journey.

5. A Healthy Start for Every Baby: ZSFG's 3rd Annual Milk Drive

In August, ZSFG's Birthing Department hosted its third annual Milk Drive in partnership with Mother's Milk Bank, collecting nearly 1,000 ounces of donated human milk to support medically fragile infants nationwide. Dr. Susan Ehrlich emphasized that each ounce represented an act of compassion that could make a meaningful difference for vulnerable babies and their families. The milk donations will support infants who are premature, separated from their birth parents or who have specific health needs. The event showcased ZSFG's commitment to health equity and dignified care, made possible through the dedication of staff, donors, and community partners.

Lactation consultants Amalia Deck and Catalina Perez further reinforced this commitment by providing essential prenatal education, skilled support for breast and chest feeding and following evidence-based "10 Steps of Successful Breastfeeding," and discussing feeding alternatives as needed.

Their expertise ensures families receive respectful, informed guidance throughout their hospital stay and learn about the long-term health benefits for both infants and mothers. Their work highlights the critical role lactation consultants play in promoting bonding, supporting immunity through human milk and helping ZSFG maintain leadership in exclusive breast/chest feeding rates and culturally responsive care.



Developing Our People

6. Dr. Hemal Kanzaria – San Franciscan of the Year Finalist



The San Francisco Examiner announced the 2026 San Franciscan of the Year award finalists. This award recognizes leaders, innovators and stewards who help shape the future of the city. Among the finalists is ZSFG's own, Dr. Hemal Kanzaria, professor, UCSF Department of Emergency Medicine; Chief of Performance Excellence, ZSFG.

As a physician-leader at ZSFG, he has transformed care through equitable, patient-centered systems and responsible AI. His groundbreaking work ensures technology improves outcomes for the City's most vulnerable residents, making him a model of civic leadership grounded by innovation and compassionate service.

7. Celebrating the Essential Work of ZSFG's Environmental Services and Support Services Teams



Environmental Services week at ZSFG highlights the extraordinary dedication of the Environmental Services and Support services teams, whose work is essential to maintaining a safe, clean and welcoming environment for patients, staff and visitors. From housekeeping, linen, porter, mailroom, messenger and switchboard staff, the EVS team members demonstrate skill, commitment, and professionalism every day. Their efforts ensure patient rooms, hallways, clinics, operating rooms remain safe and accessible, supporting infection prevention, patient flow and high-quality care. Supervisors conduct over 120 patient room inspections monthly, while linen services maintain patient care areas and support patient belongings management with care. The messenger and mailroom teams deliver lifesaving blood to the OR, transport specimens and keep essential materials moving.

This year, the EVS team was commended for Zero Waste leadership, implementing centralized collection stations and improving recycling and composting to help meet city-wide waste-reduction goals. Their rapid response and thorough environmental corrections also earned kudos during the Psychiatric Emergency Services recertification survey.

Though much of the work of the EVS teams occur behind the scenes, their impact is felt deeply across every part of the campus. Their expertise, high standards and relentless reliability make their role not just supportive of care, but essential. ZSFG extends their gratitude to all EVS and Support Services staff for their vital contributions each day to keep ZSFG running safely, efficiently and with compassion.