



San Francisco Department of Public Health

Daniel Tsai
Director of Health

City and County of San Francisco
Daniel L. Lurie
Mayor

Director's Report for Health Commission Meeting of March 16, 2026

A current overview of issues affecting the state of public health in San Francisco
<https://sf.gov/departments/san-francisco-health-commission/past-meetings>

In alignment with the California Department of Public Health, we will no longer report on COVID-19 case data. More people are now testing themselves at home for COVID-19 and we do not get data from at-home testing. This affects the accuracy of data on testing volume. We will continue to report on [test positivity](#) and will monitor other indicators including hospitalizations.

LAGUNA HONDA HOSPITAL LAUNCHES MODEL NEIGHBORHOODS PILOT

DPH is pleased to share that Laguna Honda is launching a new pilot program called the Model Neighborhood. This initiative creates a focused space to test new ways of strengthening quality resident care and improving staff experience. This initiative came to life in part thanks to advocacy by labor partners to engage staff in meaningful ways that elevate their voices in improvement work and support their professional growth. It also reflects DPH's broader commitment to initiatives that center frontline expertise.

The Model Neighborhood will enhance Daily Management Systems to better support staff in identifying challenges, testing solutions, and sustaining improvements. This includes more intentional use of huddle boards, in-person check-ins, and unit-based huddles to guide Plan-Do-Study-Act cycles and standard work.

An advisory team comprised of DPH, Laguna Honda, and labor leaders will partner with North 3 to guide priorities and learning. The insights gained will inform future improvements across Laguna Honda and DPH.

DPH JOINS RIBBON CUTTING FOR NEW GLIDE PROGRAM

On March 5, DPH and GLIDE celebrated the opening of The Shop, an innovative and first-of-its-kind pilot program where people can access behavioral health care and social support in addition to free haircuts and shaves. The Shop welcomes and serves all ethnicities and populations within San Francisco with focused expertise to meet the unique cultural needs of older Black/African American men, a population that is dying of overdose at five times the city average. The Shop aims to reduce overdose deaths, increase linkages to care, and promote whole-person wellness through a trusted, culturally relevant therapeutic environment. One of San Francisco's favorite native sons, actor/producer/humanitarian Danny Glover, joined the kick-off celebration by volunteering for the



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first haircut and shave.

The Shop was created by DPH and GLIDE as a culturally relevant intervention to mitigate overdose disparities by addressing the underlying causes such as social isolation, mistrust in health care systems, trauma, and economic distress. Drawing inspiration from the historic role of barbershops in Black/African American communities as trusted, social, and therapeutic spaces, the licensed barbers at The Shop are also trained health advocates who turn everyday conversations in the barber's chair into opportunities for wellness and awareness.

Located in a highly visible space in the GLIDE hub at 330 Ellis St., The Shop is funded by DPH through the Opioid Settlement Grant with a budget of \$500K annually over a two-year pilot period.

INNOVATION AWARD WIN FOR ZSFG & SF HEALTH NETWORK

DPH is proud to announce that our Emergency Department at ZSFG Hospital has won the 2025 Innovation Award from the California Association of Public Hospitals and Health Systems, along with the California Health Care Safety Net Institute. This statewide award recognizes public hospitals that show outstanding leadership in improving quality, fairness, and innovation in patient care.

The award honors a project called "Sustaining Change at the Front Door," which redesigned how patients first enter and move through the Emergency Department. This new approach helps ensure patients are assessed more quickly, move through the system more smoothly, and receive care more efficiently. It reflects the teamwork, creativity, and commitment to equity that guide the ED's work every day. It also supports ZSFG's broader goals of continuous improvement and high quality care. Congratulations and thank you to Dr. Christopher Peabody and the entire Emergency Department team for their incredible work and leadership.

ZSFG CLINICAL LABORATORY LAUNCHES IMPROVED HEPATITIS C VIRUS TEST: HEPATITIS C ANTIBODY WITH REFLEX TO HCV VIRAL LOAD

The ZSFG Clinical Laboratory launched an improved Hepatitis C Antibody test on March 10, 2026. This new test, called Hepatitis C Antibody (with Reflex to HCV Viral Load), helps speed up the process of identifying Hepatitis C infection. If a patient's initial antibody test is reactive or presumptive reactive, the lab will now automatically run a follow up test that looks for the actual virus (Hepatitis C (HCV) Viral Load)—no extra order or blood draw is needed. If the first test is non-reactive or equivocal, no additional testing is performed.



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PUBLIC HEALTH EMERGENCY PREPAREDNESS HIGHLIGHTS

For the past six months, the DPH Public Health Emergency Preparedness & Response (PHEPR) Branch has planned and coordinated efforts across the department in preparation for the 2026 Super Bowl pre-game events that were hosted in San Francisco during the first week of February. PHEPR coordinated with multiple DPH partners who played critical roles in ensuring the safety and health of residents and visitors: Environmental Health, Communicable Disease, San Francisco Health Network, Street Teams, DPH Data Teams, Public Affairs, and Community Teams. Below are some notable PHEPR preparedness efforts that contributed to a successful Super Bowl week:

- **Emergency Communications:** Developed and prepared communication modalities for rapid response.
- **CBRNE Preparedness** (Chemical, Biological, Radiological, Nuclear, and Explosions): Assessed San Francisco hospitals' decontamination capabilities and coordinated decontamination trainings to address capability gaps; exercised plans to access and distribute antidotes for nerve agents; and coordinated with federal partners to implement early warning systems for detecting airborne bioterrorism agents and radiation threats.
- **Trauma Care Capacity:** Trained more than 250 clinic staff members on trauma triage and management to increase the city's ability to handle injury cases.
- **Operational Messaging:** Informed healthcare facilities about operational impacts related to events and road closures.
- **Disease Surveillance:** Assisted with communicable disease monitoring throughout the event period.
- **Community Outreach:** Messaged communities about potential health impacts, immigration concerns, and human trafficking risks associated with large-scale events.
- **Cybersecurity Support:** Provided critical threat information to DPH's cyberattack preparedness team.
- **Regional Coordination:** Facilitated medical health information sharing across the region.

ZSFG INTRODUCES TRUE NORTH DASHBOARDS

ZSFG recently launched a new platform designed to help all staff participate in continuous improvement and to better track progress and goals. To help better visualize and track their progress, they recently launched the ZSFG True North Dashboard, also known as Project Phoenix. This new tool was developed by the Kaizen Promotion Office (KPO), in close collaboration with the Quality Management (QM) Data Center, and the Metrics, Analytics and Data Integration (MADI) teams, to support our strategic planning and deployment efforts.

The new dashboard connects organization-wide priorities to operational teams and frontline work, creating a shared foundation for improvement. Using a human-centered design approach, the team gathered input from leaders, clinicians, and data partners who asked for clearer definitions, aligned data sources, and an easier way to link strategy to daily management.



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STAFF CELEBRATE “THANK A RESIDENT” DAY

On Friday, February 27, ZSFG staff celebrated Thank a Resident Day to recognize the outstanding contributions of the residents and fellows who trained and cared for patients at ZSFG. Their dedication strengthened our mission and brought new ideas that helped ZSFG continually improve care for their community. Their partnership with UCSF continued to attract graduates from top medical schools nationwide, creating an exceptional training environment that shaped the next generation of physicians. This year, 800 residents and 230 clinical fellows rotated through ZSFG, providing essential, around the clock care in clinics, hospital units, operating rooms, and the Emergency Department. They also mentored medical students and led innovative projects that improved quality, safety, and the patient experience. From expanding access to treatment for conditions like hepatitis C and opioid use disorder to improving screening and communication processes, their impact was felt every day. The leadership of ZSFG and DPH are deeply grateful for their hard work and commitment.

COVID-19 UPDATE

As of 03/11:

- San Francisco’s 7-day rolling average of COVID test positivity is 0.8%.
- Twenty-four percent of SF residents are fully up to date on their COVID vaccinations and have received the updated vaccine.