



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 July 7, 2025

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.

DPH CELEBRATES OPENING OF NEW AND IMPROVED IMMUNIZATION & TRAVEL CLINIC

On June 26, DPH held a ribbon cutting ceremony to celebrate the opening of the new Adult Immunization & Travel Clinic (AITC). Located at 101 Grove Street since its founding in 1999, the modernized AITC is now serving members of the public at 27 Van Ness Avenue.

A part of the DPH Population Health Division, AITC is a primarily fee-for-service clinic that has helped over 100,000 people stay up-to-date on their recommended vaccines, plan thoroughly for international travel, screen for tuberculosis, and test for immunity to vaccine-preventable diseases such as hepatitis B.

The impact of AITC is felt locally and globally. The clinic was central in making vaccines accessible during the COVID-19 pandemic and mpox outbreak, and as a participant in the federal Vaccines for Children's Program, AITC assists the San Francisco Unified School District to ensure that uninsured K-12 students have timely access to needed vaccinations.

AITC is unique among DPH clinics because it prepares individuals for international travel through travel health visits that are available via appointment. During a travel health visit, AITC nurses who have expertise in health risks encountered during international travel review itineraries and make recommendations for vaccines and preventive measures.

The new 27 Van Ness Avenue location is conveniently located near the Van Ness Muni station and Civic Center BART station. AITC is not contracted with insurance plans and is unable to accept insurance – instead, all fees are paid at the time of service. AITC strives to make free and low-cost vaccines available to those who qualify.



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PROGRESS REDUCING NEW PATIENT WAITLIST AT NEIGHBORHOOD CLINICS

In 2024, the waitlist for new patients hoping to be assigned to one of our twelve neighborhood clinics had grown to over 700. Thanks to the incredible teamwork between our Centralized Call Center (CCC) Agents and Primary Care Clinic staff, we've achieved a remarkable 97% reduction in patients waiting to establish care since July 2024. Congratulations to the teams! Hundreds of patients have now been successfully assigned to a Primary Care Clinic — improving access to care and making a real difference in their health. It's inspiring to see such tangible results from our collective effort, and a wonderful way to ring in the 10th anniversary of the CCC. If you or someone you know needs to sign up for care, please call the San Francisco Health Network New Patient Appointment Unit at 415-682-1740.

2025 DPH EMPLOYEE ENGAGEMENT SURVEY UPDATE

The Employee Engagement Survey closed on June 16, 2025 with a **62% response rate**, consistent with results from the last survey cycle. Special kudos to Population Health for leading the way with a remarkable **91% response rate**.

What's next?

Survey results will be available in July 2025, and improvement plans will follow shortly after.

ACCESS & FLOW IMPROVEMENTS AT ZSFG HOSPITAL

ZSFG highlighted promising results of the hospital's ongoing team effort to improve patient access and flow. Several strategic changes the hospital implemented helped move patients to the next phase of healing, making acute and psychiatric care beds available for more people who need them.

Some of the measures ZSFG implemented and their impacts include:

- Inpatient Care teams successfully discharged high numbers of patients through improved partnerships with residential care programs and moving patients to Laguna Honda Hospital and ZSFG's The Redwoods Skilled Nursing Facility.
- In Inpatient Psychiatry the discharge rate has nearly doubled, improving flow from all parts of our campus, especially through Psychiatric Emergency Services, where boarding is down from 72 hours to 44 hours in April.
- Grouping lower level of care patients allowed staff to focus on treating and discharging more complex cases. As a result, Emergency Department (ED) boarding is down from more than



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25 to 15 in comparing 2025 performance pre-/post- April. ED “Left without Being Seen” rates have dramatically decreased from 5.8% to 1.3% in comparison from January to May.

- In Peri-Operative Services, the 9th operating room allowed an additional 50 cases to be cared for in the month of March alone.
- In Specialty Care, increasing clinic access through introducing Epic self-scheduling tools, decreasing no-shows, decreasing out-of-network appointments, decreasing the backlog of referrals, and standing up a nurse call team. The goal is to maintain third next available appointments to less than 15 days, an industry standard.

RESUMPTION OF ZSFG ALL-STAFF TOWN HALLS

This month, ZSFG hosted its first all-staff Town Hall via Teams in more than 10 years. Two sessions were made available to accommodate staff from the day and evening shifts and an in-person viewing room was open for staff who did not have easy access to a computer or simply preferred it. More than 400 staff members attended the sessions hosted by Dr. Susan Ehrlich, CEO of ZSFG. Director Tsai joined to meet with staff, share the department’s priorities, provide an update on the department’s budget, and express his commitment to staff well-being.

Sabrina Robinson, ZSFG’s Chief Operating Officer, provided information and logistical updates about parking and transportation on and around campus. Dr. Gabriel Ortiz, Chief Medical Officer, shared updates about the efforts around access and flow within the hospital. The sessions were wrapped up with engaging Q&A sessions. These Town Halls will continue to be held quarterly as an opportunity for staff to hear directly from their executive team, ask questions, and provide feedback to leadership.

COVID-19 UPDATE

As of 7/2:

- San Francisco’s 7-day rolling average of COVID test positivity is 6.7%.
- Thirty-one percent of SF residents are fully up to date on their COVID vaccinations and have received the updated vaccine.