



# Policy Related to the Operations of the SF DPH Primary Care Health Centers

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# Operational Policy Areas



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This presentation will focus on areas of interest identified by the HCH Co-Applicant Board in previous meetings:

- **How are health center closure decisions determined during emergencies?**
- **What are the Health center emergency procedures including emergency activation call- down lists?**
- **How are Facilities maintained?**
- **What is process and funding for facilities upgrades?**

# SFDPH Site Closure Procedures



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## **How are health center closure decisions determined during emergencies?**

When a clinic faces an environmental, safety, or other type of incident that poses a safety risk for staff and patients, clinic leadership coordinates with higher levels of SFDPH leadership and if needed the SFDPH Director of Health or their designee to determine how to minimize or mitigate risk.

- Safety of patients, staff and visitors always is primary concern.
- Efforts are made to keep clinics open during emergencies as possible.
- Sometimes nonurgent services are curtailed, offered at alternate sites or provided virtually.
- Authority to suspend clinic operations due to an emergency is made by the Director of Public Health or their designee.
- All efforts are made to restore services as quickly as possible.

# SFDPH Emergency Response Process



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## **What are health center emergency procedures including emergency activation call- down lists?:**

- All City and County employees are California State designated disaster service workers and required to respond to local, state and federally designated disasters as charged by leadership. Standard procedure during a declared state of emergency is to activate an incident Command Structure.
- All clinics follow a set of site safety related protocols developed by the SF DPH Director of Security, Basil Price.
- SF DPH Occupational Safety and Health (OSH) often has a central role in the DPH response to facility environmental safety issues.
- Both Primary Care leadership and each primary care clinic leadership maintain emergency call-down lists to notify and maintain contact with staff in order to assess staffing capacity to respond and to provide directions including reporting procedures.
- Alerts sent to personnel email and phones to all DPH/City employees, There is also a dedicated radio station for City employees to tune in to for updates and instructions.

# Facilities Maintenance



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## How are Primary Care clinic facilities maintained?

- SFDPH Ambulatory Care has a seven-person engineering team that maintains the clinics in good working order, makes repairs and provides preventive maintenance.
- The Engineering team also contracts out special and larger/technically challenging projects to vendors and to the City Department of Public Works
  - Projects either fall under a large umbrella contract overseen but the City Office of Contracts Administration or if smaller are bid-out to approved City vendors.
- There is a large porter team that provides cleaning and disinfection services.

# Facilities Upgrades and Remodels



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## What is process and funding for facilities upgrades?

- SFDPH Capital Projects prepares capital projects for public health and safety bonds measures.
  - Once approved, Capital Projects provides coordination oversight with Department of Public Works which oversees the construction
- SFDPH Capital Projects also participates in an interagency Citywide Capital Projects planning group which prioritizes funding for capital improvement projects and administers the DPH Primary Care facilities and Maintenance Fund.
- During clinic remodels, the Primary Care central team, engineering, IT, IS and the clinic leadership team also provide significant subject matter, logistical and project management support.