



City and County of San Francisco  
Daniel L. Lurie  
Mayor

## San Francisco Department of Public Health

Daniel Tsai  
Director of Health

### Director's Report for Health Commission Meeting of May 18, 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.

#### **Celebrating Nurses Week at DPH**

In celebration of Nurses Week (May 6-12), we shared our appreciation for the power of nurses across the DPH—from hospital rooms, clinics, shelters, long-term care facilities, jails, on the streets, and in the community. At the annual Nurses Week Recognition and Awards ceremony, we were proud to honor all of the outstanding award recipients of the DAISY awards, which celebrates nurses who provide above-and-beyond compassionate care to patients and families; and the O'Connell Awards for nurse leaders who advance improvement, support colleagues, and advocate for the nursing profession. We also celebrated non-nursing leaders, administrator, and operational partners who actively support, promote and collaborate with our nursing staff.

Director Tsai joined hospital leadership at ZSFG Hospital as they partnered with the SEIU union to distribute It's Its Ice Cream sandwiches to teams across the campus and also joined leadership at Laguna Honda celebrate Nurses at their Awards ceremony. Nurses at Laguna Honda also received gifts and treats to nurses on the neighborhoods and throughout the campus. SFHN Chief Nursing Officer, Troy Williams, joined Jail Health Services in hosting breakfast, lunch, and dinner for their teams. The week of celebrations wrapped up with the 2<sup>nd</sup> Annual Nursing Symposium, where staff connected, learned, and showcased the innovative work happening across our system. Thank you, Nurses, for everything you do this week and all year long to care for our communities and support one another. You make a difference.

#### **Second Annual Nursing Research Symposium**

To wrap up Nurses Week 2026, ZSFG hosted the 2<sup>nd</sup> Annual Nursing Research Symposium at UCSF Pride Hall on campus, which brought together nurses, clinicians, and care teams from across the hospital to share research, quality improvement initiatives, and innovative practices shaping the future of patient care.



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Representing areas including ICU, NICU, neurosurgery, nutrition, primary and specialty care, care coordination, risk management, and more, presenters highlighted projects that are powered by curiosity and grounded in care—focused on providing compassionate, high-quality, and equitable care for our patients and communities. As one of the presenters shared, “Nurses are the translators of medicine for families.”

The symposium created an opportunity for teams to learn from one another, exchange ideas, and strengthen collaboration across disciplines, reinforcing how shared knowledge and evidence-based practice continue to drive meaningful improvements throughout our health system to improve lives.

At the event, awards were given to presenters along with the Catalyst Award, which recognizes a nurse scientist whose work ignites transformation across research, policy, and practice. Dr. Heather Leutwyler, a professor and vice chair in the Department of Physiological Nursing at the UCSF School of Nursing, was awarded. Her work centers on efforts to improve the health and wellbeing of vulnerable populations including adults with serious mental illness, and among people experiencing homelessness, incarceration and institutionalization.

Thank you to everyone who presented, attended, and contributed to this growing culture of inquiry, innovation, and continuous learning.

### **Happy 11th Anniversary to the Centralized Call Center/Nurse Advice Line**

On May 6, 2015, the Centralized Call Center officially launched to support patients at Southeast Family Health Center. What began as a single-site initiative has since grown into a vital resource, now serving a total of 13 DPH Health Centers as part of our Centralized Call Center/Nurse Advice Line team.

As the Centralized Call Center reflects on the past eleven years, they celebrate not only their growth, but the remarkable accomplishments made possible by a group of diverse staff. Handling over 1,000 calls each day, the team consistently navigate high call volumes, manage multiple workflows, and respond to challenging situations with composure and professionalism. The team’s ability to remain calm, compassionate, and solution-focused under pressure does not go unnoticed.

Their success is a direct result of the dedication, resilience, and professionalism of their incredible team—Centralized Call Center Eligibility Workers, the Nurse Advice Line, and leadership team who show up every day committed to meeting the needs of our patients. Whether they are resolving complex questions, addressing concerns, or listening to patient feedback, their work makes a meaningful difference to those who contact the San Francisco Health Network.



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Congratulations once again on reaching this important milestone in the Centralized Call Center's history—and thank you Centralized Call Center and Nurse Advice Line team for all that you do.

### **DPH Joins Mayor Lurie to Announce Unsheltered Homelessness in San Francisco at a 15-Year Low**

Preliminary results from San Francisco's Point in Time Count to measure homelessness indicate a significant reduction in unsheltered homelessness and homelessness among individuals, while homelessness among families has increased.

In a media event joined by Director Tsai and other City department heads on Tuesday, May 12, Mayor Lurie said;

- Unsheltered homelessness has decreased by 22% since the 2024 count—the lowest level recorded since 2011.
- The total number of people experiencing homelessness decreased 4% since 2024.
- The number of people living in shelters or transitional housing increased by 15% since 2024.
- Homelessness among youth decreased by 54% since 2024.
- Homelessness among veterans decreased by 44% since 2024.
- Homeless among families increased by 15% since 2024.

2026 PIT Count was conducted in the morning on January 29, 2026. The full results will be released later this summer.

### **ZSFG Co Hosts Bike Rodeo to Promote Safety During Trauma Month**

May is Trauma Awareness Month and the ZSFG Trauma Team joined the annual community Bike Rodeo focused on bicycle safety, helmet use, and injury prevention for riders of all ages. Now in its 5<sup>th</sup> year, the San Francisco Bike Rodeo has become one of the Bay Area's most impactful youth safety events where participants learn essential bike safety skills, including navigating traffic and using hand signals, receive bike and helmet safety inspections from trained mechanics, participate in a guided group ride through the Lakeshore neighborhood and enjoy a family ride around Lake Merced. The ZSFG Injury Prevention Team joined other partners, including the California Highway Patrol, SFFD, SFPD, San Francisco Sheriff's Department, EMS Agency, and MUNI.

### **ZSFG Hosts Eye Glass and Hearing Aid Drive**

ZSFG's 4M and 4J clinics hosted an eye glass and hearing aids drive to benefit The Lions Eye Foundation, a 501c3 organization serving the uninsured in Northern California and Nevada with a full range of vision and hearing services. More than 230 pairs of eyeglasses and several hearing aids were donated. Thank you to everyone who contributed.

### **Support Animals on DPH Sites**

DPH implemented a new department-wide policy on support animals effective May 1, 2026. Support animals will be allowed in any hospital, clinic, or administrative area open to patients and



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the public. They are not permitted in restricted areas such as operating rooms, kitchens, or resuscitation rooms.

While on site, the policy reiterates that owners (patients and visitors) must ensure that their support animal:

- Is under their control at all times
- Is on a short leash or in a carrier
- Be house-trained
- Not be disruptive, aggressive, or placed on furniture
- Not be fed or watered inside the facility

Animals that disrupt the care environment, such as excessive barking or aggressive behavior, will be asked to leave. Each patient or visitor may only bring one support animal to a DPH site at a time and must follow any posted animal-access hours. Some clinics allow animals only during specific hours of the day, while at others, animals may access the clinic during all regular operating hours.

Certain departments, such as ZSFG's Emergency and Psychiatric Emergency Services Departments, may have additional procedures regarding support animals. Please review your unit or department specific procedures as it relates to support animals.

The San Francisco Sheriff's Office, law enforcement partners, and the Threat Management Team will assist when individuals refuse to comply.

The new support animal policy is in addition to our separate and long-standing policy regarding service animals. As always, service animals are welcome; we follow all ADA guidelines to make sure everyone, and their service animals, can access our services.

DPH has developed new signage in threshold languages to communicate these guidelines across all sites.

### **COVID-19 Update**

As of 05/13:

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