

# CPMC CLAS ASSESSMENT 2018

## 1. Summary of patient demographics (e.g. number of patients served, preferred language of patients served, race/ethnicity of patients served).

### CPMC Demographic Data: All Campuses

The following graphs/tables illustrate patient demographics at each CPMC campus. The data provided in the tables includes a total of unique patients between January 1, 2018 and December 31, 2018 from all inpatient (IP), outpatient (OP), and emergency room (ED) service areas.

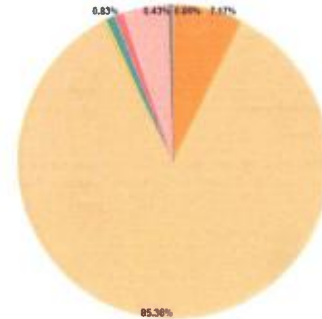
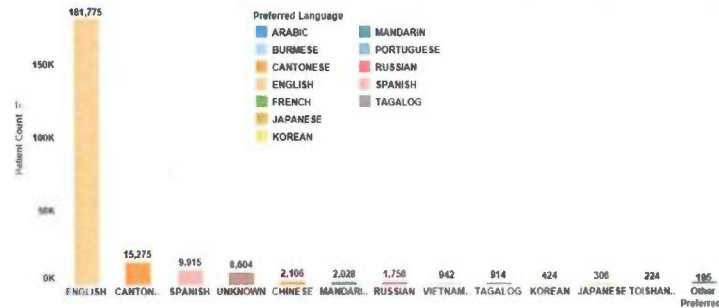
### Patient Preferred Language



CPMC CLAS Demographics: PREFERRED LANGUAGE

Discharge Month: Yr [All] Campus (Multiple values) Patient Acct Class (All)

| Preferred Language | Cal East |         | Cal West |         | DeVos  |         | Pacific |         | St. Lukes |         | Grand Total |         |         |         |
|--------------------|----------|---------|----------|---------|--------|---------|---------|---------|-----------|---------|-------------|---------|---------|---------|
|                    | Count    | %       | Count    | %       | Count  | %       | Count   | %       | Count     | %       | Count       | %       |         |         |
| ARABIC             | 14       | 0.02%   | 37       | 0.08%   | 15     | 0.07%   | 31      | 0.26%   | 70        | 0.11%   | 26          | 0.20%   | 195     | 0.09%   |
| BURMESE            | 20       | 0.03%   | 37       | 0.08%   | 14     | 0.06%   | 8       | 0.07%   | 41        | 0.07%   | 7           | 0.05%   | 127     | 0.06%   |
| CANTONESE          | 2,033    | 3.39%   | 4,050    | 9.25%   | 484    | 2.15%   | 142     | 1.19%   | 8,427     | 13.80%  | 130         | 1.02%   | 15,275  | 7.17%   |
| ENGLISH            | 56,196   | 93.57%  | 37,762   | 86.28%  | 21,130 | 93.65%  | 8,606   | 72.91%  | 48,087    | 78.74%  | 10,084      | 73.79%  | 181,775 | 85.38%  |
| FRENCH             | 21       | 0.04%   | 34       | 0.08%   | 10     | 0.04%   | 6       | 0.05%   | 39        | 0.06%   | 6           | 0.04%   | 116     | 0.05%   |
| JAPANESE           | 68       | 0.11%   | 78       | 0.18%   | 25     | 0.11%   | 5       | 0.04%   | 123       | 0.20%   | 7           | 0.05%   | 306     | 0.14%   |
| KOREAN             | 77       | 0.13%   | 65       | 0.15%   | 36     | 0.16%   | 13      | 0.11%   | 222       | 0.36%   | 11          | 0.08%   | 424     | 0.20%   |
| MANDARIN           | 278      | 0.46%   | 630      | 1.44%   | 66     | 0.29%   | 21      | 0.18%   | 1,004     | 1.64%   | 29          | 0.21%   | 2,008   | 0.95%   |
| PORTUGUESE         | 25       | 0.04%   | 24       | 0.05%   | 7      | 0.03%   | 23      | 0.19%   | 27        | 0.04%   | 20          | 0.15%   | 126     | 0.06%   |
| RUSSIAN            | 183      | 0.31%   | 325      | 0.74%   | 149    | 0.66%   | 44      | 0.37%   | 1,608     | 2.65%   | 51          | 0.37%   | 1,758   | 0.83%   |
| SPANISH            | 1,065    | 1.78%   | 662      | 1.51%   | 570    | 2.53%   | 2,759   | 23.32%  | 1,836     | 3.01%   | 3,023       | 22.12%  | 9,915   | 4.66%   |
| TAGALOG            | 69       | 0.12%   | 81       | 0.14%   | 57     | 0.25%   | 276     | 2.31%   | 191       | 0.31%   | 280         | 1.90%   | 914     | 0.43%   |
| Grand Total        | 59,959   | 100.00% | 43,765   | 100.00% | 22,563 | 100.00% | 11,834  | 100.00% | 61,873    | 100.00% | 13,685      | 100.00% | 212,959 | 100.00% |



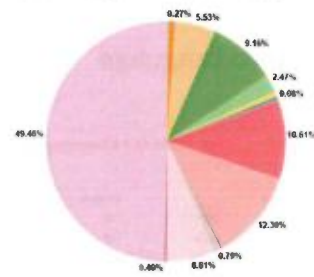
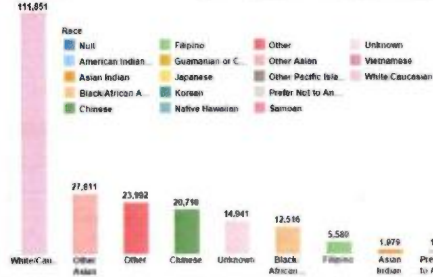
# Patient Race



CPMC CLAS Demographics: RACE

Discharge Month / Yr (All) Campus (Multiple values) Patient Acct Class (Multiple values)

| Race                           | Cal East | Cal West | Davies | Mission Bernet | Pacific | St. Lukes | Grand Total |
|--------------------------------|----------|----------|--------|----------------|---------|-----------|-------------|
| Null                           | 1        | 0.01%    | 4      | 0.05%          | 0       | 0.01%     | 32          |
| American Indian or Alaska N... | 30       | 0.27%    | 27     | 0.26%          | 12      | 0.45%     | 147         |
| Asian Indian                   | 251      | 2.24%    | 65     | 0.87%          | 28      | 0.64%     | 465         |
| Black/African American         | 1        | 4.35%    | 299    | 2.67%          | 997     | 13.20%    | 5,552       |
| Chinese                        | 3        | 13.64%   | 2,111  | 18.83%         | 1,559   | 21.11%    | 3,502       |
| Filipino                       | 1        | 2.35%    | 267    | 2.38%          | 191     | 3.34%     | 662         |
| Guamanian or Chamorro          |          |          |        |                | 1       | 0.02%     | 4           |
| Japanese                       | 57       | 0.51%    | 14     | 0.19%          | 13      | 0.23%     | 194         |
| Korean                         | 105      | 0.94%    | 14     | 0.19%          | 10      | 0.18%     | 196         |
| Native Hawaiian                | 6        | 0.05%    | 6      | 0.12%          | 16      | 0.28%     | 64          |
| Other                          | 5        | 21.24%   | 1,387  | 11.48%         | 1,868   | 32.67%    | 2,851       |
| Other Asian                    | 1        | 4.35%    | 1,305  | 11.84%         | 470     | 6.22%     | 2,811       |
| Other Pacific Islander         | 27       | 0.24%    | 13     | 0.17%          | 27      | 0.47%     | 137         |
| Prefer Not to Answer           | 8        | 4.35%    | 56     | 0.50%          | 36      | 0.68%     | 206         |
| Samoan                         | 11       | 0.10%    | 11     | 0.10%          | 5       | 0.07%     | 196         |
| Unknown                        | 1        | 4.35%    | 60     | 0.53%          | 17      | 0.20%     | 553         |
| Vietnamese                     | 10       | 1.07%    | 120    | 1.07%          | 12      | 0.16%     | 189         |
| White/Caucasian                | 5,222    | 46.56%   | 4,584  | 60.42%         | 1,820   | 31.80%    | 21,534      |
| Grand Total                    | 23       | 100.00%  | 11,215 | 100.00%        | 7,552   | 100.00%   | 45,485      |



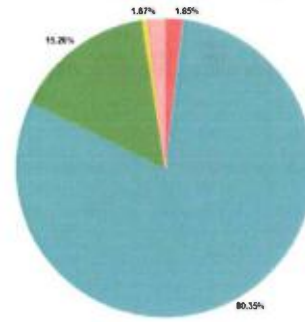
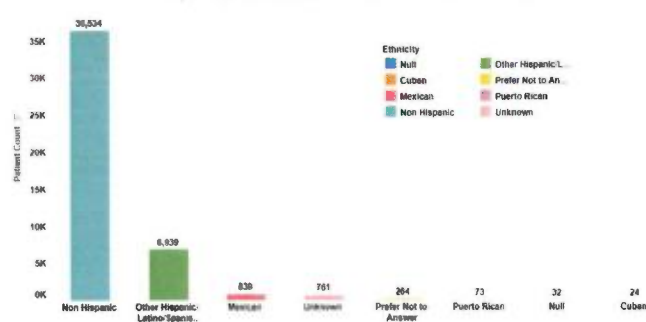
# Patient Ethnicity



CPMC CLAS Demographics: ETHNICITY

Discharge Month / Yr (All) Campus (Multiple values) Patient Acct Class (Multiple values)

| Ethnicity                            | Cal East | Cal West | Davies | Mission Bernet | Pacific | St. Lukes | Grand Total |
|--------------------------------------|----------|----------|--------|----------------|---------|-----------|-------------|
| Null                                 | 1        | 0.01%    | 3      | 0.04%          | 7       | 0.14%     | 32          |
| Cuban                                | 6        | 0.07%    | 2      | 0.03%          | 4       | 0.05%     | 24          |
| Mexican                              | 190      | 1.80%    | 97     | 1.28%          | 169     | 2.95%     | 839         |
| Non Hispanic                         | 19       | 82.61%   | 9,853  | 87.83%         | 3,671   | 84.27%    | 38,538      |
| Other Hispanic/Latino Spanish origin | 3        | 13.84%   | 936    | 8.37%          | 1,866   | 31.65%    | 6,939       |
| Prefer Not to Answer                 | 102      | 0.91%    | 34     | 0.45%          | 9       | 0.16%     | 264         |
| Puerto Rican                         | 17       | 0.15%    | 10     | 0.13%          | 13      | 0.23%     | 73          |
| Unknown                              | 1        | 4.35%    | 108    | 0.96%          | 31      | 0.54%     | 761         |
| Grand Total                          | 23       | 100.00%  | 11,216 | 100.00%        | 7,552   | 100.00%   | 45,486      |



Received at CPC Hearing 10/3/19  
E. Paul

# California Pacific Medical Center



October 3, 2019

Joint Hearing of Planning and  
Health Commissions

CPMC's 2018 Annual Compliance  
Statement and the City's Report



San Francisco  
Department of Public Health



HEALTH SERVICE SYSTEM  
CITY & COUNTY OF SAN FRANCISCO

# Presentation Contents

- Compliance Overview
- Project Status
- Workforce Presentation
- Department of Public Health Presentation
- Summary of Key Points

# Compliance Overview



# Project Status

- Development Agreement became effective in 2013 – 10 year term
- Sixth annual reporting period (2018 calendar year for most requirements; August 2018-July 2019 for hiring programs)
- Major DA Obligations Completed:
  - Mission Bernal Campus (St. Luke's) Hospital opened
  - Payments completed (Housing, Healthcare, Transportation, and Public Improvements)
- Sutter is generally in compliance on all 11 main action areas

# Construction Schedule

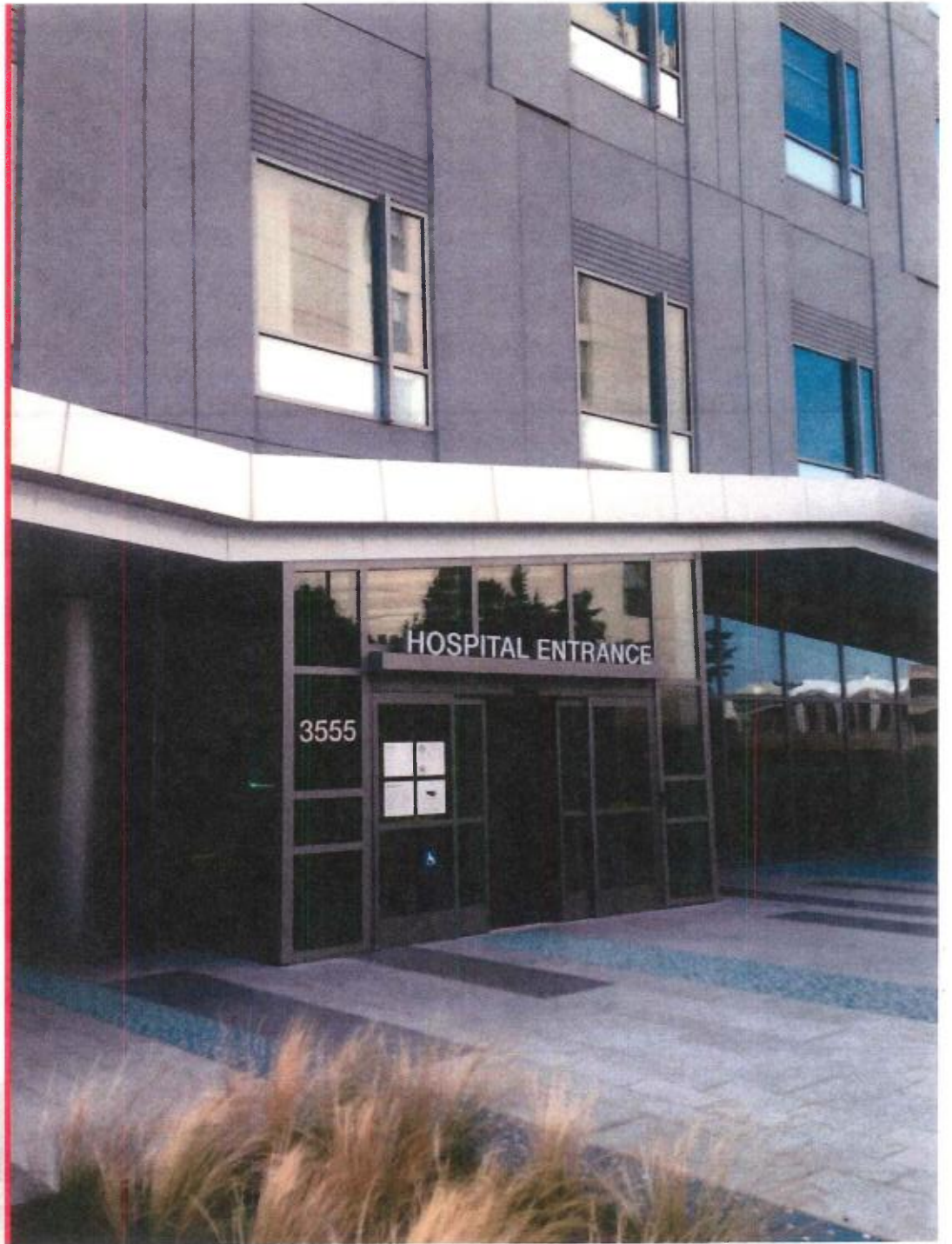
- DA Obligation: Mission Bernal (St. Luke's Replacement) Hospital must open within 2 years after the opening of the new Van Ness Campus Hospital.
  - Mission Bernal Hospital opened August 2018
  - Van Ness Campus (Cathedral Hill) Hospital completed March 2019
  - Van Ness Medical Office Building completed March 2019
- CPMC provided construction schedules and live updates through their web site ([www.cpmc2020.org](http://www.cpmc2020.org))
- Future construction: Demolition of St. Luke's and construction of Mission Bernal Medical Office Building

# Fee Increase Update

- The DA requires Sutter to limit fee increases for services to the City's health care system to no more than 5 percent annually.
- The completed actuarial analysis of rate increases from 2014 through 2017 showed less than or equal to 5 percent, as required.
- HSS has negotiated an agreement with the actuary to carry out future year analyses.



# Workforce



# First Source Hiring Program - Construction

## *1. Hiring Goals – August 2013 through July 2019*

| GOAL  | STATUS   |
|---|--|
| At least 50% of new entry-level positions for non-union administrative and engineering candidates will be filled with system referrals. | CPMC's contractors filled 32 of 38 (82%) applicable positions to date with system referrals. |

---

# First Source Hiring Program - Construction

## 2. Hiring Goals – August 2013 through July 2019

| GOAL   | STATUS   |
|--|--|
| At least 50% of new entry-level positions for administrative and engineering internship candidates will be filled with system referrals. | CPMC's contractors filled 30 of the 53 (57%) applicable positions to date with system referrals. |

# First Source Hiring Program - Construction

## 3. Hiring Goals – August 2013 through July 2019

| GOAL   | STATUS  |
|--|---|
| At least 50% of new entry-level union apprentice candidates will be filled with system referrals who are also CityBuild Academy graduates. | CPMC's contractors filled 30% of the applicable union apprentice positions with system referrals. |

# First Source Hiring Program - Construction

## 4. Hiring Goals – August 2013 through July 2019

| GOAL  | STATUS   |
|---|--|
| A minimum of 30% of trade hours for union journeymen and apprentices will be performed by San Francisco residents | CPMC's contractors reported 1,325,131 hours performed by San Francisco residents out of 5,618,090 total hours. This represents 24% of overall work hours performed by San Francisco residents. |

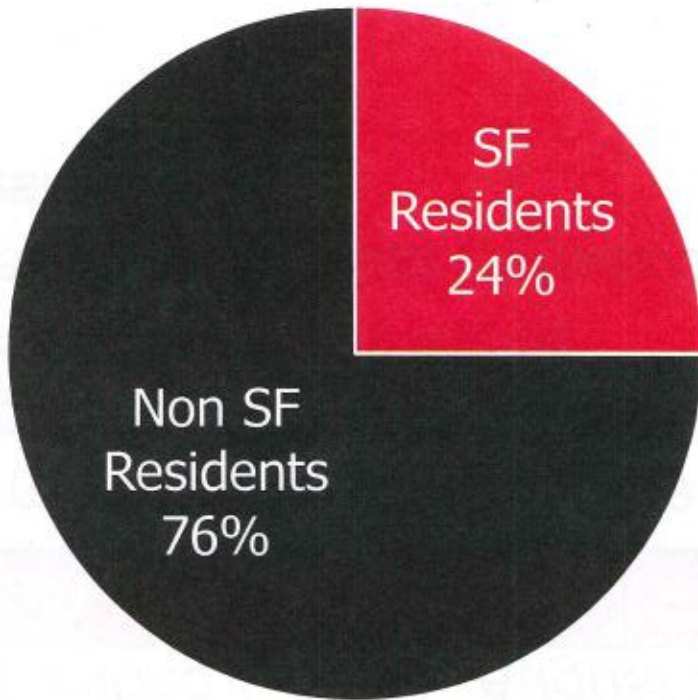
---

# CPMC Construction Local Hiring Summary

Combined Data through July 2019

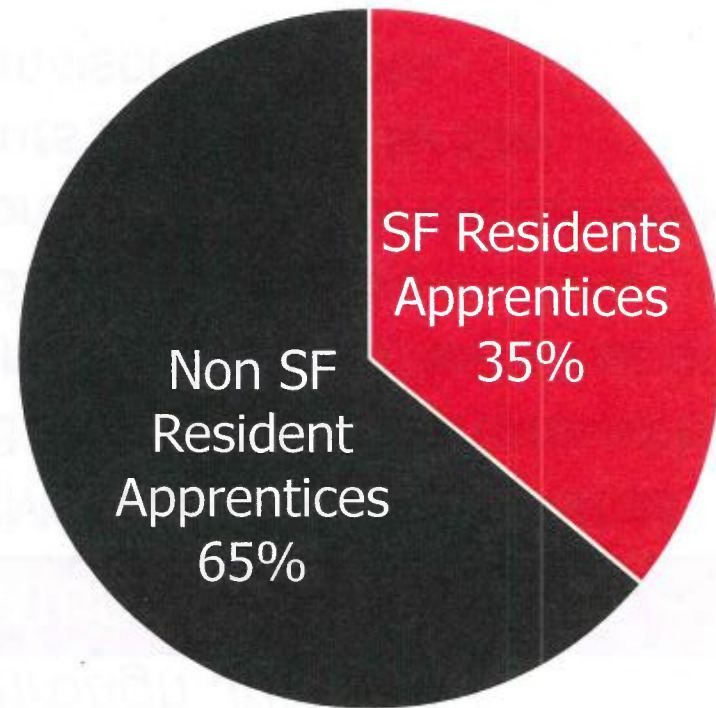
TOTAL WORK HOURS:

5,618,090



TOTAL APPRENTICE WORK HOURS:

1,149,572

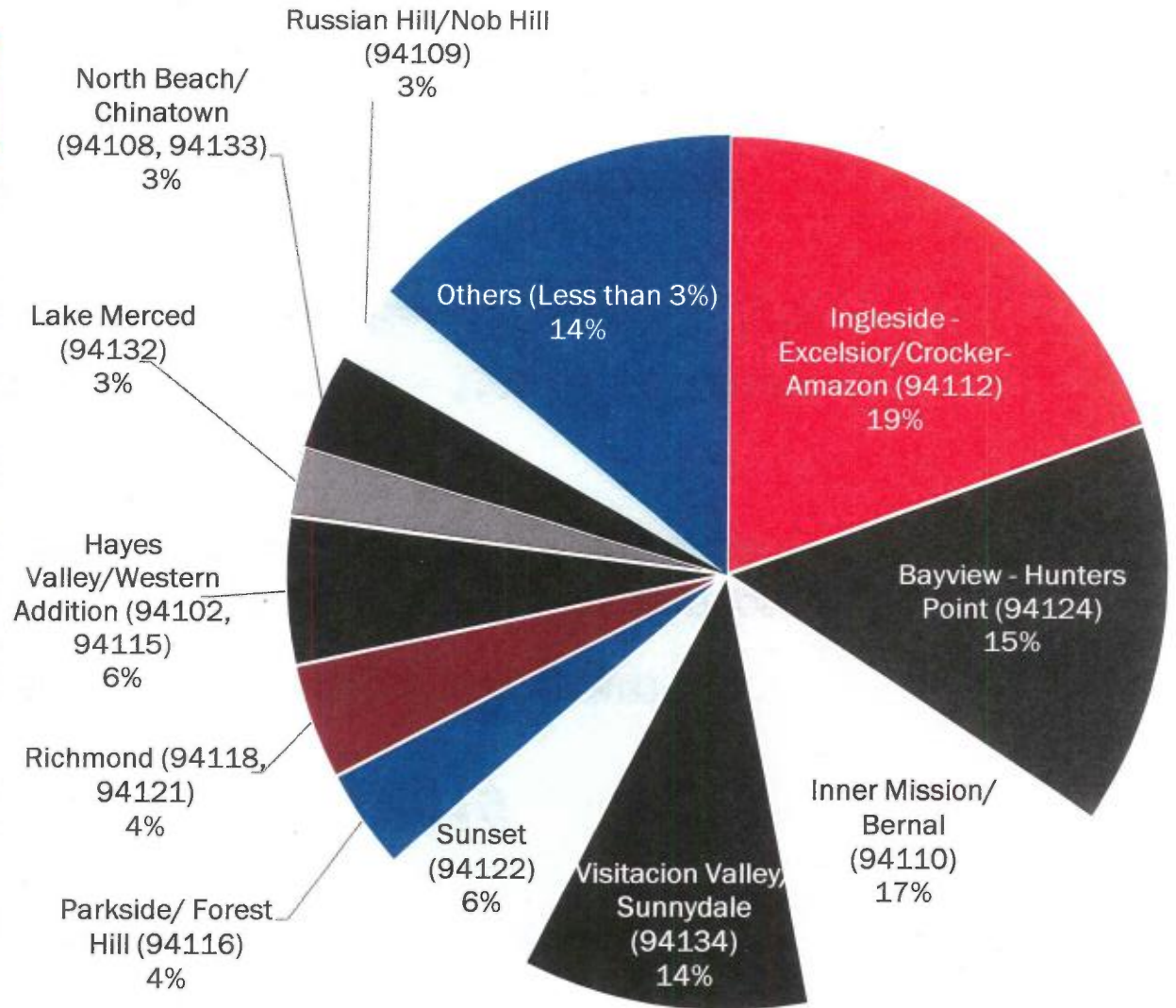


# CPMC SF Work Hours by Neighborhood

Combined Data through July 2019

## Other SF Zip Codes (Less than 3%)

- ❖ Russian Hill/ Nob Hill (94109)
- ❖ Potrero Hill/Dogpatch (94107)
- ❖ South of Market (94103)
- ❖ Haight Ashbury (94117)
- ❖ Twin Peaks/Glen Park (94131)
- ❖ West Portal (94127)
- ❖ Treasure Island (94130)
- ❖ Castro/Noe Valley (94114)
- ❖ Marina (94123)
- ❖ Mission Bay (94158)
- ❖ Financial District (94104, 94105)



# Local Business Enterprise Program for CPMC Construction

## *Contracting Goals – As of July 2019*

- CPMC Local Business Enterprise Program
  - At least 14% of the cost of all contracts for the workforce projects are awarded to certified LBEs under the DA Agreement
- Program Progress
  - Van Ness Campus Hospital Project – 15% (\$148.14mil)
  - Replacement Hospital at Mission Bernal Campus – 22% (\$62.43mil)
  - Van Ness Medical Office Building – 13% (\$16.76mil)
  - Van Ness Medical Office Building TI Work– 0.4% (\$259.54k)
  - All projects combined through July 2019 – 16% (\$227.59mil) revenue to LBEs



## First Source Hiring Program for CPMC Operations

**Hiring Goals:** Fill at least 40% of entry-level positions with system referrals each hiring year (August – July)

- All non-construction hiring goals have been exceeded.
- There are no deficits or carry overs.

Program Year Five, August 2018- July 2019

- 52% goal
- Hired 48 out of 92 employees from workforce system referrals

# **First Source Hiring Program for CPMC Operations**

***Program Year 18-19 Hiring Goals: 65% Hires from***

Priority Neighborhoods: Western Addition, Tenderloin  
Mission/SOMA, Outer Mission/Excelsior, Chinatown,  
Southeast Neighborhoods

***Cumulative Retention Data August 2013 – July 2019***

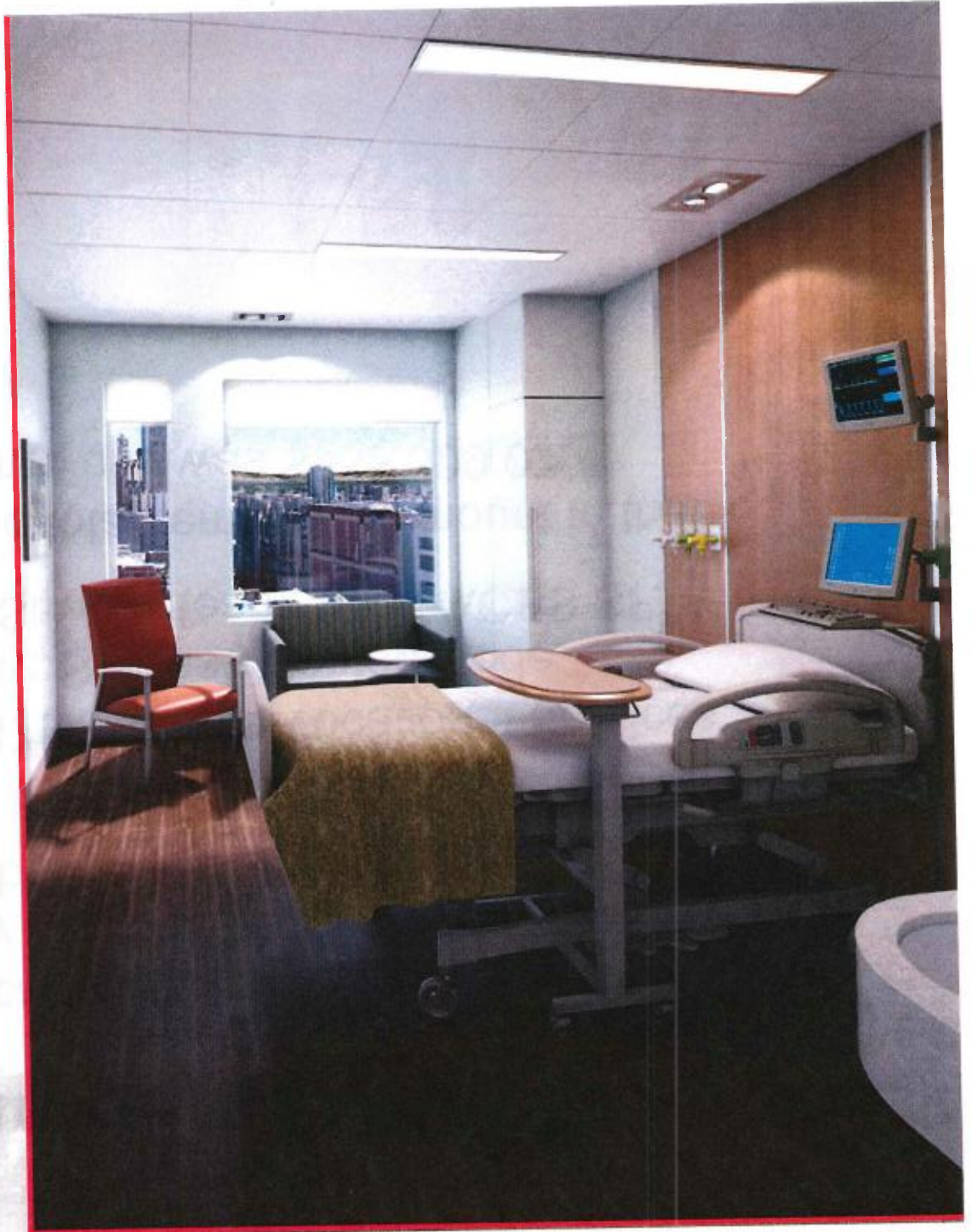
***Retention Rate: 81%***

- Total of 326 First Source Hires
- 263 hires were retained over 180 days

## **CPMC Workforce Fund – Program Year 18-19**

- The Fund targets educational and non-profit organizations that work in the priority neighborhoods and focuses on barrier removal and job training for employment opportunities.
- Current grantees of \$375k: Jewish Vocational Services, Self-Help for the Elderly, Success Center, Code Tenderloin/Downtown Streets Team, and FACES SF.
- As of May 31, 2019, the total remaining amount in the Workforce Development Fund was \$935,309.07.

# Healthcare



# Summary of Healthcare Commitments

| DA Provision  | Purpose  |
|---|--|
| Baseline Charity Care                               | Maintain current levels of care for low-income individuals                                   |
| New Medi-Cal Beneficiaries                          | Increase care for low-income individuals   |
| Innovation Fund                                     | Support community-based services to reduce unnecessary hospital care                         |
| Hospitals at the Van Ness & Mission Bernal Campuses | Ensure the continued operation of the Mission Bernal Campus as a general acute care hospital |
| Mission Bernal Campus                               | Ensure the provision of specific healthcare services and programs for the community          |

# Summary of Healthcare Commitments

| DA Provision                                       | Purpose   |
|--|---|
| Sub-acute Services                                 | Work with other SF hospitals to develop proposals for addressing citywide need for sub-acute services |
| Integration of Medical Staff                       | Ensure seamless patient care across Sutter's SF facilities  |
| Community Benefits Partnership                     | Continue community partnerships to improve health   |
| Chinese Hospital Agreements                        | Maintain partnership with Chinese Hospital  |
| Culturally and Linguistically Appropriate Services | Ensure culturally and linguistically appropriate services are provided                                |

# Baseline Charity Care

| DA Provision   | CPMC 2018 Performance  | Compliant |
|--|--|-----------|
| Care for 30,445 charity care or Medi-Cal patients annually*  | CPMC served a total of 38,210 unduplicated patients between 1/1/2018 and 12/31/2018. CPMC exceeded its requirement by 7,764 unduplicated patients.   | Yes       |
| Spend \$8 million annually for community benefit for the poor and underserved*   | Community benefit in the amount of \$15,104,241 provided   | Yes       |
| Maintain current charity care policies through 12/31/15  | Obligation completed on 12/31/15   | N/A       |
| Maintain Charity Care policies that are in compliance with applicable California law, and do not deny Charity Care patients access to inpatient service. | CPMC maintained Charity Care policies that comply with California law and ensured Charity Care patients had access to inpatient services.  | Yes       |
| Provide financial and other services or operational support to the Bayview Child Health Center   | Support to the Bayview Child Health Center consistent with 2011-2012 levels and included: <ul style="list-style-type: none"> <li>• \$325,000 operations grant/yr for 5 years</li> <li>• Transferred all assets, valued at \$91,786.22;</li> <li>• Invested &gt;\$1million in tenant improvements</li> <li>• Remains the clinic's specialty and hospital partner</li> </ul> | Yes       |

\* Compliance verified by third party audit

# New Medi-Cal Beneficiaries

| DA Provision   | CPMC 2018 Performance   | Compliant |
|--|---|-----------|
| Continue to participate in <b>Medi-Cal managed care</b> with San Francisco Health Plan   | Continued participation in Medi-Cal managed care with San Francisco Health Plan   | Yes       |
| Assume responsibility for <b>5,400 new Medi-Cal Managed Care</b> beneficiaries for a total of 20,250*  | CPMC met the obligation of 5,400 additional Medi-Cal beneficiaries in 2014. As of December 2018, CPMC had a total of 31,621 Medi-Cal managed care beneficiaries.  | Yes       |
| 1,500 of the new Medi-Cal beneficiaries to come through a <b>partnership with a Tenderloin-serving primary care provider</b> able to contract with Medi-Cal managed care | <p>No Tenderloin-serving primary care provider able to contract with Medi-Cal managed care was available during the reporting period.</p> <p>CPMC has contracted with an MSO, North East Medical Services (NEMS), and worked with NEMS and St. Anthony's Clinic, a primary care provider in the Tenderloin, to have St. Anthony's join the NEMS MSO. Through this partnership, CPMC is the hospital partner for St. Anthony's participating medical groups. As of Dec 31, 2018, St. Anthony's has 166 members that enrolled in the NEMS/CPMC partnership (3 Healthy Kids &amp; 163 Medi-Cal). As of May 2019, the membership is 174 (2 Healthy Kids and 172 in Medi-Cal).</p> | Yes       |

\*This is a corrected figure, erroneously reported in the Development Agreement as 22,728. The obligation to serve 5,400 new Medi-Cal managed care beneficiaries remains.



# Innovation Fund

| DA Provision  | CPMC 2018 Performance  | Compliant  |
|---|--|------------|
| <p>Provide <b>\$8.6 million</b> to create an <b>Innovation Fund</b></p> <ul style="list-style-type: none"> <li>• \$3.5 million in 2013</li> <li>• \$1.125 million in 2014</li> <li>• \$1.125 million in 2015</li> <li>• \$1.725 million in 2016</li> <li>• \$1.125 million in 2017</li> </ul>               | <p>Obligation completed on 11/14/17</p>  | <p>N/A</p> |
| <p><b>Grant funds to third-party recipients that</b></p> <ul style="list-style-type: none"> <li>• Support and improve the capacity of community clinics</li> <li>• Support community-based health, human service, and behavioral health service providers to reduce unnecessary hospitalizations</li> </ul> | <p>CPMC is a member of the Innovation Fund Committee, which, in 2018 granted \$883,000 to support:</p> <ul style="list-style-type: none"> <li>• SisterWeb Doula Project for community-based doula programs</li> <li>• Transportation to the Sobering Center to reduce ER visits</li> <li>• Garden2Table to support healthy living and cultural events for Tenderloin SRO residents</li> <li>• Institute on Aging to support relocation of the Swindell's Adult Day Center and renovations of the new site</li> <li>• Dementia-Inclusive Accelerator project to reduce stigma and social distance for persons living with dementia</li> </ul> | <p>Yes</p> |

# Mission Bernal & Van Ness Hospitals

| DA Provision   | CPMC 2018 Performance   | Compliant  |
|--|---|------------|
| <p>Mission Bernal Campus Hospital will be a <b>120-bed General Acute Care Hospital</b> with comprehensive <b>emergency services</b>, and open within 24 months of the opening of the Van Ness Geary Hospital</p>   | <p>CPMC opened the Mission Bernal Campus Hospital on 8/25/18 and the Van Ness Geary Hospital on 3/2/19.</p> | <p>Yes</p> |
| <p>Additional 30 bed Space: The <b>"shelled" space at Van Ness Campus Hospital</b> shall not be built-out for and placed into operation 30 licensed acute care beds until after the Mission Bernal Campus Hospital is opened and has a daily census of at least 75% for a full fiscal year</p> | <p>Not yet applicable. Subject to Mission Bernal Campus Hospital utilization.</p>                           | <p>N/A</p> |

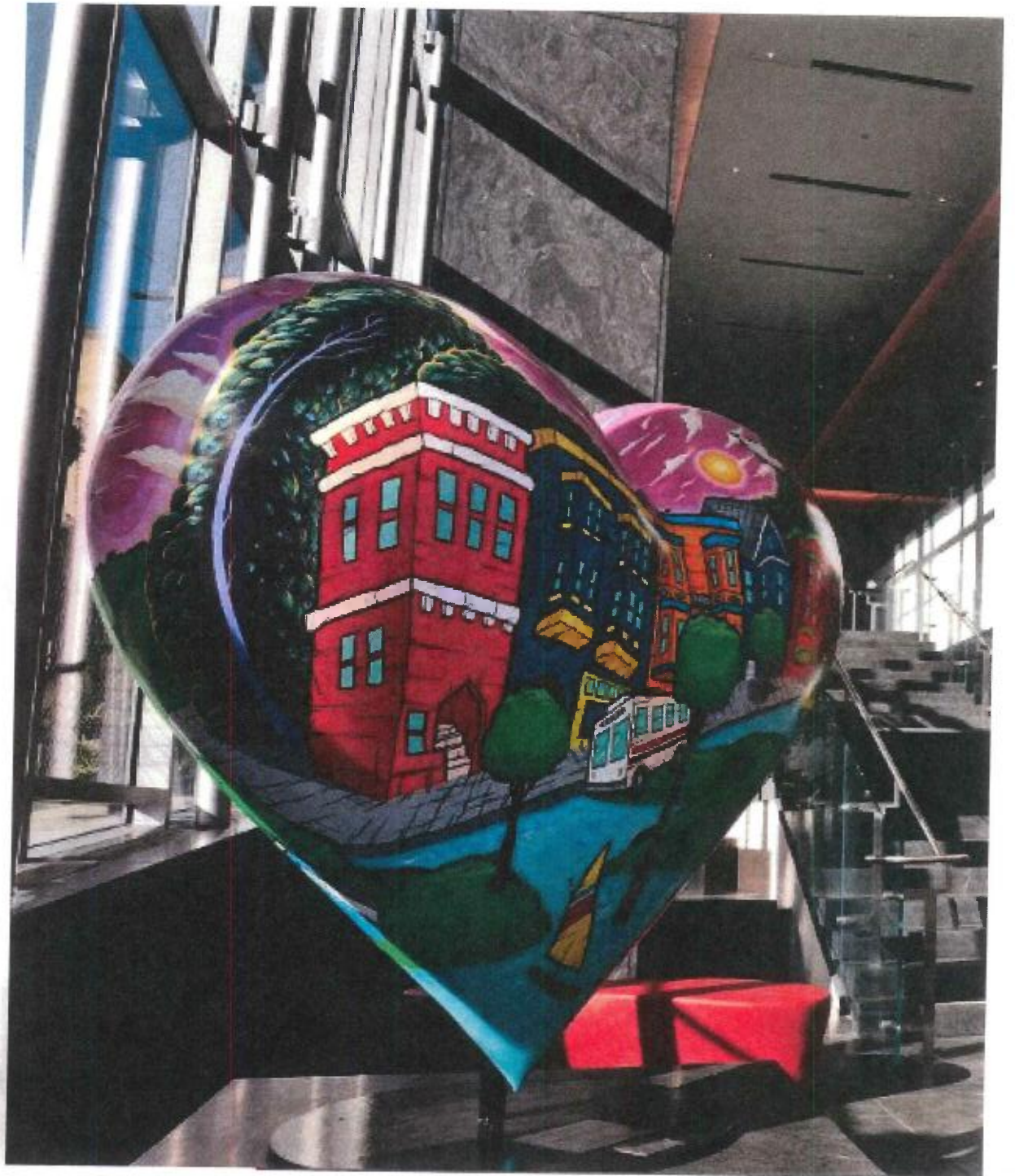
# Mission Bernal Campus

| DA Provision  | CPMC 2018 Performance  | Compliant |
|---|--|-----------|
| Provide <b>comprehensive inpatient, outpatient, and urgent care services</b> on-site at the Mission Bernal Campus Hospital.   | The Mission Bernal Campus Hospital opened in August 2018 and offers comprehensive on-site services, as outlined in the DA.   | Yes       |
| Establish, operate, and maintain a <b>Center of Excellence in Community Health</b> at the Mission Bernal Campus.  | The Center of Excellence in Community Health is named HealthFirst at the Mission Bernal Campus, and serves patients in chronic disease management. CPMC reported the following for the HealthFirst Program in 2018: <ul style="list-style-type: none"> <li>• Provided care to 717 unique patients and 1,455 encounters</li> <li>• Staffing includes 3 bilingual CHWs</li> <li>• Convened first community advisory board meeting in Oct 2018</li> </ul> | Yes       |
| Establish, operate, and maintain a <b>Center of Excellence in Senior Health</b> at the Mission Bernal Campus.   | The Center of Excellence in Senior Health is made up of the Acute Care for the Elderly (ACE) Unit, the Hospital Elder Life Program (HELP) and a pilot partnership with San Francisco Village. The ACE Unit was established at Mission Bernal Campus with 34 beds, providing interdisciplinary care to older adult patients.  | Yes       |
| Submit a proposal for development at the <b>Mission Bernal Campus Medical Office Building</b> within 5 years after the Opening of the Mission Bernal Campus Hospital. | Within the 5 year window of time for the proposal of the Mission Bernal Campus Medical Office Building.  | Yes       |

# Additional Healthcare Provisions

| DA Provision   | CPMC 2018 Performance   | Compliant |
|--|---|-----------|
| Develop specific proposals for providing <b>sub-acute care services</b> in SF and present to Health Commission by 6/30/14  | Obligation completed on 2/12/2016   | N/A       |
| Continue good faith efforts to <b>integrate medical staffs</b> at St. Luke's with medical staff of other hospital campuses | The integration of medical staff across the CPMC campuses, including St. Luke's, was completed and approved by the hospital's Board. CPMC now has a single medical staff at all four campuses.  | Yes       |
| Continue active participation in the <b>Community Benefits Partnership</b>   | Continued participation in SFHIP, a CBP successor coalition   | Yes       |
| Continue <b>relationship with Chinese Hospital</b> in a manner generally consistent with existing agreements               | Maintained agreements and continued to provide services in a manner agreeable to both parties   | Yes       |
| Deliver services in accordance with national <b>Culturally and Linguistically Appropriate Services</b> standards           | <p>CPMC delivers services at in accordance with the mandates, guidelines of the National Standards on CLAS.</p> <p>In April 2016, DPH and CPMC staff met to discuss the St. Luke's Diabetes Clinic. The meeting resulted in specific recommendations related to Spanish-speaking staff, Spanish classes, patient satisfaction, and the HealthFirst program. In August 2018, CPMC transferred management of the Diabetes Center to the Sutter Pacific Medical Foundation (SPMF). CPMC reported that SPMF has maintained these recommendations during 2018.</p> | Yes       |

# Summary



# Summary of Key Points

- Sutter is in compliance with DA provisions
  - Construction obligations and payments completed
- Ongoing areas of concern:
  - Construction hiring requirement
  - Tenderloin Medi-Cal provision
  - Culturally and Linguistically Appropriate Services

# Comments And Questions

Development Agreement Questions:

Elizabeth Purl

Planning Department

415-575-9028

[Elizabeth.Purl@sfgov.org](mailto:Elizabeth.Purl@sfgov.org)

<http://sf-planning.org/california-pacific-medical-center-cpmc>



San Francisco  
Department of Public Health



HEALTH SERVICE SYSTEM  
CITY & COUNTY OF SAN FRANCISCO