San Francisco General Hospital Foundation

Annual Report 2011

Supporting The Heart of Our City
San Francisco General Hospital and Trauma Center

The Heart of Our City

Crucial trauma center resource, providing life-saving emergency care

Vital to a healthy San Francisco community; The General’s work impacts all residents’ lives

The City’s safety net, serving the underserved

Demonstrates excellence and innovation in access and quality of health care

Important teaching hospital, training the health care providers of tomorrow

Hub of cutting-edge medical research with global impact

Top L-R: Amanda Williams, Bless Your Lil’ Heart; Jennifer Ewing and Leo Germano, City and Sea; Joan élan Davis, All the Flowers
Bottom L-R: Precita Eyes Muralists, Balloon Journey; Precita Eyes Muralists, Corazon de la Misión; Sheldon Greenberg, Comic Valentine
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A History of Community Engagement, Investment and Support

Dear Friends,

In 1991, a dedicated group of volunteers joined efforts to raise funds and donate clothing, food and other basic items to help meet the needs of the many vulnerable residents who sought care at San Francisco General Hospital and Trauma Center (The General). This work was the catalyst for the San Francisco General Hospital Foundation. Incorporated in 1994, the new foundation’s sole mission was to improve the care and comfort for patients at The General. This mission continues today and has been expanded in recognition of the world-renowned research and training excellence that takes place on The General’s campus, as well as its role as the only Level 1 Trauma Center in San Francisco.

Since its establishment, the Foundation has received over $60 million in support for The General. In this annual report, you will read the names of our most steadfast supporters. Among them is Wells Fargo, whose support of the Foundation spans over a decade. In addition to being a leading supporter of our signature Hearts events, one of the many significant investments they have made is in the Center for Vulnerable Populations (CVP). This program helps bring discoveries in treating and preventing chronic diseases from the bench to bedside in San Francisco, across the nation and around the world.

We are proud to feature Vertex Pharmaceuticals, one of our newest funders, whose grant in support of the Positive Health Program’s hepatitis C treatment initiative allows care to continue beyond simply medicine and hospital walls. You will also read Christina Benson’s story and learn how she was touched by the care provided to her brother, Carl, through the Positive Health Program. Christina’s story is particularly meaningful as we celebrated the 30th anniversary of the discovery of the HIV/AIDS virus in 2011. The General continues to be a center of research and education, leading to improved methods to prevent and treat HIV/AIDS, as well as those diseases which commonly co-infect patients, like the hepatitis C virus. It is also the place where people living with HIV/AIDS are not only welcomed, but treated with dignity and respect.

We also share the stories of Charles Charnas and Margaret Timbrell, two patients whose lives were saved at The General. They represent any and all of us who live, work or visit in San Francisco. Their stories, along with the dedication of the physicians, nurses and staff at The General, are what inspire the Foundation to continue to engage a community of donors like you. We thank you for the continued belief in The General’s mission and for your investment in the Foundation. Together we are promoting excellence in research, education and care for all at San Francisco General Hospital and Trauma Center.

Sincerely,

[Signatures]

Stephanie R. M. Bray
Executive Director

Judy Guggenhime
Chair

Matt Carbone
President
San Francisco General Hospital Foundation was established in 1994 as an independent charitable support organization for San Francisco General Hospital and Trauma Center (The General). Funds raised by the Foundation underwrite continued investment in a diverse array of services and facilities that enable The General to continue its long and dedicated history of providing the only trauma care in San Francisco and addressing the health care needs for its most vulnerable residents. The Foundation regularly lends assistance in raising funds to support innovative hospital programs, capital improvements and renovation projects at The General.
Healthy, Happy Beginnings

The Expectant Parents’ Club and the Healthy Newborn & Lactation Support Classes received a Hearts Grant in 2011. These classes provide the tools parents need to become more proactive about their health during and after pregnancy. The parents-to-be also learn how to achieve a healthy pregnancy outcome and prepare for healthy and effective parenting.

Because of the optimal levels of support provided to breastfeeding babies and their families, The General earned the distinction of being the only “Baby Friendly” hospital in San Francisco certified by the World Health Organization. More than 1,220 babies are born at The General each year.

Expectant Parents’ Club graduate Elsa Santos with newborn daughter Estephanie Cuevois

Funding from the Heart

The annual Heroes & Hearts and Hearts After Dark events not only bring the community together each year to celebrate the important role The General plays in the lives of all San Franciscans, they are also vital to the Foundation’s fundraising efforts. Support raised from the events helps subsidize the Hearts Grants program. These grants are awarded to hospital programs with high-impact initiatives that contribute to the excellence of The General, many of which have the potential to develop sustainable funding. In 2011, the Foundation awarded grants to 53 programs at The General.

Past grants have supported a variety of initiatives including innovative programs, needed capital improvements and renovation projects including:

- **Program Support** Diabetes care and prevention campaign, cancer education and support groups, smoking cessation and tobacco free community initiatives, and vocational rehabilitation services to prepare psychiatric clients for jobs through vocational training;
- **Capital Improvements** Equipment purchases such as ultrasound equipment and EEG machines to allow for extensive neurologic monitoring for Traumatic Brain Injured patients;
- **Space Renovations** The creation of the Wellness Center, Interpreter Service expansion, and waiting room upgrades in the Intensive Care Unit to provide families of critically ill patients a place where they can remain overnight to be with their loved ones.
A Family’s Gratitude

Charles Charnas doesn’t remember what began as a lovely Saturday evening in 2011. The traumatic brain injury he sustained wiped out all memory of that night and the ensuing six months.

Charles and wife Margaret met friends for dinner before attending a Tony Bennett concert at Davies Hall. Nobody thought much of it when Charles got up to stretch his legs during the show, nor when he didn’t return to his seat shortly after. But when the concert ended and he still hadn’t returned, Margaret became worried. “When we went to the security desk, the guard said there was a guy who had fallen in the bathroom and was taken by ambulance to The General. Another man said, ‘Yeah, yeah, there was a guy… Charnas.’

“As soon as we got to emergency room, I knew we were in trouble,” says Margaret. “We were greeted by a social worker who looked very concerned. He explained that Charlie’s brain was swelling fast. “Then Charlie flatlined. They said all his vitals were gone.”

While the doctors were able to revive Charles, they needed to perform emergency surgery if he was to have any hope of surviving. At 5 a.m., Phiroz Tarapore, MD emerged from the operating room and told Margaret that Charles had made it. “Part of his skull was removed and they said it would have to remain off for six months,” she explains.

Charles remained in The General’s intensive care unit for about a week. “We had brilliant doctors helping him. And wonderful nurses who answered all my questions,” says Margaret. “They encouraged me to call whenever I had a question—and believe me, I had plenty.”

Insured by Kaiser, Margaret and Charles learned that follow-up surgery would have to be done by a Kaiser doctor. To complicate matters, Charles was on blood thinners that make surgery even more delicate. Fortunately, Margaret was able to talk with Dr. Geoff Manley, Chief of Neurosurgery at The General, and one of the nation’s leading experts on traumatic brain injury. “Dr. Manley helped us find a terrific neurosurgeon, a colleague he knew and trusted,” says Margaret.

The surgery went well, and Charles’s rehab continues. Now he is a high-functioning—and grateful—survivor of a traumatic brain injury. “I walk all over the city. I take our dog out a couple of times a day. I walk to the Olympic Club (about three miles from his home) to swim,” he exults. “If anything, I need to not do too much and stress my body.

“I’m seeing steady improvement. It began with the consistent high-quality care from the doctors, nurses and staff at San Francisco General. Our praise for the hospital couldn’t be higher,” Charles adds. “You hope you never have to go through those doors. But was I grateful to be there.”

“We had brilliant doctors helping him. And wonderful nurses who answered all my questions.”

— Margaret Charnas, wife of trauma patient Charles Charnas
“This new space, complete with office and conference room facilities housing audio visual equipment, will enhance opportunities for innovative research and collaboration, as well as trainings, workshops, and dissemination of the findings of our projects with others at the hospital and in the communities we serve. This will allow us to reach the broadest possible audience for our work.

— Kirsten Bibbins-Domingo, PhD, MD
Director, Center for Vulnerable Populations

Special thanks to the following supporters who enabled the space renovation that will allow CVP to continue advancing health communications and policy to benefit vulnerable populations:

- Rotasa Foundation
- Kalmanovitz Charitable Foundation
- The Stanley S. Langendorf Foundation
- The Herbst Foundation, Inc.
- Wells Fargo Foundation
- George Frederick Jewett Foundation

In this age of electronic connectedness, sometimes just bringing people physically together can do wonders. With limited space and finite resources at The General, this is where the Foundation was able to help. In 2011, the Foundation raised the funds necessary to underwrite the space renovation for the Center for Vulnerable Populations (CVP) at The General. CVP conducts innovative research to prevent and treat chronic disease in populations for whom social conditions (i.e. poverty, limited education, lack of access to health care) often conspire to both promote various chronic diseases and make their management more challenging.

The redesign and renovation of a new space allows the CVP to support and centralize its current operations and house two programs—Health Communications and Health Policy and Chronic Disease Prevention—that further the CVP mission. The space is a planning and management hub for a larger initiative at The General, bringing together different disciplines with innovative and synergistic approaches to improving health for vulnerable populations. This includes laboratory researchers engaged in discovery related to mechanisms of diseases and clinical researchers engaged in behavioral interventions. The result of this collaborative approach is improved care for the diverse patient population at The General.
San Francisco-based Wells Fargo is a committed partner with the communities it serves, and where its team members live and work.

“People have dreams and aspirations for themselves and their families. And it is the lives of these people that make up communities. At the most elemental level, for people to be in a position to fulfill their goals and for communities to be vibrant, it all begins with people having their health,” explains Michael F. Billeci, president of Wells Fargo’s San Francisco Bay region. “That’s why Wells Fargo is proud to support The General, a world-class hospital and research institution that is at the forefront of keeping San Francisco and Bay Area residents healthy.”

Wells Fargo has been a strong supporter of The General, and has donated more than $700,000 to the Foundation since the year 2000.

“For 160 years, Wells Fargo has known that when our customers succeed, we succeed. We are looking to improve the overall quality of life in communities,” said Billeci. “Health and wellness is the first step, which puts people in a position to focus on their financial fitness.”

The company has supported many of the hospital’s initiatives, including the Center for Vulnerable Populations, the Acute Care for Elders program, as well as campaigns for the Emergency Department and those that address the infections of HIV and hepatitis B.

A leading supporter of the 2004 Hearts in San Francisco project, Wells Fargo continues to be involved with the annual Heroes & Hearts luncheon. In addition to financial sponsorship, Wells Fargo team members lend their time and talents to volunteer at the events. Select Wells Fargo stores also proudly display Hearts in San Francisco ‘heartworks’ that greet customers, and the public, throughout the city.

“We are looking to improve the overall quality of life in communities. Health and wellness is the first step.”

— Michael F. Billeci, President, Wells Fargo San Francisco Bay Region
Hepatitis C virus (HCV) is now curable in most people undergoing treatment. Yet, people with HCV continue to face a number of critical barriers to curing their infection, including lack of access to appropriate information, help with keeping track of medication doses, addressing challenges with mental illness or substance abuse and the need for ongoing counseling and emotional support during treatment.

The Positive Health Program (PHP) at The General is taking steps to help San Franciscans afflicted with HCV overcome these obstacles. With generous support from Vertex Pharmaceuticals’ Circle of Care initiative, The General is expanding treatment opportunities to a large segment of the city’s population historically ignored for consideration of HCV treatment.

PHP is an interdisciplinary organization based at The General that runs the world’s oldest HIV-specialized medical clinic and is the largest care provider for HIV-positive people in San Francisco. One-third of the patients receiving care at PHP are co-infected with HCV. By adapting the PHP patient support and treatment readiness model to create the HCV Education and Support Group at other clinics, this initiative increases HCV education, evaluation and treatment by:

- Providing support to primary care providers at collaborating sites
- Developing peer leaders and support groups
- Creating materials and infrastructure to sustain this initiative

By bringing a humanistic, full circle approach to care, more than 200 attendees have participated in the PHP HCV Education and Support Group since its establishment in 2003.

“Over the last ten years of providing support and treatment to people with hepatitis C virus, we have learned the absolutely critical role of peer support. By expanding support groups across the city as part of this grant, more people living with hepatitis C are getting the education and support they need to face their infection head on.”

— C. Bradley Hare, MD, Medical Director, Positive Health Program, SFGH
A Beacon of Hope

Christina Benson is a lifelong East Coast resident who might never have known about The General, if not for her younger brother Carl. Now she is one of The General’s most dedicated supporters.

In the late 1980s Carl moved to San Francisco where “the gay community enabled him to blossom,” says Christina. That same community cared for him after he contracted AIDS. And part of that care network were the doctors and staff at The General, where Carl was treated.

“The hospital was like ground zero for AIDS then,” Christina recalls. “The quality and dedication of people who treated Carl there was just exceptional.”

She continues, “In those days, families often didn’t talk about AIDS until a loved one was in the hospital. Everyone at San Francisco General, especially the nursing staff, was so understanding of Carl and our family.”

In 1995, shortly after his 33rd birthday, Carl died. His sister says she can’t help but wonder what might have been if Carl had gotten AIDS a year or two later.

“I995 felt like the cusp, a turning point when medical cocktails were developed (some from studies conducted at The General) that helped people live longer with HIV. Now AIDS isn’t the death sentence it once was,” she says.

A policy analyst, Christina is an avid supporter of the fight against AIDS. Living in Washington, D.C., she was especially interested in the International AIDS conference that took place there in July of 2012. The conference, which brought together 20,000 scientists, policy makers and community leaders from nearly 200 countries, was co-chaired by Dr. Diane Havlir, Chief of the HIV/AIDS Division at The General and Director of its world-renown Positive Health Program (PHP), and by Dr. Elly Katabira, President of the International AIDS Society.

“I read a story about the conference in the Washington Post, talking about the issues of older people living with HIV. Today, they can live relatively normal lives,” says Christina.

She pauses and recalls, “I remember in Carl’s day, calling and telling him I was tired of going to baby showers. He responded that he was tired of going to funerals. Now we’re closer than ever to the day when we can say there’s a cure for this disease.”

Still, Christina knows there is much to be done, and that’s why she continues to give to San Francisco General Hospital Foundation.

“I want to help those on the margins who struggle with what is still a significant health issue,” she says. “San Francisco General was there when Carl needed the care. Now it’s a beacon of hope for so many others.”

“The quality and dedication of people who treated Carl was just exceptional.”

— Christina Benson, Donor since 1995
The General is unlike any other hospital.

- **A lifeline** Only trauma center serving San Francisco and Northern San Mateo counties
- **A safety net** The city’s foremost provider of care for the uninsured and underinsured
- **An expert provider** Exceptional comprehensive medical services ranging from oncology and care for seniors to pediatrics and women’s health
- **A disaster responder** Hub of emergency response, coordinating medical services for the entire city
- **An innovator** One of the country’s premier contributors to research in trauma medicine and treatment for vulnerable populations
- **An educator** Long-standing relationship with UCSF provides medical students, nursing students and residents with in-depth training
- **A pioneer** First dedicated outpatient clinic & inpatient unit providing HIV/AIDS care
- **A place for all** Committed to providing all patients with culturally competent care in over 100 languages

The Future of The General: Rebuild Update

As the final steel beam, signed by staff and community, was lifted into place during the Topping Out ceremony, the Rebuild project came one step closer to completion. The new hospital will be state-of-the-art, built using the most seismically resistant design known today and able to glide 30 inches in any direction should an earthquake strike. The number of patient beds and operating rooms will be increased in the new building, and the emergency department will more than double the size of the current one. In addition, it will be an environmentally friendly LEED certified building, with many “green features” including a rooftop garden. The General has been a part of San Francisco since 1854, and will continue to be The Heart of Our City, providing care to all long into the future.
Margaret Timbrell was bicycling to work as she did each morning when she was struck by a pickup truck making an illegal turn on Market Street. “It crushed me, the back tires crossed my chest and I had a lot of broken bones and pierced lungs.”

In fact, Margaret suffered 24 broken bones, a collapsed lung, and fluid in her chest cavity. “I was in a really bad state, bad enough that my mom told me afterwards that the police were holding the guy who ran me over there, waiting to see if I was to live or die.” Margaret was brought to The General where she was hospitalized for nearly a month. “My accident should have killed me, but I was extremely lucky. The trauma team of doctors and nurses who treated me saved my life. I feel a huge debt of gratitude.”

Margaret will always hold a special place in her heart for The General. In fact, the artist created a heart for the Hearts in San Francisco series that she dedicated to the hospital staff, titled Thank You From the Bottom of My Heart.

Photo by Sasha Gulish

A Special Place in Her Heart
San Francisco General Hospital Foundation is grateful for the generous support of our donors. This support enables the Foundation to provide resources for high-impact, sustainable initiatives that contribute to the excellence of San Francisco General Hospital and Trauma Center.

2011 Expenditures

2011 Revenue

2011 Program Support
Thank You!

San Francisco General Hospital Foundation gratefully acknowledges the generous support of our donors for their gifts and pledges made from January 1, 2011 through December 31, 2011.

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