

SAN FRANCISCO GENERAL HOSPITAL FOUNDATION

NEWS | Fall 2020

The COVID-19 global pandemic has laid bare so many inequities that exist in our society. At Zuckerberg San Francisco General Hospital and Trauma Center (ZSFG), we have seen a virus that spreads without prejudice but hospitalizes those most vulnerable. While our entire world focused on this new threat, lifesaving care continued—and our healthcare heroes adapted.

When in-person visits at ZSFG became dangerous for patients and providers, the hospital grew its telehealth system. Pop-up pantries helped families put food on the table. Substance use disorder programs moved counseling and treatment to mobile outdoor clinics.

COVID-19 has added a complicated layer to all of our lives. But for those who rely on ZSFG for their health and well-being, they knew they could count on our providers to continue delivering the best care.

This edition of Foundation News takes a look at the intersection of life and COVID-19. COVID-19 + smoke-filled skies. COVID-19 + putting food on the table. COVID-19 + _____. No matter how you fill in the blank, ZSFG is ready to meet the needs of our whole city.

COVID + FOOD INSECURITY



COVID-19 seemed to hit overnight. So many of the families served by ZSFG lost jobs, housing, and access to social safety-net programs that kept their families safe—like putting food on the table. Our providers asked their patients what they needed most. Over and over, they heard: help with rent, food, and diapers. And many asked themselves—what can I do to help *right now*?

For Dr. Misa Perron-Burdick, that meant turning her garage into a diaper warehouse. “I just had this image of our pregnant moms and moms with newborns going from store to store trying to find goods for their family, and putting themselves at increased risk,” said Perron-Burdick, the Medical Director of the Women’s Health Center. This concern grew into the Patient Pantry.

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The Patient Pantry program at ZSFG has grown to include 10 clinical sites—providing families access to much-needed food and supplies to take home after a visit to our clinics. The pantries are filled with culturally appropriate food, including fresh produce, as well as supplies like hand sanitizer, toilet paper, diapers, and baby wipes. And for those with needs between visits, a group of doctors, nurses, and medical students have been volunteering their time to gather supplies and make deliveries to nearly 50 families each month.

Organizations like the San Francisco-Marin Food Bank and the San Francisco Unified School District have stepped up to feed our city in heroic numbers. And because of these distribution sites, patients have somewhere to turn, even during a pandemic. The team behind these Patient Pantries hopes to give patients yet another place to find support.

The program continues to grow thanks to a new partnership with Solid Start—a multi-disciplinary effort at ZSFG focused on pregnant individuals and families with young children in San Francisco. One of our community partners, the Homeless Prenatal Program, is now housing the central pantry in their nearby facility.

And thanks to the recent 2020 Hearts Grants awarded by the Foundation, even more patients will have access to these health essentials during future visits.

Learn more about this new partnership at www.sfghf.org/fall-2020-newsletter.

COVID + CLIMATE CHANGE



On September 9th, the Bay Area awoke to an orange-tinted sky. With weeks of poor air quality, the argument for taking immediate action to mitigate climate change became unavoidable. Many of us stayed indoors that day, but the providers at ZSFG were at work, treating patients and calming fears.

For Kimberlee Honda, RN, Clinical Director of the Pediatric Asthma/Allergy Clinic, her patients are among those most affected by smoke-filled days. Luckily, she and her team have been able to keep their clinic open throughout COVID-19. This has proven essential for caregivers concerned about protecting their children from harmful air days, the upcoming flu season, and a serious airborne virus.

Through frequent telehealth visits, clinic staff have built trust with families, advising when to stay at home, and helping to protect the nearly 800 patients they see each year.

The compounding effects of 2020 seem to be the new normal. With wildfire season growing each year, West Coast hospitals like ZSFG are forced to prepare for an influx of patients affected by smoke inhalation. This is leading to a movement to integrate climate change into healthcare and medical education. And at ZSFG, caring for patients on that orange-sky day placed urgency on the need for big systemic change.

Now, with flu season upon us, it is so important to combat this perfect storm of climate change and COVID-19—especially for our most vulnerable.

Read more about how ZSFG is advocating for action on climate change at www.sfghf.org/fall-2020-newsletter.



A PERSONAL MESSAGE FROM THE CEO

Since joining the Foundation earlier this year, I have watched the dedicated healthcare team at ZSFG meet so many seemingly insurmountable challenges with commitment and compassion. Through a global pandemic, a national reckoning with systemic racial injustice, an economic depression, and ash-filled skies, ZSFG persevered.

This tenacity mirrors the response across our city and state. The decisive leadership from our local civic and health officials saved countless lives at a crucial moment—making San Francisco and ZSFG models for strong public hospitals defining what public health can mean.

At the Foundation, we are proud to stand behind the frontline healthcare workers. In a world of unknowns, they place health equity and access at the core of their work, creating new models of care for our entire community.

The next few weeks will be filled with more uncertainties. The future of healthcare will be tested. The national response to COVID-19 will determine how we create a pathway forward and when we can begin to recover. But we know we can come together, care for our most vulnerable, and build a brighter future. Thank you for joining us.

In gratitude,

Kim Meredith, Chief Executive Officer



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2020 HEARTS GRANTS

In October, the Foundation was thrilled to award Hearts Grants to 22 innovative programs at ZSFG. Made possible by generous donations to the Foundation, this year's grants showcase the variety of ways staff at ZSFG are working toward a more equitable future.

At a critical moment, these initiatives will focus on providing health access during a pandemic, delivering wraparound support services for families with young children, helping patients access online care from home, and combating inequities for both patients and staff at ZSFG.

To learn more about the 2020 Hearts Grants, visit
www.sfgfhf.org/fall-2020-newsletter

WE'RE GOING VIRTUAL!

HEARTS IN SF



**THURSDAY,
FEBRUARY 11, 2021
AT 6PM**

Hearts in SF 2021 is FREE and open to all this year. Join us online as we come together to support SFGHF and honor our frontline workers who continue to tirelessly care for us all.

Save the date and pledge your support at HeartsInSF.org

JOIN OUR EMAIL LIST:

You'll be the first to learn about innovations in patient care and hear stories of compassion and dedication as we unite behind our frontline heroes.

To sign up, visit www.sfgfhf.org/enews

OUR MISSION IS TO PROMOTE EXCELLENCE IN RESEARCH, EDUCATION, AND CARE FOR ALL AT
ZUCKERBERG SAN FRANCISCO GENERAL HOSPITAL AND TRAUMA CENTER.

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