



SAN FRANCISCO GENERAL HOSPITAL FOUNDATION

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FOUNDATION NEWS

Research in Action, Partners in Health

At ZSFG, research plays an integral part not just in advancing knowledge about disease or the practice of medicine, but in the relationships between clinicians and patients formed either in trauma or primary care settings. With more than 800 active researchers on campus at any time, there are a lot of advances in research to follow. The Foundation recently honored one researcher, who is also a primary care physician and Chief of the Division of General Internal Medicine, for applying his work on empowering patients with better health literacy and generating better health outcomes.

Dr. Dean Schillinger's numerous contributions in research and programming related to health literacy, diabetes, and public health have had a transformative role in setting standards for relationship-centered care. He has also channeled his dedication to primary care and patient well-being at ZSFG into impactful programs that foster greater community health outside of ZSFG and its clinics.

He authored an Institute of Medicine report on the *Attributes of Health Literate Healthcare Organizations* through which ZSFG has gained national recognition as a center of excellence in patient-centered communication.

Dr. Schillinger has applied his research directly into his clinical relationships. As a patient, Maria Hernandez has been seeing Dr. Schillinger for more than a decade to manage her diabetes, as well as many other chronic health concerns. Although her husband recently passed away, he too was a patient with Dr. Schillinger and they often visited together for treatment. Today, Maria is doing remarkably well and credits Dr. Schillinger for teaching her how to trust in understanding both her disease, and her own responsibilities for managing it. Dr. Schillinger in turn credits Maria for doing the work necessary to live a healthy life, in spite of co-diagnoses, such as heart disease. By going the extra step of empowering and educating Maria and her husband, they thrived under his care.

"We've done really remarkable research describing the multitude of ways in which communication, when done well, can serve as a more powerful tonic than any pill," said Dr. Schillinger.

Visit the Foundation's YouTube channel to learn more about Dr. Schillinger and Maria Hernandez, and their partnership in health: youtube.com/sfghfoundation.♥



Dean Schillinger, MD

Photo Courtesy of Plus M Productions

A Letter from the Foundation

This coming May we will celebrate the one year anniversary of when the new acute care and trauma center at Zuckerberg San Francisco General (ZSFG) first opened its doors. For all residents, visitors, and workers in San Francisco, the new trauma center is a state-of-the-art facility, available around the clock to attend to life-threatening emergencies. With your ongoing support, we can continue to enhance the comprehensive care available at ZSFG, at a time when public health and health care needs our support more than ever.

In February we celebrated ZSFG, which *San Francisco Magazine* recently called "our most valuable civic institution," at our 12th annual *Heroes & Hearts* luncheon. We were grateful to

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A Letter from the Foundation

(Continued from Page 1)

host our largest luncheon to date, and our hearts are full from the outpouring of support for our beloved hospital. We raised more than \$1.8 million at this year's event, and recognized heroes from our public health community. You can read about three of these heroes in this newsletter, and visit our website to watch three short films that depict their tremendous contributions, which embody the "go above and beyond" spirit of ZSFG.

We are also pleased to share with you three "stories from the heart" about ZSFG patients featured in the new advertising campaign you may be seeing around San Francisco. With 100,000 inpatient and 500,000 outpatient visits across the campus each year, these stories illustrate how families get the personal and comprehensive care that is the hallmark of one of our nation's finest public hospitals, and demonstrate the impact your support has for anyone and everyone seeking care at ZSFG.

With gratitude,



Connie Shanahan
President, Board of Directors



Amanda Heier
Chief Executive Officer



Anais Amaya



Jia Min Cheng

Photos Courtesy of Plus M Productions

Helping Hands for Better Health

There are dozens of clinics at ZSFG, and in many of them you may find a volunteer from Health Advocates screening patients for social or legal issues that may prove difficult to navigate. As a result, patients benefit from a wide range of resources volunteers can access on their behalf, which address housing or food insecurity, mental health or educational concerns, or public assistance support. This unique program is helping patients improve their quality of life, which in turn improves their or their families' health outcomes.

Anais Amaya, the Health Advocates program director, says "There was this misconception that health care alone made health, but they weren't taking into account any social factors, so we are changing that."

One of those additional resources comes in the form of the Medical-Legal Partnership. When Anais and her volunteer team identify patients facing legal obstacles—particularly those directly impacting their health—they call in an attorney from the Partnership for advice, and often, for pro bono legal aid.

Jia Min Cheng is a staff attorney for Bay Area Legal Aid, and she frequently supports ZSFG patients identified through Health Advocates. Recently, Anais and Jia Min teamed up to help Rosa Rodriguez, whose child was getting a routine checkup at the ZSFG Children's Health Center. Rosa was trying to transfer into a new public housing facility. She felt her current housing, and violence nearby, was having a negative effect on her and her child's well-being. Jia Min was able to quickly secure a transfer request through the right channels and Rosa and her family were able to move into a home better suited to her family's health needs.

"It is really nice to see the looks on their faces when they understand 'I have legal rights around this, I can stand up for myself, and stand up for my family, and get a home that is healthy for my children to live in,'" said Jia Min.

The Foundation recently honored Anais and Jia Min for their partnership and for demonstrating the kinds of programs only available at ZSFG to not only care for patients, but improve the quality of their lives.

Visit the Foundation's YouTube channel to learn more about Anais, Jia Min, and Rosa, and the helping hands available to improve health outcomes: [youtube.com/sfghfoundation](https://www.youtube.com/sfghfoundation).♥

Donor Spotlight:

A Passion for Helping Those in Need

In times of trouble, our hospital stands ready—a safety net—no matter the situation. We are deeply honored by a recent bequest from the estate of Deborah Green “Deedee” Seymour, and celebrate the support it will offer to all San Franciscans for years to come.

Deborah Green “Deedee” Seymour was a Berkeley native, long-time San Francisco resident, and a life-long volunteer. She started at age eight as a child assistant to her mother’s First Aid classes in Berkeley and as an adult, served as Chairman of Volunteers for the San Francisco Red Cross Chapter. It was during this time when, after the Fall of Saigon in 1975, she organized over 3,000 volunteers in forty-eight hours to meet the Operation Babylift planes.

Deedee subsequently served as the San Francisco Chapter Chair, on the Red Cross Regional Board of Governors, National Board of Governors, and International Board of Governors. Understanding the critical link between the Red Cross and local hospitals, she also served as a Board Member for the San Francisco General Hospital Foundation. Her final gift to SF General is a token of her deep appreciation for the mutual support between the hospital and the Bay Area Red Cross in helping residents get back on their feet in dire times of need.♥



Photo Courtesy of Seymour Family

Deborah Green “Deedee” Seymour

Gift Focus:

Wills & Living Trusts, IRA Gifts

The Foundation is your partner in making a big impact on public health in San Francisco. There are ways you can make a larger gift to your community than you ever thought possible.

Wills & Living Trusts Take action now by including the Foundation in your will or living trust. Below is sample language you can use in your plans today:

“I give and bequeath the remainder, or ____% of my estate, or \$_____, to the San Francisco General Hospital Foundation, a California nonprofit corporation (Tax ID# 94-3189424) located in San Francisco, California to be used for general unrestricted support.”

(If you want to specify an area of medical care or a department at the hospital, please contact us.)

IRA Giving A smarter way to make an annual gift is to put your IRA savings to charitable work. Taxpayers age 70½ or older are allowed to gift up to \$100,000 annually from their IRA accounts directly to their favorite charity. You leverage tax-free growth, tax-free distribution, and it counts toward your required minimum distribution! Contact your IRA administrator to ask how you can make use of this potent way to give.

To discuss gift planning options, please contact Jeremy Benjamin at 628.206.3132 or jbenjamin@SFGHF.org.♥



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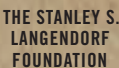
With your help, this year we raised over \$1.8 million to promote excellence in research, education, and care for all at Zuckerberg San Francisco General Hospital and Trauma Center.

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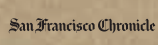
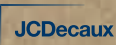
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Photos Courtesy of Drew Altizer Photography

Heart Sculpture Photos Courtesy of Iria Elisa Photography

For 2018 Hearts Event Information or Questions, Please Contact Elaine Leong at 628.206.5959 or eleong@SFGHF.org.

Stories from the Heart

ZSFG and Community: Strengthening the Bonds



Leonel and Reina

Leonel always hated hospitals, but with diabetes complicating his glaucoma and heart and blood issues, he needed help with his health. After seeing multiple specialists at ZSFG, his experience with the people at the hospital has changed him: he is as comfortable at ZSFG as he is in his own home.

Leonel said, “Before, I used to hate hospitals, you know? But I tell you, this place is really good for me.”

Myisha

Pregnant with her fourth child, Myisha’s initial visits with her obstetrician should have been routine, but a consistent discomfort concerned her doctor. Myisha was diagnosed with Paget disease, a rare form of breast cancer. Working with clinicians from the Avon Comprehensive Breast Center, Myisha received individualized and coordinated care, so that her cancer could be treated and she could still carry her baby to term. She had successful cancer surgery late in her pregnancy and her healthy baby boy was born 3 weeks later. During chemotherapy and radiation treatment, when she was often too tired to even hold her newborn, it was the smiles from nurses and staff that gave her hope and helped get her through this very difficult time in her life. She and her family, including her son, are all doing great!

Myisha said, “When I walk through the doors of Avon, you see smiles. Even though you’re not smiling inside, you see smiles. You see comfort, you see love. They don’t make you feel like you’re alone in this. They make you feel like ‘Yes, we are in this together.’”



Photos Courtesy of Cliff Englert



Lorena and Jordan

Lorena was going to be a mother for the first time, and was looking for support that would help her navigate both her and her baby's needs. At ZSFG she discovered that the Family Birth Center offered her great birthing support, and she was pleasantly surprised with the additional services: a therapist, so she'd be ready for the challenge of being a single mom, and breastfeeding support, so she could nurture her new baby from the start. She felt everyone at the Family Birth Center supported her so she could be well-prepared to welcome her son Jordan into the world. Jordan now receives care at ZSFG, and Lorena is delighted with the warmth and expertise of his pediatrician.

Lorena said, "I was born in 1981 at SF General. My mother actually still gets her care at the hospital. When I was seven months pregnant, I met with a therapist on-site to help with the upcoming challenge of being a single mother. They also referred me to many programs such as prenatal programs, and breastfeeding and other classes. They wanted to make sure that I was prepared to welcome my son and for me to be ready for him to thrive!" ♥

Foundation Leadership News: Introducing our New Board Members



Alice Hm Chen, MD, MPH is the chief medical officer for the San Francisco Health Network, co-director of the Center for Innovation in Access and Quality at ZSFG, and a professor of medicine at the University of California, San Francisco. Dr. Chen continues to practice primary care and attends on the inpatient medical service at ZSFG. Dr. Chen is a graduate of Yale University, Stanford University School of Medicine, and the Harvard School of Public Health.

Jenna Lim is founder, president, and CEO of Trivad, Inc. Since 2001, Trivad has provided IT and internet security to government agencies and large companies. She emigrated from South Korea with her family as a young child. Her family experienced the value of safety net hospitals and good public health care while she was growing up. Ms. Lim has a bachelor's degree from California State University, Sacramento.



Andrew McCollum is CEO of Philo, an innovative next-generation TV platform, working with universities to deliver live television and DVR service to students. Prior to joining Philo, Mr. McCollum was an Entrepreneur in Residence at New Enterprise Associates and Flybridge Partners. He was also on the founding team of Facebook and has been an active early-stage angel investor and advisor. Mr. McCollum holds a bachelor's degree in computer science and a master's degree in education from Harvard University.

A GRATEFUL AND HEARTFELT THANK YOU TO RETIRING SAN FRANCISCO GENERAL HOSPITAL FOUNDATION BOARD MEMBERS LAURA A. ROBERTSON, MD AND DAN ROSENTHAL FOR THEIR MANY YEARS OF SERVICE AND SUPPORT.



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