



SAN FRANCISCO GENERAL HOSPITAL FOUNDATION

NEWS | Spring 2020

ZSFG RESPONSE Over the past few months, we have all witnessed how quickly COVID-19 has spread within our community. We have seen patient care transformed to meet this oncoming crisis — and we've watched this disease shift the way our hospitals are able to care for those most affected.

Zuckerberg San Francisco General (ZSFG) remains on the front lines of this constantly evolving public health emergency. As the safety net hospital for San Francisco, ZSFG is committed to caring for our city's most vulnerable. And at a time when we are all feeling threatened by this new virus, we must rely on our experts, our caregivers, and our first responders.

The SFGH Foundation is here to help the people who heal people. Our efforts are focused on providing ZSFG with whatever they need — today, tomorrow, and for the long road ahead. We are proud to support the amazing hospital staff — who are prepared for the worst and working tirelessly for the best.

These are our **Leaders with Heart**.

IN TIMES OF CRISIS



From above the city skyline on the 7th floor of the hospital, ZSFG's Incident Command Team (ICT) has come together in a new, if not unfamiliar, way. Composed of Emergency Management staff and hospital administrators, this group plays a vital role in preparing ZSFG for a disaster, trauma, or pandemic.

Jeffrey Schmidt, RN, MPH, is the Director of Clinical Operations and the Incident Commander for the COVID-19 activation at ZSFG. His role at the hospital has always included preparing for the worst-case scenarios and ensuring his team is ready to respond.

When the first cases of COVID-19 reached the Bay Area in January, the ICT began to enact protocols to prepare ZSFG for the impending crisis. They promptly added the expertise of infection control and disease prevention specialists, as well as epidemiologists.

As the disease very quickly became a pandemic and community spread skyrocketed, ZSFG shifted protocols to enact the emergency response plan needed to mitigate the spread and manage the treatment of those infected. This included canceling all elective surgeries, limiting visitors to the hospital campus, and supporting health care providers with the systems and supplies they need to treat patients safely.

Now central to all hospital operations, the ICT is using Hospital Incident Command System (HICS) Level-1 protocols to make all decisions as caring for patients with COVID-19 evolves. In response to the increase in new cases, ZSFG quickly began creating new systems — dedicated care teams, COVID-specific ICU units, and creating cohorts of patients to keep positive persons under investigation together in order to limit provider and patient spread of COVID-19.

“The Incident Command Team is always available — 24/7 — ready to deal with any disaster that comes to ZSFG.”

As the only trauma center in San Francisco, this is not the first time the Incident Command Team has been activated. When California fires caused air quality to worsen, the hospital prepared to treat those suffering from respiratory ailments. When heat waves hit the Bay Area, the staff focused on how to help the most vulnerable. And when survivors of the 2014 Asiana Airlines crash were directed to ZSFG, the ICT quickly prepared the hospital to provide trauma care to injured passengers.

Jeffrey Schmidt is seeing the same teamwork happening throughout the hospital today. The people who work at ZSFG are guided by a personal mission to answer the call and serve their community. And to support each other.

CARE FOR THOSE ON THE FRONT LINES



“To stay with for a time.” That is the mission of Sojourn Chaplaincy. And during this public health crisis, the services of the interfaith spiritual care team at ZSFG have become a critical part of caring not only for patients, but for staff as well.

A small team of staff and volunteers, Sojourn Chaplaincy is being called upon to change their focus and care for the frontline workers at ZSFG. They are often present at team huddles giving a moment of pause and a chance to connect.

For Reverend Claire Bohman, Director of Sojourn Chaplaincy, coming together in the face of the unknown is the spirit that has always defined ZSFG. Throughout the AIDS epidemic in the 1980s, a robust interfaith program grew to care for a community experiencing incredible loss and created a legacy of resiliency that rings true today.

Sojourn chaplains are available to listen and support patients recovering from trauma, to celebrate encouraging test results, and to comfort families after the loss of a loved one. And with the current limit on visitors to the hospital, their companionship is essential to recovery.

The nature of support is also changing as protocols shift at the hospital. A comforting hug for a grieving mother is no longer an option. And many of the chaplains who staff the Sojourn team are elderly volunteers, reducing the team's ability to meet all of the current needs at ZSFG.

Thanks to funding from our Foundation, Sojourn Chaplaincy will be expanding their hours to provide care in the evenings and on weekends. In the face of crisis, Reverend Bohman continues to make space for the full range of emotions her community is experiencing, and to listen with compassion — and stay, for a time.

A PERSONAL MESSAGE FROM THE CEO:

I continue to be amazed by the dedication and compassion I see throughout the hospital and fully understand how vital this group of people is to our ability to face the challenges of COVID-19. The past few weeks have not only brought extraordinary challenges to the team here at ZSFG, but also new opportunities to serve our San Francisco community in its time of need.

And thanks to supporters like you, we remain well-equipped to meet the growing demands of this pandemic. Our new acute care and trauma center has state-of-the-art ICU units and in-house testing capabilities, and we are confident in our ability to meet this challenge head-on. We couldn't face the current health emergency without our whole community.

Your generosity to the Foundation ensures that those on the front lines of this crisis have someone in their corner. Your support has prepared us for moments like these, helping us plan for the unimaginable while caring for this great city.

Thank you for standing with us.

Sincerely,

Susan P. Ehrlich, MD, MPP
CEO, Zuckerberg San Francisco General
Board Member, San Francisco General Hospital Foundation



STAY CONNECTED:

Stay up to date on the latest from the Foundation each week by visiting www.sfghf.org/covid.

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



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WE NEED YOUR HELP IN THE FIGHT AGAINST COVID-19

If you want to make a difference and invest at this critical time in your community, please donate to the **ZSFG COVID-19 Fund**.

Your contribution will enable ZSFG to meet this challenge head-on and sustain a high level of care throughout this pandemic.

YOUR GIFT TO THE FUND WILL HELP PROVIDE:

- Essential PPE (masks, gloves, face shields, gowns) for hospital staff
- Testing supplies and expanded testing facilities
- Meals and counseling for hospital workers
- Additional equipment and support for patients

As the COVID-19 crisis continues to evolve in the Bay Area, ZSFG needs your support now more than ever. **Thank you for helping us keep our community healthy!**

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HOW TO DONATE:



SFGHF.org/COVID



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

Photos: interior; Constanza Hevia H., right; @HumansofSFGGeneral.

