



HEALTHY FAMILIES

Zuckerberg San Francisco General Hospital and Trauma Center



SAN FRANCISCO
GENERAL HOSPITAL
FOUNDATION

Our Commitment to Providing **Care for All**

Since 1872, Zuckerberg San Francisco General Hospital and Trauma Center (ZSFG) has been dedicated to serving the more than 1.5 million residents of San Francisco and northern San Mateo counties—both as a safety net hospital for the most vulnerable and as a steadfast resource for all San Franciscans in times of crisis. 150 years later—from the 1906 earthquake through the COVID-19 pandemic—ZSFG remains the leader in San Francisco’s comprehensive commitment to exceptional public health.

The Hospital acts as a primary care clinic for more than 100,000 people per year, many of them women and children, and is the only source of health care for a large portion of the community. Should a patient require additional expertise, specialists are co-located onsite and easy to access, increasing the probability that a patient will follow their treatment plan in its entirety.

A Lifetime of Care

With the largest—and busiest—birth center in San Francisco, ZSFG is the starting point of so many healthy lives. From prenatal care through adolescence and into adulthood, the Hospital’s connected network of coordinated care ensures that children and their families are supported as they grow with the excellent and equitable care that everyone deserves.



Impact by the Numbers

- San Francisco’s **largest primary care facility**
- **30,000** pediatric visits each year
- **1,200** babies delivered annually
- Only **Level 1 Trauma Center** serving San Francisco
- The **busiest pediatric clinic** in San Francisco County
- 13% of patients are **age 17 and younger**
- ZSFG admits approximately **700 children** per year

From Pre to Age Three



The Family Birth Center at ZSFG is the busiest labor and delivery unit in San Francisco, working with families in more than 20 languages to care for pregnant people and their families. Situated in the state-of-the-art inpatient tower, new parents find support through doula care, midwives, and lactation support. With an extensive Neonatal Intensive Care Unit, the best infant care happens at ZSFG.

Prenatal and infant care services reflect ZSFG's broader commitment to caring for the whole person. Even its youngest patients benefit from the Hospital's system of wraparound care, integrating social, legal, mental, and behavioral health support into each patient's highly individualized care plan. **Solid Start**—a pipeline of intentional health care for families with children from pre-birth to age three—brings together programs whose work serves the community's most vulnerable families to create a more robust network of support during the critical years of early childhood development.

Equitable Maternal Health

To help diminish inequities in access to high-quality care for its birthing patients, the **Family Birth Center** at ZSFG matches Latinx birthing patients with a doula care support network from their own communities. This new initiative addresses a need that is often underfunded in health care systems and was designed to mitigate health outcome disparities—including cesarean delivery rates, birthing complications, and breastfeeding rates—for pregnant people of color. By investing in Latinx doulas, this program also supports a much-needed workforce of **Community Health Workers** that encourage more patients to access critical prenatal and perinatal health care at ZSFG.

In addition, The SFGH Foundation uses its Equity & Innovation Grants program to support Black

maternal health through doula care and the Pop-Up Village model. See page 3 for additional information on Pop-Up Village.





The Busiest Pediatric Clinic in San Francisco County

The Children's Health Center (CHC), a key member of the San Francisco Health Network consortium of clinics, provides comprehensive pediatric care for children and families from birth to age 21. With a strong focus on healthy starts and preventative care, CHC focuses on both primary and specialized needs of its youngest patients and partners with nutrition counselors, asthma specialists, mental health program providers, and others to care for the whole person and the whole family.

Hosting drop-in hours for all patients, the CHC also serves as a **Pediatric Urgent Care** and **Vaccine Clinic** for many in San Francisco, including serving as a pediatric COVID-19 vaccine clinic as soon as pediatric vaccines became available.

Here During Life's Scariest Moments

As the only **Level-1 Trauma Center** in San Francisco, ZSFG's pediatric specialists play a major role in emergencies and collaborate with Trauma, Neurosurgery, and Orthopaedic professionals to care for critically injured children. **POD B**, the Pediatric Emergency Department center, is designed specifically with the youngest patients in mind with features like brightly painted murals.

Spotlight on Pediatric Programs: Pop-Up Village

Each month, community partners—including health and wellness, youth and family, food access, and education professionals—come together in the under-resourced Bayview neighborhood of San Francisco for the community-led resource event **Pop-Up Village**. This event works to increase access to health and wellness services for traditionally underserved Black and Latinx families. Through a collaborative network of mobile clinics and other providers, essential

resources convene in a spirit of celebration to connect pregnant people and families to community services.

With the guiding principle that equity must be at the core of health care, the Pop-Up Village rebuilds trust by allowing patients to play an active role in designing a new model of care, collaborating with nonprofits and city agencies to bring resources to the Bayview, and addressing community needs outside of clinic walls.

Child Life Services*

Children and their families confront a wide variety of stressors and potentially traumatic events when they or their family members are receiving emergency medical care. These experiences can cause feelings of fear, confusion, loss of control, and isolation, and can inhibit development and have negative effects on their short and long-term physical and emotional health and well-being.

In hospital settings like ZSFG, **Child Life Services** specialists are educated and clinically trained to help infants, children, and families to understand and cope with the stress and uncertainty of acute and chronic illness, injury, trauma, disability, loss and bereavement. They work to create a positive experience for families during a child's visit or hospital stay, and they help to improve pediatric patient care, family care, health provider efficacy, and the overall experience of both patients and providers. Specialists provide evidence-based interventions, including therapeutic play, preparation for procedures, and education to reduce

fear, anxiety, and pain. This support is for the child—whether the child himself or the child's family member is seeking care at the hospital—and extends to the child's family as well.

**Due to a lack of funding, Child Life Services is no longer operating at ZSFG. To help reinstate this critical program, please email info@sfgfhf.org.*

"Given my 20+ years at ZSFG, I can say, without a doubt, that the presence of Child Life Services in the Pediatrics Emergency Department was truly transformative in our care of children."

- Judith Klein, MD, FACEP
Asst. Professor of Emergency Medicine

Talking is Teaching: Talk, Read, Sing

Pediatric care at ZSFG has always meant much more than routine check-ups and vaccines.

As a key piece of the Too Small to Fail initiative, **Talk, Read, Sing** focuses extra attention on early language and brain development. This forward-looking program sends every family who delivers a baby at ZSFG home with two books, a blanket, and educational literature, recognizing that reading to babies provides building blocks for language development as well as equips them with tools to develop their social and emotional skills. Reading together from birth is an easy way for parents to set their kids up for later academic success.

The program has grown to include books in several languages as well as rolling libraries for families seeking care in the NICU. Talk, Read, Sing has created a framework for parents to see themselves as their child's

first teacher and built a healthy new habit for young families during the critical first years of life.





You Can Make a Difference

At ZSFG, care begins before a baby is born and remains available throughout their life. Our providers work to create a positive experience for families during a child's visit or hospital stay, and they are **committed to improving pediatric patient and family care.**

ZSFG relies on donor contributions to provide quality family health care and trauma services and ensure our community has the resources and infrastructure necessary to **make the youth of today the healthy San Franciscans of tomorrow.** Donor support enables all that we do, including advancing community wellness through lifesaving and life-affirming care,

pioneering new methods and models of treatment, and caring for the whole person—and the whole family.

We are driven to help the communities who bear the burden of systemic inequalities and those who are most impacted by illness and disease, and we are resolute that prevention and care reach all ages. We invite you to **partner in our mission to support and fund excellence in patient care and innovation at Zuckerberg San Francisco General Hospital and Trauma Center.**

We believe in equity, access, and quality health care for all. Will you join us? Learn more at **sfghf.org**



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