Public Discussion on Health Care Delivery in San Francisco, Saturday, June 13

More than 200 members of the community attended this public discussion on the future of health care and health delivery systems in San Francisco. After a short presentation by a distinguished panel of health care visionaries, California Pacific shared details of our rebuilding plan and engaged in a question and answer session with those in attendance. The discussion was moderated by Warren Browner, M.D. MPH, CEO of California Pacific Medical Center. Below is a summary of the panelists' presentations.

John Williams, PharmD, *COO, Northeast Medical Services*
Williams focused on the important role that community health centers play in providing care for San Franciscans. He discussed how community health centers are often the first place of contact for many people with health issues, and how it is this first point of contact that is responsible for working with other providers to deliver the care that the patient needs. He stressed the importance of community health centers as part of the larger goal of providing quality responsive healthcare to all of San Francisco.

Mitch Katz, M.D., *Director, Department of Public Health*
Dr. Katz described the ultimate goal of the City of San Francisco is to make sure that every person has some form of health coverage. Healthy San Francisco (HSF) has already covered two-thirds of the uninsured people through the partnerships between every level of medical care from community hospitals to tertiary care hospitals such as CPMC. He emphasized the need for cooperation between the healthcare providers to accomplish the goal of universal health coverage for all San Franciscans.

Edward A. Chow, M.D., *Executive Director, Chinese Community Health Care Association; Chief Medical Officer, Chinese Community Health Plan; Commissioner, San Francisco Health Commission*
Dr. Chow pointed to the transformation of health care from simple acute care to a holistic understanding of health and preventive medicine as a major step in caring for all San Franciscans in a comprehensive manner. He suggested that we not only need to continue the trend towards investment in preventive care, but also in rebuilding our facilities and refocusing on research. He says we need to become a city with world-class healthcare to meet the needs of our diverse community.

Anni Chung, MSW, *Executive Director, Self-Help for the Elderly*
Anni Chung expressed concern over the difficult short-term circumstances for her constituents in the elderly and non-English speaking communities when it comes to receiving adequate health services. She pointed to the proper use of American Recovery and Reinvestment Act (ARRA) to span the short-term gap in the health needs of the elderly, and look to the cooperation of all of the health care providers to develop a long-term vision of elderly health needs.

Helen Archer-Dusté, *COO, Kaiser Permanente San Francisco Medical Center*
Helen Archer-Dusté identified access to preventive care and chronic conditions management as the two largest areas to cut costs in our healthcare system. She suggested that there needs to be a fundamental change from a system that rewards volume to one that rewards positive patient outcomes. Ms. Archer-Dusté emphasized the possibilities that integrated electronic health records provide better quality, faster speed, and lowering cost in healthcare. She called for us to reassess our understanding of the root causes of many of our health problems by understanding the role that environmental and behavioral factors have in our overall health.