

San Francisco Health Plan Grant: Specialty Services Access

BOS Budget & Finance Committee

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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Overview of Grant



Specialty Services Access Grant:

- **Grant Summary:** Enhance access to specialty care through improved scheduling and registration processes
- **Funder:** San Francisco Health Plan
- **Amount:** \$250,000
- **Timeline:** February 28, 2024, to December 31, 2024

Grant Outcomes:

- Better patient experience, fewer errors in scheduling, fewer empty clinic slots, and decrease wait times in ZSFG Specialty Clinics

Grant Activities



Activities directly funded by the grant:

- **Host additional specialty care clinics** in the most heavily impacted specialties to reduce backlog of patients waiting for specialty care appointments. Funds will provide overtime pay to DPH employees and incentive pay to UCSF providers (through the affiliation agreement) to host these additional evening and/or Saturday clinics. All activities will take place on the ZSFG campus.

Activities not directly funded by this grant but will take place in parallel:

- Conduct a needs assessment survey of staff members regarding scheduling and registration processes pertinent to ambulatory specialty care.
- Revise standard work related to scheduling and registration workflows.
- Complete a series of trainings about eligibility and scheduling workflows (based on the need assessment survey), leading to increased confidence and ability among patient access team members.
- Optimize scheduling templates for several specialty care clinics for easier and more standardized scheduling.

Conclusion



We are seeking **retroactive authorization** to accept this grant.

- The project period for this grant began February 28, 2024, to December 31, 2024.
- SFDPH received the agreement for this grant on February 22, 2024, six days prior to the pre-determined project start date.
- DPH brought this item to the BOS after going through the fiscal approvals process, including Controller's Office review and approval.

DPH respectfully requests approval of this item.

Thank you!