File Number: _____220042_____
(Provided by Clerk of Board of Supervisors)

Grant Resolution Information Form
(Effective July 2011)

Purpose: Accompanies proposed Board of Supervisors resolutions authorizing a Department to accept and expend grant funds.

The following describes the grant referred to in the accompanying resolution:

1. Grant Title: **Maximizing the Reach of ZSFG Telehealth: Expanding Clinic-to-Clinic Access and Patient Technology Support for SFDPH Epic Video Visit Integration**

2. Department: **Department of Public Health**
                     Department of Information Technology

3. Contact Person: **Jeff Scarafia**   Telephone: **628-206-1236**

4. Grant Approval Status (check one):

    [**x**] Approved by funding agency   [ ] Not yet approved

5. Amount of Grant Funding Approved or Applied for: **$ 1,000,000**

6a. Matching Funds Required: $ **N/A**
  b. Source(s) of matching funds (if applicable): **N/A**

7a. Grant Source Agency: **The Gerson Bakar Foundation**
  b. Grant Pass-Through Agency (if applicable): **San Francisco General Hospital Foundation (SFGHF)**

8. Proposed Grant Project Summary: Given the recent pandemic and the obvious need for digital access and skills in order to complete many basic life functions during this time of shelter-in-place, patients' needs to be able to remotely access healthcare via telehealth are paramount. Patients who are low-income, from racial/ethnic minority backgrounds, and those with limited English proficiency and health literacy face greater barriers to using health technologies. This proposal will extend the **reach** of telehealth in the following ways:

- **Improving access and patient experience in accessing ZSFG clinical services via telehealth throughout the city:** For services like dermatology, ophthalmology, and pulmonary function testing, telehealth technologies have allowed ZSFG specialty care to serve patients through primary care across the San Francisco Health Network. With the implementation of Epic video visit integration, we can extend other ZSFG specialty care, diagnostic, and behavioral health services throughout the city through affiliated ambulatory care sites. These will also assist the SF Health Network primary care sites (ZSFG referral base) to connect more effectively with their primary care populations.
  - **Request:** With additional devices and optimization of the WiFi infrastructure, we could optimize telehealth consultation rooms in existing ambulatory care clinics throughout the city to allow them to render clinic-to-clinic consultation, with the patients visiting with specialty care services from their primary care sites (in addition to their homes). The requested budget would support telehealth equipment and telehealth infrastructure upgrades to allow this expanded access.
- **Extending patient support desk:** Remote phone or online support to SFDPH's Epic MyChart patient portal is growing with both increasing telehealth and with the onboarding city-wide of populations for COVID testing and vaccination (see graph below). This growth was not anticipated in the original electronic health record budget for a contracted external vendor to provide these services, and we project that we will run out of budget for this service in September 2021. This would mean no patient

support help desk outside of clinic staff after our integrated telehealth implementation, which would compromise both clinic staff and patient experience, as well as digital equity in telehealth access.

- o **Request:** The requested budget would support the remaining months on the external vendor contract, with a planned transition to internal DPH staffing after this is complete.

9. Grant Project Schedule, as allowed in approval documents, or as proposed:

Start-Date: **10/01/21**   End-Date: **4/30/23**

10a. Amount budgeted for contractual services: **$564,642**
b. Will contractual services be put out to bid? **No. For the patient support desk, SFDPH already has an active contract with Stoltenberg Consulting Inc. (original RFP # CAT-2-P1-39-2018). This additional grant money allows us to increase the amount under that contract.**

c. If so, will contract services help to further the goals of the Department's Local Business Enterprise (LBE) requirements?

d. Is this likely to be a one-time or ongoing request for contracting out?

11a. Does the budget include indirect costs?   [] Yes   [**X**] No

b1. If yes, how much?
b2. How was the amount calculated?

c1. If no, why are indirect costs not included? **N/A**
   [ ] Not allowed by granting agency   [**x**] To maximize use of grant funds on direct services
   [ ] Other (please explain):

c2. If no indirect costs are included, what would have been the indirect costs? **5% of direct costs**

12. Any other significant grant requirements or comments:
We respectfully request for approval to accept and expend these funds retroactive to October 1, 2021. The Department received the award on October 22, 2021

Grant Contract #	**CTR00002740**
Project Description	**Improvement of Telehealth at ZSFG.**
Project Code	**10038265**
Activity Code	**0001**
Fund	**21132**
Authority	**10001**
Dept.	**251667**

Disability Access Checklist*(Department must forward a copy of all completed Grant Information Forms to the Mayor's Office of Disability)

13. This Grant is intended for activities at (check all that apply):

[**X**] Existing Site(s)   [ ] Existing Structure(s)   [**x**] Existing Program(s) or Service(s)
[ ] Rehabilitated Site(s)   [ ] Rehabilitated Structure(s)   [ ] New Program(s) or Service(s)
[ ] New Site(s)   [ ] New Structure(s)

14. The Departmental ADA Coordinator or the Mayor's Office on Disability have reviewed the proposal and concluded that the project as proposed will be in compliance with the Americans with Disabilities Act and all other Federal, State and local disability rights laws and regulations and will allow the full inclusion of persons with disabilities. These requirements include, but are not limited to:

1. Having staff trained in how to provide reasonable modifications in policies, practices and procedures;

2. Having auxiliary aids and services available in a timely manner in order to ensure communication access;

3. Ensuring that any service areas and related facilities open to the public are architecturally accessible and have been inspected and approved by the DPW Access Compliance Officer or the Mayor's Office on Disability Compliance Officers.

If such access would be technically infeasible, this is described in the comments section below:

Comments:

Departmental ADA Coordinator or Mayor's Office of Disability Reviewer:

Toni Rucker PhD
(Name)

DPH ADA Coordinator
(Title)

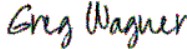Date Reviewed: _____ 11/24/2021 | 11:37 AM PST _____

Toni Rucker
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(Signature Required)

Department Head or Designee Approval of Grant Information Form:

Dr. Grant Colfax
(Name)

Director of Health
(Title)

Date Reviewed: _____ 12/1/2021 | 10:29 AM PST _____

Greg Wagner
283278227329E9F...
(Signature Required)
Greg Wagner, COO for