

Chinese Hospital Awarded Spring 2023 'A' Hospital Safety Grade from Leapfrog Group



Chinese Hospital received an "A" Hospital Safety Grade from The Leapfrog Group, a national nonprofit upholding the standard of patient safety in hospitals and ambulatory surgery centers. This national distinction celebrates [Chinese Hospital]'s achievements in prioritizing patient safety by protecting patients from preventable harm and errors. The new grades reflect performance primarily during the height of the pandemic.

"We are honored to receive recognition from The Leapfrog Group as one of the top-performing hospitals in the nation for patient safety and quality care," said Dr. Jian Zhang, CEO of Chinese Hospital. "At Chinese Hospital, patient safety has always been a top priority, and this recognition reaffirms our commitment to that mission. I am incredibly proud of our dedicated staff, who have worked tirelessly to provide safe and high-quality care to our patients, especially during these challenging times. This achievement is a testament to their hard work and unwavering commitment to our patients and community."

The Leapfrog Group, an independent national watchdog organization, assigns an "A," "B," "C," "D" or "F" grade to general hospitals across the country based on over 30 national performance measures reflecting errors, accidents, injuries and infections, as well as systems hospitals have in place to prevent harm.

"This new update of Hospital Safety Grades shows that, at the national level, we saw deterioration in patient safety with the pandemic," said Leah Binder, president and CEO of The Leapfrog Group. "But this hospital received an 'A' despite those challenges. I congratulate all the leaders, staff, volunteers and clinicians who together made that possible."

The Leapfrog Hospital Safety Grade is the only hospital ratings program based exclusively on hospital prevention of medical errors and harm to patients. The grading system is peer-reviewed, fully transparent and free to the public. Grades are updated twice annually, in the fall and spring.

To see Chinese Hospital's full grade details and to access patient tips for staying safe in the hospital, visit HospitalSafetyGrade.org and follow The Leapfrog Group on Twitter, Facebook and via its newsletter.

About The Leapfrog Group

Founded in 2000 by large employers and other purchasers, The Leapfrog Group is a national nonprofit organization driving a movement for giant leaps for patient safety. The flagship Leapfrog Hospital Survey and new Leapfrog Ambulatory Surgery Center (ASC) Survey collect and transparently report hospital and ASC performance, empowering purchasers to find the highest-value care and giving consumers the lifesaving information they need to make informed decisions. The Leapfrog Hospital Safety Grade, Leapfrog's other main initiative, assigns letter grades to hospitals based on their record of patient safety, helping consumers protect themselves and their families from errors, injuries, accidents and infections. For more, follow us on Twitter and Facebook, and sign up for our newsletter.

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Chinese Hospital and UCSF Health to Work Collaboratively to Benefit San Francisco Community



Chinese Hospital and UCSF Health have signed a collaboration agreement to enhance the quality of healthcare in the San Francisco community. The agreement builds upon a three-year-long partnership that successfully developed a primary stroke center, which was certified by The Joint Commission in May 2022. Together, they also provided palliative care and COVID-19 care to the community.

The new agreement aims to expand on the existing collaboration by combining the strengths and resources of both organizations. Specifically, it focuses on providing culturally and linguistically appropriate services in Chinese, such as the new stroke center at Chinese Hospital. By collaborating on programs and services for the community, including skilled nursing/subacute care, pulmonology care, cardiology, oncology, and other specialties, Chinese Hospital and UCSF Health hope to address health disparities and improve healthcare quality and access in the community.

The agreement is driven by a shared vision to create comprehensive and sustainable health care that is responsive to the community's ethnic and cultural uniqueness, now and for the future. It also seeks to develop new programs that increase the availability of physician and administrative services to achieve measurable improvements in patient, family, and community health.

Dr. Jian Zhang, chief executive officer of Chinese Hospital, emphasized the significance of the collaboration with UCSF Health, as both hospitals are the only two hospitals in San Francisco to be awarded the 4-star distinction by the Centers for Medicare and Medicaid Services (CMS).

"By combining the strengths of the two organizations, we can provide better care and more access for our community," said Dr. Zhang. "As the only remaining independent hospital in San Francisco, we can work closely with UCSF Health to provide comprehensive and high quality care that meets the equity challenges of today. With our recent remodel and increase in capacity, we are confident in delivering culturally appropriate and linguistically competent care for

generations to come.”

Suresh Gunasekaran, president and chief executive officer of UCSF Health, said the alliance will allow more patients to access complex medical care and strengthen both organizations’ commitment to health equity.

“Through our growing collaboration, we will expand access to much-needed complex health care services for all of the patients served by Chinese Hospital,” he said. “This alliance is rooted in UCSF Health and Chinese Hospital’s shared values and is a powerful step toward reducing disparities in the access to care and delivering equitable health outcomes for all segments of our diverse and vibrant San Francisco community.”

UCSF Health is among the nation’s leading academic health systems, with a public mission of providing premier specialty care backed by globally recognized health sciences research. The collaboration is expected to foster shared learning opportunities and the exchange of best practices to achieve optimal outcomes for patients who currently have limited access to complex health care services.

Dr. Kin Yee, chairman of the Chinese Hospital Association Board of Trustees said, “We are so excited about this collaboration with UCSF Health. We are meeting the community’s need where they live and work.

“It is at times difficult for our community’s monolingual patients to navigate services at mainstream facilities,” Yee continued. “So, we are bringing the level of quality care that would otherwise be out of reach to them.”

“Building on the successes of UCSF Health and Chinese Hospital’s existing joint programs, we are excited by the expansion of our partnership,” said Shelby Decosta, president of the UCSF Health Care Network. “We will now work together on creating more programs and services that leverage our previous experience in order to offer critical specialty care services to more San Francisco patients in their own language, within their own community, and with an understanding of their cultural health care needs.”

Visit [UCSF/Chinese Hospital Affiliate Page](#)**Media Contact:**

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Physician Spotlight: Dr. Lyra Ng (Pediatrician)



Are you searching for a pediatrician who prioritizes your child's health and well-being? Look no further than Dr. Lyra Ng, a board-certified pediatrician located in San Francisco, California. Dr. Ng is dedicated to serving families and providing expert care for children of all ages, from newborns to adolescents.

Dr. Ng's passion for her work is evident in her calm and relaxed approach to sharing tips and ideas with parents to help them raise healthy children. She values open communication with families and is curious about what they find important and valuable, allowing her to provide the best support possible.

In addition to being a bilingual physician who speaks English and Cantonese, Dr. Ng is committed to ensuring families feel comfortable and understood by utilizing their preferred language during visits. She earned her Medical Degree from Albany Medical College in New York and completed her residency training at the Loma Linda University Children's Hospital in California. With over a decade of experience, Dr. Ng stays up-to-date with the latest medical advances by attending annual continued medical education courses and reading about various topics and genres.

Dr. Ng's dedication to child health extends beyond her practice. She holds a Master of Public Health in Maternal and Child Community Health Services from the UCLA School of Public Health and employs both public health and medicine to support children's health and overall well-being. In 2021, she also received her IBCLC certification for lactation counseling.

For compassionate, comprehensive pediatric care that prioritizes your child's health and well-being, choose Dr. Ng.

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Empowering Women to Prioritize Lung Health: The Importance of Lung Health

Screening



Lung cancer is the leading cause of cancer death among women, responsible for more deaths than breast, ovarian, and uterine cancers combined. In fact, according to the American Cancer Society, an estimated 59,910 women will die from lung cancer in 2023 alone.

However, the good news is that lung health screening can significantly improve the chances of survival. In fact, studies have shown that screening with low-dose CT scans can reduce the risk of dying from lung cancer by up to 20% compared to screening with traditional chest x-rays.

Despite these benefits, many women are still not getting screened for lung cancer. One reason for this low screening rate is lack of awareness. Many women may not realize that they are at risk for lung cancer, even if they have never smoked. In fact, approximately 20% of women who die from lung cancer are non-smokers.

It's important for all women to talk to their healthcare provider about their risk for lung cancer and whether they may be a candidate for screening. The US Preventive Services Task Force recommends that women aged 50-80 years old who have a history of smoking or who have quit within the past 15 years should be screened for lung cancer.

By taking steps to improve lung health, such as avoiding smoking and secondhand smoke, wearing masks to protect against air pollution, and staying physically active, women can also reduce their risk of lung cancer and other lung diseases.

Help to build a community free of lung disease

Support “Chinese Hospital/Jack Lee Fong Family Lung Health Initiative Matching Challenge” and make a donation that will save lives! By making a tax-deductible donation, you can help fund important programs such as lung disease and lung cancer treatments, CT screenings, and lung health education. Every contribution counts and can make a difference in the lives of those affected by lung disease. Make a donation today. For more information, please visit [Jack Lee Fong Family Lung Health Initiative Matching Challenge page](#). **Disclaimer:** It’s important to note that these tips are not intended to replace advice from a healthcare professional. If you have concerns about your health or medical conditions, consult with your physician before making any significant changes to your routine.

COVID-19 Emergency Declarations Set to End: What It Means for Health Policies



As a healthcare provider in California, we want to inform you of important changes that will affect the policies and services related to COVID-19. The Biden Administration will terminate the national emergency and public health emergency declarations on May 11, 2023, which will bring about significant changes to

healthcare policies.

As a result, California Health & Human Services Agency (CalHHS) and its Departments and Offices are preparing to implement new flexibilities and policy changes. We want to ensure that you are aware of these changes and how they may impact your healthcare services. Here are some updates on the forthcoming changes:In California:

Category/ Type of Insurance	Medicare	Medi-Cal	Private Insurance
Vaccines	Continue to be free of charge.	Continue to be free of charge.	Continue to be free of charge.
At-home COVID tests	No cost until May 11, 2023. After the date, cover 8 tests per month	No cost through September 2024. After the date, cover 8 tests per month.	Cover 8 tests per month.
PCR and rapid tests ordered or administered by a health professional	No prior authorization or cost-sharing until Nov 11, 2023. After this date, cost-sharing may apply for services provided by out-of-network providers.	No prior authorization or cost-sharing until Nov 11, 2023. After this date, cost-sharing may apply for services provided by out-of-network providers.	No prior authorization or cost-sharing until Nov 11, 2023. After this date, cost-sharing may apply for services provided by out-of-network providers.
Pharmaceutical treatment	No prior authorization or cost-sharing until Nov 11, 2023. After this date, cost-sharing may apply for services provided by out-of-network providers.	No prior authorization or cost-sharing until Nov 11, 2023. After this date, cost-sharing may apply for services provided by out-of-network providers.	No prior authorization or cost-sharing until Nov 11, 2023. After this date, cost-sharing may apply for services provided by out-of-network providers.

**Please check with your health insurance company for details regarding your coverage.*At Chinese Hospital, we understand the importance of receiving prompt medical attention if you test positive for COVID-19. That's why we're committed to providing you with comprehensive treatment options.

To schedule an appointment with a physician at Chinese Hospital & Clinics, please call 1-628-228-2828. Alternatively, you can schedule a virtual visit through Sesame Care at [sesamecare.com/covid](https://www.sesamecare.com/covid) or by calling 1-855-780-3855.

We encourage you to seek medical attention as soon as possible if you test positive for COVID-19. Our team is here to support you throughout your treatment journey.

Source: <https://www.chhs.ca.gov/end-of-covid-emergency/>

Chinese Hospital Clinics Transitions to Doximity for Telehealth Appointments: Here's What You Need to Know



Starting May 1, 2023, Chinese Hospital Clinics will be exclusively using Doximity for all telehealth appointments. Doximity is a user-friendly platform that allows patients to connect with their physicians via a secure, no-reply text message. Patients can schedule an appointment with their physician and receive a text message a few minutes before their appointment with a link to the virtual waiting room.

To connect a telehealth call through Doximity, patients should follow these steps:

1. Once you have scheduled your appointment, you will receive a text message from Doximity's phone number (starting with "882-86") a few minutes before your appointment with a link to the virtual waiting room.
2. Ensure that you are connected to the internet and click on the link to access the waiting room. You will need to allow the platform to access your camera and microphone.
3. Once you allow access, you will be placed in the waiting room. Click "Join video call" to connect with your physician.
4. Once the appointment is complete, your physician will end the call. You can exit the waiting room by tapping the red button.

If you accidentally end the call, simply tap the "Rejoin" button to reconnect. If you have any issues connecting to the call or accessing the waiting room, please do not hesitate to contact Chinese Hospital Clinics at 1-628-228-2828 for assistance.

Using Doximity provides several benefits for patients. The platform is compatible with any smartphone, making it easy to use and accessible for all patients. Patients no longer need to worry about downloading an app or creating an account to use the platform. Doximity also ensures the security and privacy of patient information, giving patients peace of mind.

Chinese Hospital Clinics is committed to providing high-quality healthcare services that meet the needs of its patients. The exclusive use of Doximity for telehealth appointments is part of the hospital's efforts to offer convenient and accessible healthcare services. Patients are encouraged to take advantage of this platform to receive the care they need from the comfort of their homes.

Instructions:

[Doximity instructions \(English\)](#)

[Doximity instructions \(Chinese\)](#)

7 Tips for a Healthy Spring Season: From Exercise to Allergy Management



Spring is here, and it's the perfect time to rejuvenate your health routine. Longer days and warmer weather can inspire a fresh start, so take advantage of the season to make healthy choices for yourself and your family. Here are some tips to help you stay healthy and active throughout the spring season:

1. **Exercise regularly:** Aim to get at least 150 minutes of moderate-intensity physical activity every week, along with two days of muscle-strengthening activities. This can include activities like brisk walking, cycling,

dancing, swimming, or yoga. Not sure where to start? Check out some online resources like the Nike Training Club app or Fitness Blender for workout ideas.

2. Eat a balanced diet: Make sure your diet includes a variety of healthy foods such as fruits, vegetables, whole grains, lean meats, and low-fat dairy products. Reduce your sugar intake by swapping processed snacks for whole foods like nuts or fruit. Try some new healthy recipes, like these zucchini and feta fritters or this quinoa and black bean salad.
3. Stay hydrated: Drink plenty of water and substitute sugary and alcoholic drinks with water to reduce calorie intake and stay safe. Jazz up your water by infusing it with fresh fruits like strawberries or citrus.
4. Wear sunscreen: Protect your skin from harmful UV rays by wearing sunscreen every day. Opt for a broad-spectrum sunscreen with an SPF of 30 or higher. If you're planning on spending time outside, choose a water-resistant formula and reapply every two hours.
5. Get enough sleep: Aim for at least eight hours of sleep per night to help your body recover and prepare for the day ahead. Create a relaxing bedtime routine by reading a book, taking a bath, or practicing meditation or deep breathing exercises.
6. Manage spring allergies: If you're prone to seasonal allergies, avoid pollen by staying indoors on dry and windy days, and wear a mask when you're outside to protect yourself from allergens. If over-the-counter allergy medications aren't cutting it, talk to your doctor about prescription options or immunotherapy.
7. Seek care promptly: If you test positive for COVID-19, seek medical treatment by calling 1-628-228-2828 to schedule an appointment with a physician at Chinese Hospital & Clinics, or schedule a virtual visit at Sesame Care by calling 1-855-780-3855 or visiting [sesamecare.com/covid](https://www.sesamecare.com/covid).

By following these tips, you can make the most of the spring season while staying healthy and happy. Remember, small changes can add up to big results, so start small and build from there. Cheers to a happy and healthy spring!

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Chinese Hospital CEO Dr. Jian Zhang Named Woman of the Year by California State Assembly



Dr. Jian Zhang, the CEO of Chinese Hospital in San Francisco, has been named the Woman of the Year for 2023 by Assemblymember Matt Haney, representing the eastern half of San Francisco and California's 17th Assembly District. Haney nominated Dr. Zhang for the award to recognize her exceptional contributions to healthcare and the Asian American community. The award will be presented during Women's History Month in March at the "California Women Making Herstory" ceremony to be held at the California State Capitol next Monday.

Dr. Zhang has been a leader in the healthcare industry for over 20 years, dedicating her career to improving access to care for underserved populations. As the CEO of Chinese Hospital, she has overseen the expansion of the hospital's services to meet the needs of the rapidly growing Asian American population in San Francisco.

Under Dr. Zhang's leadership, Chinese Hospital has become a model for community-based healthcare, providing culturally competent and linguistically appropriate care to patients of all backgrounds. Dr. Zhang has also been a vocal advocate for healthcare equity, working to address the social determinants of health that contribute to health disparities in vulnerable populations.

In addition to her outstanding contributions to healthcare, Dr. Zhang has been a strong advocate for the Asian American community and a vocal opponent of anti-Asian hate crimes. She has collaborated with White House representatives, local and state leaders, and community leaders to raise awareness of the surge in hate crimes and discrimination against Asian Americans.

During the COVID-19 pandemic, Dr. Zhang led Chinese Hospital in its efforts to

protect the community by providing critical COVID-related services such as bilingual education/outreach, testing, contact tracing, vaccination, and treatment in collaboration with San Francisco Department of Public Health (SFDPH), UCSF and other community organizations to underserved populations, as well as provided mental health support to staff and patients affected by the trauma of anti-Asian violence.

“Asian Americans have faced unprecedented challenges in the last few years, from the COVID-19 pandemic to the rise of anti-Asian hate crimes,” said Assemblymember Matt Haney. “Dr. Zhang has been an unwavering leader and advocate for the Asian American community, fighting tirelessly to ensure that everyone has access to quality healthcare. I am honored to nominate her as Woman of the Year and commend her inspiring leadership as a champion for the Asian American community and a remarkable role model for all Californians.”

Dr. Zhang expressed her gratitude for the award and thanked the California State Assembly for recognizing her work. “I am deeply humbled and honored to receive this award,” she said. “I accept it on behalf of the entire team at Chinese Hospital, who work tirelessly every day to provide quality, culturally responsive care to our patients. I also want to thank the Asian American community for their resilience and courage in the face of hate and discrimination. This award is a reminder that our work is not done, and that we must continue to fight for healthcare equity and social justice for all.”

The Woman of the Year award, presented annually by the California State Assembly and Senate, is a prestigious recognition of the exceptional contributions made by women to their communities and the state. The nomination and selection process is rigorous, with each assembly district and the senate nominating their own honorees. This award celebrates the remarkable achievements of outstanding women who have dedicated their lives to improving the lives of others through their work and service. Recipients of this award serve as role models for future generations and inspire others to make a positive impact in their communities.

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Chinese Hospital Joins the California Bridge Program to Improve Access to Opioid Use Disorder Treatment and Benefit the Community



Chinese Hospital announces its participation in the California Bridge Program to combat the opioid epidemic in the state. The program provides evidence-based treatment and support services for patients with opioid use disorder (OUD) and co-occurring mental health conditions, enabling Chinese Hospital to expand its capacity to care for OUD patients and improve access to life-saving treatments. The hospital will launch the program after hiring a Substance Use Navigator to provide patients with behavioral health services, case management, personalized support, and guidance.

"As a physician in the emergency department, I have seen the devastating impact of the opioid epidemic on patients and their families," said Dr. Jessica Li, Medical Director of Emergency Medicine at Chinese Hospital. "We are proud to join the California Bridge Program to support those struggling with opioid addiction and provide more comprehensive care to patients with OUD."

The California Bridge Program is a state-funded initiative that views emergency departments and acute care hospitals as the primary starting point for treatment, with the goal of ensuring patients initiate and maintain long-term recovery with medications. When patients in opioid withdrawal visit these healthcare facilities, they will be given the opportunity to receive medication like buprenorphine to start maintenance treatment.

Dr. Jian Zhang, CEO of Chinese Hospital, added, "The opioid epidemic is a devastating public health crisis, and we are committed to being part of the solution. Our participation in the California Bridge Program is a testament to our commitment to improving access to quality care and reducing the impact of opioid addiction on all communities, including the Chinese community."

Chinese Hospital is committed to improving access to quality care for all

patients and is taking an important step forward by participating in the California Bridge Program. The hospital looks forward to working with the program to improve outcomes for patients with OUD and reducing the impact of opioid addiction on communities, as well as providing education and outreach to the Chinese community about the dangers of opioid use. Media contact:
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Chinese Hospital Announces Installation of 2023 Board of Trustees



Since its establishment in 1899, Chinese Hospital has been a vital part of the San Francisco community, steadfastly upholding its mission to “deliver quality health care in a cost-effective way, responsive to the community’s ethnic and cultural uniqueness, providing access to health care and acceptability to all socioeconomic levels” despite the pandemic. Over the course of 123 years, Chinese Hospital has evolved to meet the changing needs of the community by expanding its services and providing culturally competent care.

Today, Chinese Hospital held a ceremony to install its 2023 Board of Trustees, marking a new era of recovery and growth following the challenges of the COVID-19 pandemic. The new board is led by Dr. Kin Yee and Mr. Harvey Louie, who will serve as the chair and vice-chair. They have been serving the board for many years and will continue to bring a wealth of experience and knowledge to the role.

“We are thrilled to welcome Chinese Hospital 2023 board members and look forward

to working with them to overcome the COVID pandemic related challenges and position our hospital for a successful future,” said Dr. Jian Zhang, CEO of Chinese Hospital. Dr. Zhang also expressed her gratitude to the outgoing board members for their service and contributions to the hospital’s success over the past year. She specifically thanked the outgoing board chair, Mr. Kitman Chan, for his service and wished him a smooth recovery.

At the ceremony, the outgoing acting board chair, Mr. Harvey Louie, thanked all the board members for their time and dedication in making 2022 a success. He expressed appreciation to the management team, medical staff and employees, who have been working tirelessly to safeguard the community, as well as the elected officials and community partners, who have teamed up with Chinese Hospital to make the community a better and healthier place to live. He also thanked all the supporters for their generous contributions.

“I greatly appreciate the opportunity to be the acting board chair to lead the board in working with the administration and medical staff during such a difficult and challenging time,” said Mr. Louie. “We, working together as a team, have accomplished a lot in 2022.”

Mr. Louie highlighted a number of accomplishments over the past year in his speech, including progress on the mechanical backbone replacement project, expanded and formalized collaboration with UCSF to optimize access to quality care, resolution of disputes and reunion with CCHCA’s physicians to better serve the community, achievement of CMS’ four-star rating for quality, safety and patient experience, receipt of \$5 million state budget to create a hospital-based subacute unit and recognition and certification as a Primary Stroke Center by The Joint Commission, and raising over \$12 million in 2022.

Incoming board chair, Dr. Kin Yee expressed his excitement for the opportunity to serve on the board and highlighted some of the focuses for the coming year.

“I am honored and humbled to be elected as the chair and looking forward to working with my fellow board members,” said Dr. Yee. “2023 remains extremely challenging for Chinese Hospital and the healthcare industry due to labor shortage, high inflation and supply chain disruptions. Despite the challenges we will face, Chinese Hospital will continue to expand collaborations to create new programs and services, improve the quality of care and patient experience, lead the effort to safeguard our community, and enhance our financial viability and operational efficacy.” Dr. Yee added, “We promise to always put the needs of our patients and community first, and ensure that the hospital’s resources are used efficiently and effectively to meet their needs.”

Chinese Hospital is the only independent community hospital in San Francisco, dedicated solely to serving the community. Over the years, we have played a significant role in maintaining the health and well-being of our community, particularly during the COVID-19 pandemic. Dr. Yee sincerely hopes that the community will continue to support Chinese Hospital by utilizing our services and selecting CCHP as their health plan. He also hopes that the government will advocate for policies that support the needs of the community. By continuing to work together, Chinese Hospital will become stronger and more resilient in 2023.

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