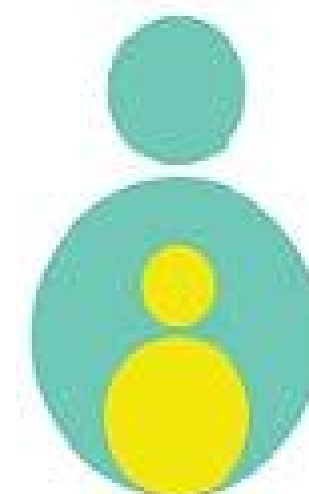




ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center



solid start

Every door is an open door.



SAN FRANCISCO
GENERAL HOSPITAL
FOUNDATION

Supporting the Heart of Our City

A smiling woman with a colorful headwrap is holding a baby in a blue and white striped onesie. They are standing in front of a red door with three small rectangular windows. The text "ZUCKERBERG GENERAL HOSPITAL AND TRAUMA CENTER" is overlaid in white capital letters.

ZUCKERBERG GENERAL HOSPITAL AND TRAUMA CENTER

Solid Start

Supported by the San Francisco General Hospital Foundation

A person wearing a denim jacket over a floral-patterned top is holding a small, rectangular ultrasound image. The image shows a fetus in a dark, fluid-filled environment. The person's hands are visible, with a ring on the left ring finger.

BARRIERS TO A HEALTHY LIFE START EARLY IN SAN FRANCISCO

Most health problems occur long before people get to their
health care provider



WHAT IS SOLID START?

LAUNCHED IN 2015, THE SOLID START INITIATIVE AT ZUCKERBERG SAN FRANCISCO HOSPITAL AND TRAUMA CENTER IS A MULTI-DISCIPLINARY COLLABORATION WITH A MISSION TO PROMOTE HEALTH AND HEALTH EQUITY BY INTEGRATING SOCIAL, BEHAVIORAL, AND MEDICAL CARE FOR PREGNANT WOMEN AND FAMILIES WITH CHILDREN PRENATAL TO THREE.

THE WHY

Many families who give birth at ZSFG face significant psychological and social stressors due to chronic exposure to poverty, trauma, violence and racism, which in turn impacts birth outcomes. Moreover, recent research has demonstrated clearly that adverse childhood experiences permanently change a child's body and brain, which can have serious, lifelong consequences.

SOCIAL DETERMINANTS OF HEALTH

Your zip code is the greatest predictor of how long you are expected to live.

SOCIAL DETERMINANTS OF HEALTH

ECONOMIC STABILITY

EMPLOYMENT

INCOME

EXPENSES

DEBT

MEDICAL BILLS

SUPPORT

PHYSICAL ENVIRONMENT

HOUSING

TRANSPORTATION

SAFETY

PARKS

PLAYGROUNDS

ZIP CODE

GEOGRAPHY

EDUCATION

LITERACY

LANGUAGE

EARLY
CHILDHOOD
EDUCATION

VOCATIONAL
TRAINING

HIGHER
EDUCATION

FOOD

HUNGER

ACCESS TO
HEALTHY
OPTIONS

NUTRITION

COMMUNITY AND SOCIAL CONTEXT

SOCIAL
INTEGRATION

SUPPORT
SYSTEMS

COMMUNITY
ENGAGEMENT

DISCRIMINATION

STRESS

HEALTH CARE SYSTEM

HEALTH
COVERAGE

PROVIDER
AVAILABILITY

PROVIDER
LINGUISTIC AND
CULTURAL
COMPETENCY

QUALITY OF CARE


HEALTH OUTCOMES

Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

A microscopic view of a neural network, showing a dense web of dark, branching structures against a light blue background.

THE DEVELOPING BRAIN

We are born with about 100 billion brain cells (neurons), which is about the number of brain cells we have as adults. A baby's brain development technically begins at about the third week of pregnancy. The brain wires trillions of neural networks in the first decade of a child's young life. 90% of a child's brain development happens before age 5.



Exposure to adverse childhood experiences can deeply influence and change a child's brain and thus their physical and emotional health and quality of life across their lifetime. Investing in pregnant individuals and children when they are young pays dividends for their future.



THE OPPORTUNITY

1,200

Births

Each Year

AT ZSFG



THE KEY TO OUR SUCCESS LIES IN A COLLECTIVE VISION

FOR SAN FRANCISCO

We partner with academia, government, policy makers, and community based organizations to achieve collective impact.

SOLID START GOVERNANCE STRUCTURE

EXECUTIVE COMMITTEE

STEERING COMMITTEE

FAMILY ADVISORY BOARD

SOLID START WORKS ACROSS TRADITIONAL SILOS TO CREATE CONTINUITY OF CARE



OUR UNIQUE VALUE PROPOSITION

Working across community and hospital systems, Solid Start promotes patient-centered whole person care, health equity, innovations in service delivery, integration of health and social services, multi-agency collaboration, and increased access to services and resources through integrated care coordination.

A large, light-colored silhouette of a pregnant woman is positioned on the left side of the page, facing right. The background features a window with a grid pattern, through which some greenery is visible. The overall color palette is soft and muted, with blues, greys, and whites.

OUR PILLARS

SOLID START FAMILY CENTER

The Solid Start Family Wellness Center co-locates multiple services in the same physical space to enhance outcomes.

COMMUNITY HEALTH WORKERS

The Solid Start Community Healthy Workers assist clients by coordinating, integrating and accessing needed services.

SYSTEMS CHANGE

The Solid Start mission is advance healthy equity by shifting the conditions that contribute to its systemic proliferation.

IMPACT

Demonstrate the impact of Solid Start through data and evaluation.







OUR 2020-2021 GOALS



GOAL 1

DEVELOP AND PROMOTE A PATIENT-CENTERED CARE MODEL ACROSS ZSFG CLINICAL SETTING

GOAL 2

PROMOTE SYSTEMS CHANGE AND SYSTEMS ALIGNMENT TO INTEGRATE CARE

GOAL 3

SUSTAIN AND STRENGTHEN THE VOICE
OF SOLID START FAMILIES

GOAL 4

IMPROVE THE AWARENESS AND
UNDERSTANDING OF SOLID START

GOAL 5

IMPROVE GOVERNANCE SUSTAINABILITY
AND IMPACT OF SOLID START

PRIORITIES TO SUPPORT OUR GOALS



Fund the Solid Start Family Center



Develop an evaluation framework



Create a sustainability plan



Strengthen communications



Operationalize health equity



Convene clinical partners around a shared vision



Develop a Cadre of CHWs



Strengthen community partnerships

PRIORITIES TO SUPPORT OUR GOALS



Leverage existing technology



Implement workflow
prototypes



Build capacity of providers
and families



Ensure access to SDoH
resources



Operationalize health equity



Incorporate voice of families



Strengthen governance



Establish seamless referral
processes

What

The problem of fragmentation and the need for integrative solutions

There is a need to improve the lives of families with young children by helping them overcome a disempowering, fragmenting, and confusing system of medical, social and developmental services. Many existing programs and services are uncoordinated and fragmented. Solid Start is an innovative approach to health care delivery for pregnant individuals seeking to address these systemic deficiencies and

"Of all the forms of inequality, injustice in healthcare is the most shocking and inhumane."

—Rev. Dr. Martin Luther King Jr.



Solid Start at Zuckerberg San Francisco General Hospital

1001 Potrero Avenue, San Francisco, CA 94110



Every door
is an open door.

Solid Start at Zuckerberg San Francisco General Hospital and Trauma Center

Supported by the San Francisco General Hospital Foundation

ZUCKERBERG SAN FRANCISCO GENERAL HOSPITAL



Why

Barriers to a healthy life start early in San Francisco

Many families who give birth at ZSFG face significant psychological and social stressors due to chronic exposure to poverty, trauma, violence and racism, which in turn impacts birth outcomes. Moreover, recent research has demonstrated clearly that adverse childhood experiences permanently change a child's body and brain, which can have serious, lifelong consequences. Investing in pregnant individuals and children when they are young pays dividends for their future



How

Promoting health and health equity through patient-centered whole person care

Working across community and hospital systems, Solid Start promotes patient-centered whole-person care, health equity, innovations in service delivery, integration of health and social services, multi-agency collaboration, and increased access to services and resources through integrated care coordination. By mobilizing Community Health Workers (CHW) and working with clinical partners and community based organizations, Solid Start is working to address health care disparities for a



Where

A single point of entry to an integrated provider system of care

Based at Zuckerberg San Francisco General Hospital and Trauma Center, the Solid Start Family Center is conceived of as a service delivery hub of integrated direct services, focused on prenatal and developmental years. Through collaboration with community based organizations and clinical partners, this efficient “one-stop shopping” for services is designed to provide a single portal of entry into the network of support services, which optimizes patient-centered





During my pregnancy, I struggled with major depressive disorder and homelessness. I moved from one shelter to another, living in the streets and was a victim of domestic violence. I have also struggled with a long history of substance use disorder. I never trusted county systems because people didn't seem to listen or follow through with what they promised. They asked me the same questions over and over again. I also didn't have health insurance. I was scared and had no idea how to get help. That's when I was connected with a community health worker at the hospital.



I remember I was sleeping in my friends car. It was pouring rain and cold when the community health worker came to meet me. I couldn't believe it. She was also wet and cold. I was feeling helpless and desperate. She immediately got in touch with the housing case manager at Catholic Charities and was able to get us a temporary two room apartment while they worked towards long term housing. She also helped me access Medi-Cal and prenatal care at the hospital. My baby was born healthy and I finally got housing subsidy. I am now working part-time and also going to school. While I still have very down days, I feel like my life and my future is on track again .

START SMALL, DREAM BIG!

A journey of a thousand miles
starts with a single step.

- LAO TZU



REV. DR. MARTIN LUTHER KING JR.

"OF ALL THE FORMS
OF INEQUALITY,
INJUSTICE IN
HEALTH CARE IS THE
MOST SHOCKING
AND INHUMANE."

HOW TO REACH US

CONTACT DETAILS

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PHONE NUMBER

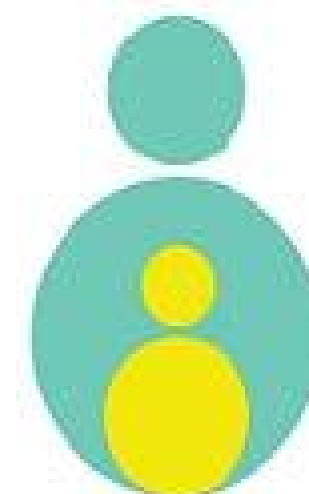
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