Below is the content that will appear in the VITAL2015 poster compendium and on your VITAL2015 poster. Please review and **use track changes** to make any edits or comments, as well as to address any questions or comments from America’s Essential Hospitals staff.   
  
America’s Essential Hospitals staff will create and print your poster for you. You will receive a pdf of your poster by April 1 for final approval.

**Return your review and any accompanying materials to** [**Kristin Sinko**](mailto:ksinko@essentialhospitals.org) **no later than 5 pm ET, Friday, March 20.**Compendium abstract:  
**San Francisco General Hospital**

**Optimizing Specialty Care within the Safety Net Hospital System**

San Francisco General Hospital (SFGH) conducted a comprehensive needs assessment to identify opportunities for improving operational efficiency in specialty care clinics, engage physician and nursing leadership, and conduct performance improvement projects to close identified gaps.

The needs assessment surveyed 26 specialty care clinics and involved the following steps: (1) collecting baseline operational data through surveys distributed to nursing and physician leadership; (2) performing intensive interviews with each specialty clinic leadership team to systematically discuss priorities and challenges related to operational issues; and (3) assessing patient experience in the specialty clinics through focus groups.

Based on unifying themes found during the assessment, SFGH developed several projects, including these:

* implementing specialty care data dashboards that highlighted operational, clinical, and financial metrics
* measuring and reporting on the patient experience through patient shadowing and the Clinician and Group Consumer Assessment of Healthcare Providers and Systems
* leveraging electronic health records to streamline workflows
* focusing on timely access through primary-specialty care working groups and telemedicine

The hospital’s efforts resulted in 50 percent of medicine specialty clinics having wait times of less than 30 days.  
  
Poster content:  
**San Francisco General Hospital**

**Optimizing Specialty Care within an Essential Hospital System**

**Overview**

Health care reform and payers have demanded that hospitals report and be accountable for the quality of patient care. Ambulatory specialty care presents a unique set of challenges with respect to operational and quality initiatives. San Francisco General Hospital (SFGH) found a dearth of literature on how to improve operations and efficiency within ambulatory specialty care, and conducted a needs assessment to find solutions. As a result of the hospital’s interventions, the hospital reduced wait times and improved quality at the hospital.

**Premise/Problem**

A comprehensive needs assessment revealed opportunities to improve operational efficiency, engage physician and nursing leadership, and conduct performance improvement projects.

**Methodology**

SFGH conducted a comprehensive needs assessment to identify opportunities for improving operational efficiency in specialty care clinics, engage physician and nursing leadership, and conduct performance improvement projects to close gaps in care.

**Intervention/Innovation**

Based on unifying themes found during the assessment, SFGH developed several projects, including these: creating specialty care data dashboards to highlight operational, clinical, and financial metrics; measuring and reporting on patient experience through patient shadowing and the Clinician and Group Consumer Assessment of Healthcare Providers and Systems; leveraging electronic health records to streamline workflows; and focusing on timely access through primary-specialty care working groups and telemedicine.

**Success/Outcomes**

The hospital’s efforts resulted in wait times of less than 30 days at 50 percent of its medicine specialty clinics.