

Hyde and Stanyan Hospitals

2025-2028 Community Health Implementation Strategy

Adopted October 2025



Health

Table of Contents

At-a-Glance Summary	3
Our Hospital and the Community Served	5
About the Hospital	5
Our Mission	5
Financial Assistance for Medically Necessary Care	6
Description of the Community Served	7
Community Assessment and Significant Needs	9
Significant Health Needs	9
2025 Implementation Strategy	10
Creating the Implementation Strategy	10
Community Health Strategic Objectives	11
Strategies and Program Activities by Health Need	12

At-a-Glance Summary

Community Served



The Hyde and Stanyan Hospitals serve the City and County of San Francisco. The City and County of San Francisco, with **827,526** people is the fourth-most populous city in California and the 17th-most populous city in the United States. Its 46.9 square miles is often rounded up to 49, to connect to 1849, the year that started the gold rush and the nickname for San Franciscans as the 49ers.

Significant Community Health Needs Being Addressed



The significant community health needs the hospital is helping to address and that form the basis of this document were identified in the hospital's most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:

Access to Care

Access to healthcare includes aging, patient and family-centered care, disability, oral health, and transportation. In San Francisco, access is shaped by affordability, provider availability, transportation, and cultural responsiveness, with disparities persisting in historically neglected communities.

Behavioral Health

Behavioral health includes mental health and substance use and is shaped by emotional, social, and environmental factors. Access to resources, socioeconomic status, housing conditions, and severe negative experiences all impact behavioral health.

Economic Opportunity

Economic security includes education, employment, food security, housing and homelessness, and income. It is essential for accessing basic resources like food, healthcare, education, transportation, and housing.

Strategies and Programs to Address Needs





The hospital intends to take several actions and to dedicate resources to these needs, including:

Access to Care

Work with care partners to support patient's access to Cal-AIM benefits
Street-Based Medicine Outreach for homeless patients
Serious Illness Program for Chinese Seniors
Community Grants Program
Patient Financial Assistance

Behavioral Health

Convening with SFPD, DPH, SFFD on Care for Patients Under 5150 Holds
Cal-AIM
Medication Assisted Treatment in the Emergency Room

	<p>Substance Use Navigator San Francisco Health Improvement Partnership</p> <p>Economic Opportunity California Advancing and Innovating Medi-Cal Health Professions Education Graduate Medical Education Community Grants</p>
<p>Anticipated Impact</p> 	<p>The anticipated impact of these strategies and programs include:</p> <ul style="list-style-type: none"> • Increased access to health care and reduced barriers to care. • Improved coordination of services for persons experiencing homelessness. • Increased availability of mental health services in community settings.
<p>Planned Collaboration</p> 	<p>Key community partners include (partial listing):</p> <p>Community health centers Housing and homeless services City and County of San Francisco, including Department of Public Health, Homelessness and Supportive Housing, San Francisco Police Department, San Francisco Fire Department Medi-Cal health insurers Senior centers and service agencies Behavioral Health and substance use service providers</p>

This document is publicly available online at the hospital's website. Written comments on this report can be submitted to the Hyde Hospitals Community Health Department, 900 Hyde Street, San Francisco CA 94107 or by e-mail to alexander.mitra@ucsf.edu

Our Hospital and the Community Served

About the Hospital

The Hyde and Stanyan Hospitals are a part of UCSF Health's new Community Division. Together the hospitals have 569 licensed beds, see 50,000 unique patients, and employ 1,800 staff.

Located atop Nob Hill, UCSF Health Hyde is home to the Bothin Burn Center, Hyde Orthopedic and Sports Medicine Institute and Center for Pain Management, adult psychiatric unit, and other specialty care facilities.

UCSF Health Stanyan Hospital is a full-service hospital across the street from Golden Gate Park, north of the Panhandle. This location has a cardiac catheterization laboratory, orthopedic and spine care, a cancer center, surgery services and physical rehab and therapy programs, among other specialty services.

Our Mission

Within our overarching advancing health worldwide mission, UCSF is devoted at every level to serving the public. UCSF's commitment to public service dates to the founding of its predecessor institution, Toland Medical College, in 1864. Born out of the overcrowded and unsanitary conditions of Gold Rush-era San Francisco, Toland Medical College trained doctors to elevate the standards of public health in the burgeoning city. By 1873, the University of California acquired the college and forged a partnership with San Francisco General Hospital that continues to this day and serves as a model for delivering leading-edge care at a public safety-net hospital.

Today UCSF's public mission goes beyond San Francisco and delivers a substantial impact on a national and global level by innovating health care approaches for the world's most vulnerable populations, training the next generation of doctors, nurses, dentists, pharmacists, and scientists; supporting elementary and high school education; and translating scientific discoveries into better health for everyone.

In his 2016 State of the University Address, Chancellor Sam Hawgood announced that UCSF is embracing a common set of values to set a clear direction for all members of the UCSF community as we work together to fulfill our mission. This set of overarching values aligns with UCSF's Principles of Community and Code of Ethics. Our PRIDE values are: Professionalism, Respect, Integrity, Diversity, and Excellence.

In August of 2025, UCSF Health purchased Hyde and Stanyan Hospitals to further its local mission to enable patients to get the right care at right place and time. Moving beyond the complex specialty care it is known for, UCSF Health is making a meaningful shift toward incorporating convenient and comprehensive community-based care into its health system. The purchase will also open unused bed space in both hospitals for patients who need primary and specialty care in San Francisco.

Financial Assistance for Medically Necessary Care

UCSF Health is committed to advancing healthcare for all members of the community. We treat all patients who require our services, without regard to race, color, religion, national origin, citizenship or other protected characteristics. Our financial assistance policy and determination process adheres to this value.

This hospital has a financial assistance policy¹ that describes the assistance provided to patients for whom it would be a financial hardship to fully pay the expected out-of-pocket expenses for such care, and who meet the eligibility criteria for such assistance. The financial assistance policy, a plain language summary and related materials are available in multiple languages on the hospital's website².

¹ <https://www.ucsfhealth.org/-/media/project/ucsf/ucsf-health/pdf/financial-pdfs/financial-assistance-policy-short-english.pdf>

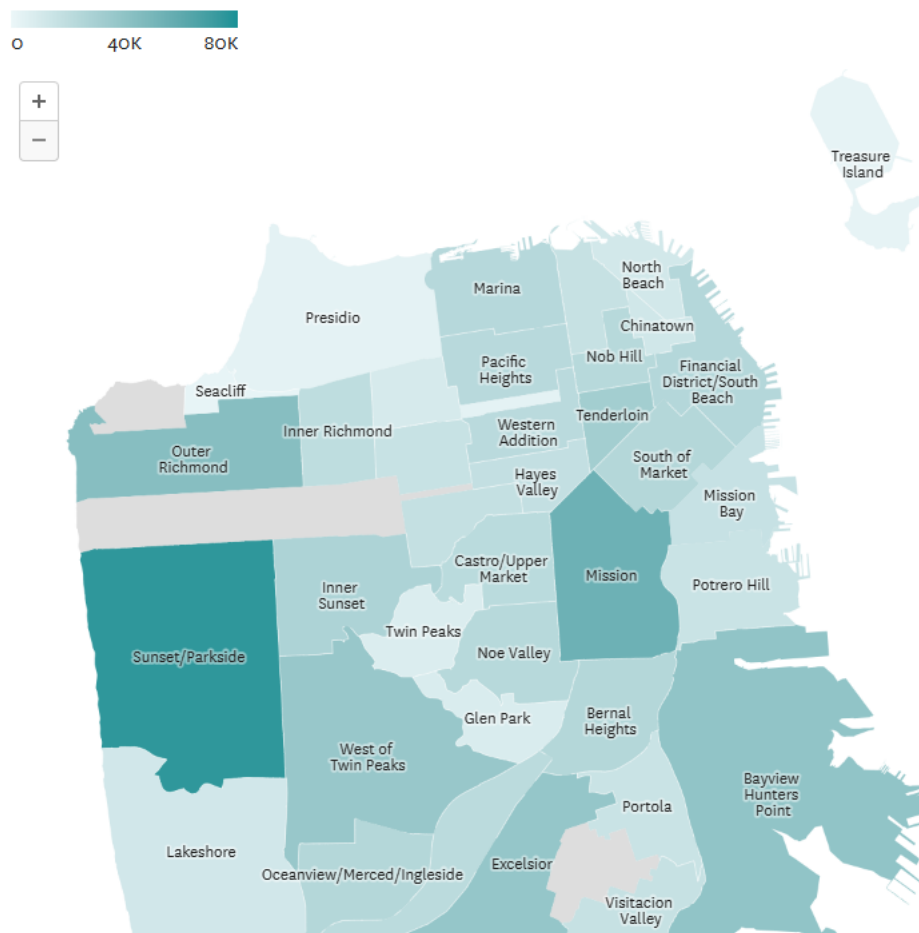
² <https://www.ucsfhealth.org/billing-and-insurance/help-paying-your-bill>

Description of the Community Served

The Hyde and Stanyan Hospitals serve the City and County of San Francisco. The City and County of San Francisco, with **827,526** people is the fourth-most populous city in California and the 17th-most populous city in the United States. Its 46.9 square miles is often rounded up to 49, to connect to 1849, the year that started the gold rush and the nickname for San Franciscans as the 49ers. This compact area makes San Francisco the smallest geographic county in California and the second-most densely populated major U.S. city (after New York City), which contribute to the high cost of property and living, and the corollary impact on housing affordability.

Population across San Francisco neighborhoods

Based on data collected from 2019 to 2023



Map: Harsha Devulapalli/The Chronicle • Source: [U.S. Census](#)

San Francisco is diverse, with almost half of residents speaking a language other than English at home and most identifying as people of color. San Francisco workers are mostly employed in the service

industry. The most common employment sectors are professional, scientific, and administrative services (27%) and educational, healthcare, and social services (20%).

On a range of health, social, and economic indicators, San Francisco is doing better than many other cities. Going beyond averages and summary metrics, however, exposes inconsistent wellbeing, especially by area and race/ethnicity, i.e., outcomes overall are better than average, but the impact of racial disparities is worse. An example of this is in life expectancy. On average, San Franciscans have a life expectancy of 82.4 years. There was also 5,600 years of potential life lost among people under age 75 (per 100,000 population), driven by stark disparities in premature deaths among Black/African American and Native Hawaiian/Pacific Islander residents. Disparities highlight the need for targeted interventions and strategic improvements to ensure fair access to health and longevity.

San Francisco is the cultural and commercial center of the Bay Area and is the only consolidated city and county jurisdiction in California. At roughly 47 square miles, San Francisco is the most densely populated large city in California. Between 2011 and 2018, San Francisco grew by almost eight percent to 888,817 persons outpacing population growth in California (6 percent). By 2030, San Francisco's population is expected to total more than 980,000. The population is aging and the ethnic shifts continue with an increase in the Asian and Pacific Islander population, increase in multiethnic population and a decrease in the Black/African American population. Although San Francisco has a relatively small proportion of households with children (19 percent) compared to the state overall (34 percent), the number of school-aged children is projected to rise. There are many neighborhoods within San Francisco. Health status varies by neighborhood, economic status, ethnicity, age and other factors

Community Assessment and Significant Needs

The health issues that form the basis of the hospital's community health implementation strategy and programs were identified in the most recent CHNA report, which was adopted in June, 2025. The CHNA contains several key elements, including:

- Description of the assessed community served by the hospital;
- Description of assessment processes and methods;
- Presentation of data, information and findings, including significant community health needs;
- Community resources potentially available to help address identified needs; and
- Discussion of impacts of actions taken by the hospital since the preceding CHNA.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available on the hospital's website or upon request from the hospital, using the contact information in the At-a-Glance Summary.

Significant Health Needs

The CHNA identified the significant needs in the table below, which also indicates which needs the hospital intends to address. Identified needs may include specific health conditions, behaviors and health care services, and also health-related social needs that have an impact on health and well-being.

Significant Health Need	Description	Intend to Address?
Access to Care	Access to healthcare included aging, patient and family-centered care, disability, oral health, and transportation. In San Francisco, access is shaped by affordability, provider availability, transportation, and cultural responsiveness, with disparities persisting in historically neglected communities.	Yes
Behavioral Health	Behavioral health includes mental health and substance use and is shaped by emotional, social, and environmental factors. Access to resources, socioeconomic status, housing conditions, and severe negative experiences all impact behavioral health.	Yes
Economic Opportunity	Economic security includes education, employment, food security, housing and homelessness, and income. It is essential for accessing basic resources like food, healthcare, education, transportation, and housing.	Yes

Significant Needs the Hospital Does Not Intend to Address

The Hyde and Stanyan Hospitals intend to address all three community health needs.

2025 - 2028 Implementation Strategy

This section presents strategies and program activities the hospital intends to deliver, fund or collaborate with others on to address significant community health needs over the next three years, including resources for and anticipated impacts of these activities.

Planned activities are consistent with current significant needs and the hospital's mission and capabilities. The hospital may amend the plan as circumstances warrant, such as changes in community needs or resources to address them.

Creating the Implementation Strategy

The Hyde and Stanyan Hospitals, henceforth referred to as “the hospitals,” are dedicated to improving community health and delivering community benefit with the engagement of its management team, board, clinicians and staff, and in collaboration with community partners.

The hospitals are dedicated to improving community health and delivering community benefit with the engagement of its management team, board, clinicians and staff, and in collaboration with community partners.



The following criteria were used by the hospitals to determine the significant health needs they will address in the Implementation Strategy:

- **Comparative Advantage:** The hospitals have acknowledged competencies and expertise in addressing acute health issues for the populations they serve.
- **Established Relationships:** There are established relationships with community partners to address the issue.
- **Ongoing Investment:** Existing resources are committed to the issue. Staff time and financial resources for this issue are counted as part of our community benefit effort.

The hospitals engaged hospital leaders to examine the identified health needs according to these criteria. Hospital and health system participants included Administration, Care Coordination, Emergency Department, Nursing, Graduate Medical Education, Surgery, and Palliative Care.

Department leaders were asked about their staff and patient needs, connection to community resources, and department goals. Staff shared valuable insights such as need to break down silos in the organization,

support patients with services pre- and post- hospitalization, access city and county services and increase safety from violence for hospital staff. On September 26, the Community Advisory Board of the Hospital reviewed and approved the Implementation Strategy. On October 30, the Board of the Community Hospitals reviewed and approved the Implementation Strategy.

The CHNA served as the resource document for the review of health needs as it provided statistical data on the severity of issues and also included community input on the health needs. As a result of the review of needs and application of the above criteria, the hospitals chose to continue their work: Access to Welcoming Healthcare, Behavioral Health and Substance Use, and Economic Opportunity. These are the same health needs that the hospitals prioritized in the 2019 and 2022 Community Health Needs Assessments, and subsequent implantation strategies.

For each health need the hospital plans to address, the Implementation Strategy describes: actions the hospital intends to take, including programs and resources it plans to commit, anticipated impacts of these actions, and planned collaboration between the hospital and other organizations. In most cases, the strategies identified to address the selected needs are based on existing programs that have evidence of success. For some strategies, the hospitals are part of a larger collaborative initiative.

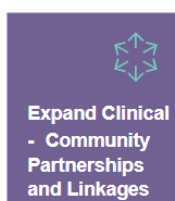
Community Health Strategic Objectives

The hospital believes that program activities to help address significant community health needs should reflect a strategic use of resources and engagement of participants both inside and outside of the health care delivery system.

The hospitals have adopted four core strategic objectives for community health improvement activities from our previous work with CommonSpirit Health. These objectives help to ensure that our program activities overall address strategic aims while meeting locally-identified needs.



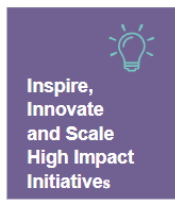
Create robust alignment with multiple departments and programmatic integration with relevant strategic initiatives to optimize system resources for advancing community health.



Scale initiatives that complement conventional care to be proactive and community-centered, and strengthen the connection between clinical care and social health.





Work with community members and agency partners to strengthen the capacity and resiliency of local ecosystems of health, public health, and social services.



Partner, invest in and catalyze the expansion of evidence-based programs and innovative solutions that improve community health and well-being.

Strategies and Program Activities by Health Need

 Health Need: Access to Care					
Anticipated Impact (Goal)	The hospital's initiatives to address Access to Welcoming Health Care are anticipated to result in: increased identification and treatment of chronic disease, and increased compliance with chronic disease prevention and management recommendations.				
Strategy or Program	Summary Description	Strategic Objectives			
		Alignment & Integration	Clinical - Community Linkages	Capacity for Equitable Communities	Innovation & Impact
Cal-AIM: California Advancing and Innovating Medi-Cal	Cal-AIM is a transformational project to better serve patient in Medi-Cal managed care plans by investing in upstream factors including housing, nutrition, case management and behavioral health services. The hospital will work with our partners to ensure patients take full advantage of the benefits afforded to them through CalAIM.	X	X	X	X
Sr. Mary Philippa Health Center	The Health Center provides comprehensive outpatient health services for 1,000 low-income patients. The clinic provides many hard to find specialties with a reduced wait time. Specialties include: Cardiology, Gastroenterology, General surgery, Oncology Optometry, Orthopedics, Psychiatry, Podiatry, Pulmonary, Urgent Care, Urology	X	X		
Curry Senior Center Medical Respite Project	The Community Hospitals co-created the medical respite project with Curry Senior Center. The program is in its final planning stages and seeks to stabilize homeless seniors, connect them to services, and provide a transition to stable housing.	X	X	X	X

<div>Health Need: Access to Care</div>						
Serious Illness Program for Chinese Seniors: Stupski Grant	Develop a comprehensive serious illness program that starts well in advance of end-of-life issues. Includes Advance Care Directives training, case management work to connect referred patients to services, use CCHCA's insurer's database with predictive modeling tools to proactively outreach to seniors.	X	X	X	X	
CalAIM: ECM Connection	The Hospital is working with multiple community providers of the CalAIM benefit: Enhanced Case Management, to better refer and connect patients with their community care team while in the hospital.	X	X	X	X	
Planned Resources	The hospital will provide community grants to pilot programs, and staff time for the administration of the programs listed.					
Planned Collaborators	San Francisco Health Plan, Anthem, Kaiser, SteppingStone Health, San Francisco Community Health Center, Curry Senior Center, Self-Help for the Elderly, Stupski Foundation, Chapman Consulting, Quantitative Ventures, San Francisco Department of Public Health					



Health Need: Behavioral Health


Anticipated Impact (Goal)	The hospital's initiatives to address Behavioral Health and Substance Use hope to increase connection and referrals to behavioral health and substance use services.				
Strategy or Program	Summary Description	Strategic Objectives			
		Alignment & Integration	Clinical - Community Linkages	Capacity for Equitable Communities	Innovation & Impact
Counseling Enriched Education Program (CEEP)	CEEP is an Education Related Mental Health Service (ERMHS) where public school students are taught by public school teachers on-site at Stanyan's Adolescent Psychiatric Unit with mental health professionals on-site to provide intensive therapy and treatment. CEEP is an outpatient program offered jointly by UCSF Stanyan Adolescent Psychiatric Services, the San Francisco Department of Public Health-Behavioral Health Services, and the San Francisco Unified School District. The program serves up to 30 public school students.	X	X	X	X
Acute In-Patient Psychiatric Services: Adult (Hyde), Adolescent (Stanyan)	Acute in-patient psychiatric services are in high demand across the state of California. The Hyde and Stanyan hospitals both provide a needed version of inpatient psychiatric services to charity, Medi-Cal and privately insured patients.	X	X		
Medically Assisted Treatment and Substance Use Navigator	The Hyde and Stanyan Emergency Departments identify and provide onsite medication assisted treatment (buprenorphine, methadone, suboxone) and community-based support to patients with alcohol/substance use disorders	X	X	X	X

<div><div><div><div><div></div><div></div><div></div></div><div></div></div></div><div>Health Need: Behavioral Health</div></div>						
Convening Group on the Care for Patients under 5150 holds	With the support of Stanyan and Hyde Emergency Department leadership, the hospital began convening meetings with SFPD: CIT, SFDPH: Comprehensive Crisis Services around coordinating care for patients under 5150 holds. The meetings have grown to encompass SF Fire Department Community Paramedics Division and SFDPH: Assisted Outpatient Treatment, and have been helpful in creating clearer connections between the various partners.	X	X	X	X	
Code Tenderloin: Nights and Weekends Street Navigation	Through a partnership with Code Tenderloin, the Stanyan and Hyde Emergency Departments are able to connect patients to substance use treatment discharge locations during off-hours.	X	X	X	X	
Rally Family Visitation Services	Through the Rally Family Visitation Services program, the hospital provides a safe and secure structured environment in which children can visit with their court-ordered non-custodial parent when there is a high level of high conflict, including domestic violence, between divorced/separated parents. The program serves predominantly low-income families.	X		X	X	
Planned Resources	The hospital will provide community grants, operating support for Rally Family Resources and CEEP, and staff time for the administration of the programs listed above.					
Planned Collaborators	San Francisco Unified School District, San Francisco Department of Public Health, Judicial Council, The Courts of San Francisco, San Mateo and Marin, Code Tenderloin, San Francisco Fire Department, San Francisco Police Department: Crisis Intervention Team, and San Francisco Department of Emergency Management Services.					



Health Need: Economic Opportunity

Anticipated Impact (Goal)	Create new jobs for navigators to support patients pre- and post- discharge upstream health needs, and train the next generation of health care leaders				
Strategy or Program	Summary Description	Strategic Objectives			
		Alignment & Integration	Clinical - Community Linkage	Capacity for Equitable Community	Innovation & Impact
Community grants program	Offers grants to nonprofit community organizations to create linkages for patients to pre- and post- discharge support. The programs create pathways to sustainability and opportunity for long-term collaboration with the hospital	X	X	X	X
Health Professions Education	In partnership with local colleges and universities, Health Professions Education is designed to provide hands on experience for students to gain the tools and skills to be the next generation of health care leaders. Hyde provides Health Professions Education in Nursing, Clinical Pastoral Education, Dietetic, and Burn.	X	X		
Cal-AIM: California Advancing and Innovating Medi-Cal	Cal-AIM is a transformational project to better serve patient in Medi-Cal managed care plans by investing in upstream factors including housing, nutrition, case management and behavioral health services. The program creates new revenue streams for community organizations working with hospitals to support the health of medi-cal members.	X	X	X	X
Graduate Medical Education	Provides graduate education to resident internal medicine physicians, orthopedic surgeons and podiatrists. Internal medicine residents also gain experience as primary care providers through the SMPHC.	X	X	X	

	Health Need: Economic Opportunity	
Planned Resources	The hospital will provide program management support, training for individuals and philanthropic cash grants for these initiatives.	
Planned Collaborators	The hospital will partner local Federally-Qualified Health Centers, colleges and universities, the managed care plans and the Sr. Mary Philippa Health Center on this work.	