We pride ourselves on providing exceptional patient centered care at Saint Francis Memorial Hospital. However, we know that the conditions where our patients live, work and play significantly impact their overall health. Many of San Francisco’s most vulnerable residents live in the Tenderloin neighborhood adjacent to Saint Francis and face disproportionately complex health challenges.

The Tenderloin Health Improvement Partnership (TLHIP) provides a framework for Saint Francis to provide compassionate community centered care to improve the drivers of poor health outcomes at the neighborhood level and work with partners to address health equity. Our collective impact partnership aligns the priorities, resources and activities of neighborhood serving organizations, local businesses, government agencies, funders, healthcare partners, residents and others committed to improving health and well-being in the Tenderloin, to create pathways to health for residents.

Through TLHIP, Saint Francis is pioneering population health approaches that invest in, support and heal the Tenderloin.

### Tenderloin Neighborhood Disparities: Where You Live Defines Your Health

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitalization rate for depression, hypertension, asthma, COPD and diabetes</td>
<td>#1</td>
</tr>
<tr>
<td>Higher preventable ER visit rate than San Francisco overall</td>
<td>2x</td>
</tr>
<tr>
<td>Of injection drug users live in the Tenderloin</td>
<td>31%</td>
</tr>
<tr>
<td>Higher violent crimes rates than San Francisco overall</td>
<td>4.2x</td>
</tr>
<tr>
<td>National unemployment rate</td>
<td>2x</td>
</tr>
<tr>
<td>Homeless counted in District 6</td>
<td>3,680</td>
</tr>
<tr>
<td>49% of San Francisco’s total homeless</td>
<td></td>
</tr>
<tr>
<td>Alcohol outlets per square mile San Francisco overall: 16</td>
<td>119</td>
</tr>
<tr>
<td>Of residents live in poverty San Francisco overall: 13%</td>
<td>31%</td>
</tr>
<tr>
<td>Of residents feel safe in the Tenderloin during the day</td>
<td>59%</td>
</tr>
<tr>
<td>Of residents living in single resident occupancy (SRO) hotels are food insecure</td>
<td>84%</td>
</tr>
<tr>
<td>Median household income</td>
<td>$20,943</td>
</tr>
<tr>
<td>Supermarkets</td>
<td>0</td>
</tr>
</tbody>
</table>

Sources: sfhip.org, cmtldata.org 2018
### Inputs
- Community Advisory Committee
- Backbone team
- TLHIP framework and strategic vision
- Investment from Saint Francis Foundation, Saint Francis Memorial Hospital and other funding partners
- Monitoring and evaluation
- Collective Impact framework
- Community experience and voice
- City government, non-profit, business and community partners

### TLHIP Activities
- Articulate vision and pathways to achieve health and wellness
- Foster collaboration to increase alignment and impact
- Support data collection and measurement
- Match-make leaders and funders to Tenderloin-specific opportunities
- Advocate for and support evidence-based policy change
- Provide funding to identify, grow and scale local solutions
- Provide continuous communication to and between partners
- Provide opportunities to grow skills and knowledge in the community

### Results
- Identify and articulate community priorities
- Increase neighborhood collaboration, alignment and coordinated activation
- Increase measurement and track progress
- Strengthen community-based solutions
- Support and scale innovative solutions to address complex issues
- Amplify voice, increase power and influence of neighborhood
- Build sustainable neighborhood capacity and support local leadership

### TLHIP Pathways
- Active, Vibrant, Safe & Clean
- Shared Spaces
- Behavioral & Mental Health
- Resident Health
- Economic Opportunity & Affordable Retail
- Housing Access

### Population Health Outcomes
- Increased collective efficacy, trust and social connection
- Increased perceived neighborhood safety and reduced crime
- Reduced public injection, improperly disposed needles and behavioral health stigma
- Reduced overdose deaths, ER visits and hospitalizations due to drugs and alcohol
- Increased community-based care, physical activity and healthy eating
- Increased employment and economic opportunity
- Increased housing access

**IMPROVED HEALTH OF TENDERLOIN RESIDENTS**