

SFBHC Adult Residential Facility Working Group

December 2020 Report

This report constitutes the second regular report to the Board of Supervisors and Mayor's Office regarding the ongoing work of the San Francisco Adult Residential Facility at 887 Potrero Avenue.

MEETINGS

After the March 1st, 2020 report was submitted, the Working Group convened on March 5th, July 2nd, August 6th, October 1st, and November 5th. It is noted that after the meeting on March 5th, all subsequent meetings were held remotely through Microsoft Teams due to the social distancing recommendation. Scheduled meeting on April 2nd was cancelled due to precaution to mitigate the risk of exposure to COVID-19. Scheduled meetings on June 25th and September 3rd were postponed or cancelled due to technical issues.

Six members of the Working Group – Monica Diaz, Karlyne Konczal, Sarah Larson, Sharifa Rahman, Connie Truong, and Amy Wong – has had pre-caucus meetings on March 5th, June 23rd, July 2nd, August 4th, August 18th, September 3rd, and October 26th. All of the pre-caucus meetings were declared by co-chair Diaz before they took place.

The Working Group will continue to meet on the first Thursday of each month. Due to meetings being missed previously, additional 30 minutes will be added to each meeting. Working Group will run from 9:30am to 11:30am.

WORKING GROUP MEMBERS

At the meeting on March 5th, Karlyne Konczal, LVN, Team Leader at the ARF was introduced as new member of the Working Group to replace Laura Molina, Mental Health Rehabilitation Worker at the RCFE. At the meeting on October 1st, co-chair Troy Williams announced that he was stepping down as co-chair due to the responsibility as part of the COVID response team. Sarah Larson proposed Working Group structure to have a Chairperson and Vice-Chair instead of the current two co-chairs. The group voted to maintain the current structure of two co-chairs. The group then voted to elect Dr. David Woods, Chief Pharmacy Officer for DPH, to be a co-chair. Dr. Woods replaced Williams effectively.

At the meeting on November 5th, it was announced that Andrea Turner, Acting ZSFG Chief Operation Officer, and Jeffrey Schmidt, Director of ZSFG Clinical Operations, will replace Ingrid Thompson, RN, MHRC Director of Nursing, and Luis Calderon, Acting SFHN Transitions Deputy Director. It was at this meeting that Casie Aniya had replaced Emeterio Garcia as Secretary of the Working Group. Garcia was deployed as Disaster Service Worker for the City's COVID response.

ACTION

Patient Safety and Risk Management Training

Working Group members Sarah Larson and Linda Sims had met with ZSFG Risk Management to explore risk management and safety trainings. Risk Management provided feedback on ways to review

incidents, evaluate root causes, report findings, and provide recommendations to training. Further exploration of specific items related to risk management are still pending.

The following items need further exploration:

- ~~The possibility of applying toxicology screen on clients.~~
- ~~The possibility of taking clients in custody against their will (Welfare & Institutions Code Section 5150).~~

Trauma-Informed Systems Training

While some staff working at the BHC had attended TIS training provided by DPH prior to the pandemic, the rest were scheduled to attend but unable to because those sessions were cancelled. TIS training has not been provided to BHC staff since Shelter-In-Place Order was issued in March because all TIS trainings were cancelled due to the pandemic.

Medication Management

Root Cause Analysis

The ARF received multiple medication-related citations between 2015 and 2018. A Root Cause Analysis was conducted by ZSFG Department of Risk Management to:

- Complete review of past incidents
- Review current practice/process associated with medication observation
- Use RCA methodology for analysis for medication observation-related incidents
- Provide a summary report of findings and recommendations

Some recommendations provided by the Analysis include:

- Development of standard work for all steps in the medication observation process including follow-up should an adverse event occur. *Result: The Medication Policy has been revised and updated. It will be implemented once it is reviewed by RCFE staff since the ARF and the RCFE adopt the same policy.*
- Creation of orientation checklist/annual competency assessment for general functions, with specific focus on medication observation. *Result: Current orientation checklist does not include detailed micro-steps on medication observation. Working Group member Joanna Cheung will work with ARF staff to develop checklist. The goal is to have it implemented by the end of January 2021.*
- Add demarcation line and/or place stations for line management and signage for clients waiting in line for medication. *Result: Demarcation lines were added for physical distancing due to the COVID-19 pandemic. Lines will remain after pandemic is over.*
- Provide Trauma Informed System (TIS) training. *Result: While not all BHC staff have attended TIS training due to cancellation, all ARF staff hired before March 2020 had attended because they were prioritized to attend.*
- Utilization of staff to develop standard work, tools, templates, training. *Result: See recommendations above.*

~~The Medication Policy has been revised and updated. It was reviewed by most of the ARF staff and will be finalized by the end of December. Joanna Cheung and ARF staff will continue to meet to implement steps recommended in the Analysis.~~

Training

Working Group members Adela Morales and Sharifa Rahman had met to explore training topics on Medication Management. They identified topics and presented them to the Working Group. The clinical pharmacist(s) at the Behavioral Health Services (BHS) was identified as a resource to provide such trainings. Linda Sims will reach out to the BHS to develop and facilitate training. ~~Such~~ The training is aimed to start in early December.

Sarah Larson would like to know if medication management training could be offered to residents or not for there was not a specific staff person to answer questions related to medication to the residents. This topic needs further discussion.

Training Coordination

Current Health Order limits any non-essential people from being in the buildings on ZSFG campus. For that reason, trainings have been delayed. Jeffrey Schmidt reported that Basil Price, Director of Security at ZSFG, is investigating how to conduct Crisis Prevention and Intervention (CPI) training which cannot take place while the current Health Order is in place. Schmidt will develop safety training curriculum with Price, who will do a risk assessment of the ARF to give recommendations on how to improve safety. Schmidt will speak with Aiyana Johnson, ZSFG's Chief Care Experience Officer, to prioritize such training.

While Linda Sims is working with BHS pharmacist to carry out training on medication management, she will also work with ZSFG's Department of Education and Training (DET) to determine how to hold safety trainings. She has been working with Kala Garner, Director of DET, for online first aid training through the American Heart Association. Schmidt, Sims, and Andrea Turner will work with DET on the content of the training areas the Working Group had identified:

- Residents to staff assaults
- Crisis Prevention and Intervention
- Workplace violence
- Property damage prevention
- Staff to staff assaults

In addition, Schmidt will ask Anh Thang Dao-Shah, ZSFG Workplace Violence Committee leader, to help address all workplace violence training component.

Co-chair Diaz recommends hiring additional staff member to coordinate trainings due to the long wait to receive trainings. Working Group will prioritize which staff to receive trainings first.

According to the Ordinance, all DPH staff who work at the BHC will receive trainings. By definition, *all DPH staff* will include porters. Sims requested clarification on definition of *all staff*.

Evidence-based De-escalation Techniques

Please see Training Coordination above regarding Crisis Prevention and Intervention (CPI) training.

Hiring

Staff hired since March, 2020 include 1 Team Leader, 1 Licensed Psychiatric Technician, and 1 Licensed Vocational Nurse for the ARF. Additional LPTs, LVNs, and mental health workers were hired for the BHC. HR is in the process of hiring additional Team Leaders, LPTs, and LVNs.