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Monica Diaz
Co-Chair/ Team Leader RCFE
SEIU Miscellaneous

Linda Sims, RN
BHC Director

Joanna Cheung, LMFT
ARF Director

Adela Morales
RCFE Program Director

Andrea Turner
Co-Chair / ZSFG Chief Operating Officer

Jeffrey Schmidt
Director of ZSFG Clinical Operations

Connie Truong
Activity Leader MHRC
SEIU Miscellaneous

Sharifa Rahman
Mental Health Rehabilitation Worker
ARF
SEIU Miscellaneous

Karlyne Konczal, LVN
Team Leader RCFE
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Amy Wong
Mental Health Treatment Specialist
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San Francisco Behavioral Health Center Adult Residential Facility Working Group

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MINUTES

SF Behavioral Health Center Adult Residential Facility Working Group

Thursday, December 3, 2020, 9:30 a.m.

San Francisco Behavioral Health Center

Microsoft Teams Live Event

1) ROLL CALL & INTRODUCTIONS

Present: David Woods, Pharm.D. Co-Chair/ San Francisco Health Network Chief Quality Officer
Monica Diaz, Co-Chair/ Team Leader, RCFE, SEIU Miscellaneous
Linda Sims, RN, Behavioral Health Center Director
Joanna Cheung, LMFT, Adult Residential Facility Director
Adela Morales, Residential Care Facility for the Elderly Program Director
Andrea Turner, Acting ZSFG Chief Operating Officer
Jeffrey Schmidt, Director of ZSFG Clinical Operations
Connie Truong, Activity Leader, Mental Health Rehabilitation Center, SEIU Miscellaneous
Sharifa Rahman, Mental Health Rehabilitation Worker, ARF, SEIU Miscellaneous
Amy Wong, Mental Health Treatment Specialist, MHRC, Local 21
Karlyne Konczal, LVN, Team Leader RCFE, SEIU Miscellaneous
Sarah Larson, MS, Mental Health Treatment Specialist, RCFE, Local 21

Other Attendees: 2 members of the general public, and Casie Aniya, SFBHC ARF Working Group Secretary.

The meeting was called to order at: 9:30AM.

Full materials are online here: <https://www.sfdph.org/dph/comupg/knowlcol/meetinggroups/agendasminutes.asp>
or by email request to casie.aniya@sfdph.org

2) REVIEW AND APPROVAL OF NOVEMBER 5, 2020 MEETING MINUTES

Monica Diaz opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Diaz requested a change to the November 5th meeting minutes. Under Item 5: Training Updates – in paragraph 5, she requested to change the verbiage from “Ms. Diaz confirmed that this is her recommendation” to “Ms. Diaz confirmed that this is the labor group’s recommendation.”

Under Item 2: Review and Approval of the October 1, 2020 Meeting Minutes – in paragraph 5, Ms. Diaz proposed that the sentence which was removed from the October 1, 2020 Meeting Minutes be explicitly included in that paragraph.

Action:

The Working Group voted unanimously to amend and approve the November 5, 2020 minutes with changes outlined above.

3) ELECTION OF WORKING GROUP CO-CHAIR

Monica Diaz opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Mr. Schmidt explained that Dr. Woods will be taking over as Incident Commander of the SF COVID Command Center and will assume that role over the next several months. Therefore, he will primarily be at the Moscone Center and unable to fill his role as the SFBHC ARF Working Group Co-Chair. The proposal is for Andrea Turner to become the new SFBHC ARF Working Group Co-Chair in Dr. Woods’s place.

Ms. Diaz confirmed that the labor group does not oppose this change but asked who will now replace Ms. Turner in the SFBHC ARF Working Group from Management. Mr. Schmidt confirmed that they will find a replacement and present this at the January 7th working group meeting.

Ms. Diaz moved to vote on the election of Ms. Turner as the new SFBHC ARF Working Group Co-Chair.

Action:

The Working Group voted unanimously to approve Andrea Turner as the new Working Group Co-Chair.

4) WORKGROUP MEMBERSHIP CHANGES

Monica Diaz opened the topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Mr. Schmidt confirmed that management will have a replacement for Ms. Turner in the working group in January.

Ms. Diaz stated that Connie Truong will be stepping down from the working group and Kelly Morson will be taking her place.

5) STAFFING AT THE ADULT RESIDENTIAL FACILITY

Monica Diaz opened the floor.

Public Comment:

Kelly Morson commented via MS Teams: As a team leader I have encountered situations where I did not have enough staff to cover appointments, visits to urgent care, putting fires out throughout the day and then try to get on lunch breaks covered, especially on weekends when there are a lot of call offs.

Kelly Morson commented via MS Teams: Regarding mental health specialist, as a team leader, I have tried to work with the ARF clients and run group, it is very difficult to get our clients engaged/interested. We could really use more support with community meetings as well.

Vivian Araullo, Local 21 union rep and member of the public commented via MS Teams: I heard Linda say that due to the pandemic, that activity leaders are driving. It appears that may be misclassified work, and a pandemic is not an excuse to make workers do work outside of their classification. This may be an inappropriate practice and potentially a grievance. Please correct this ASAP. We will not hesitate to file a grievance if necessary. Thank you.

Discussion:

Ms. Sims presented the staffing model. Ms. Sims explained that staffing ratios are mandated by Regulatory and only required for night shift. The requirement for an Adult Residential Facility with between 16 to 100 beds, mandates one person on duty and awake on the premises, and one person on call who is capable of responding within 30 minutes. She then explained the following target staffing model that they are currently hiring for:

- 1 Program Director/Administrator
- Day Shift: 1 Team Leader, 1 licensed staff (LVN or LPT), and 2 mental health workers
- Evening Shift: 1 Team Leader, 1 licensed staff (LVN or LPT), and 2 mental health workers
- Night Shift: 1 Team Leader, 2 mental health workers

Ms. Sims confirmed that they have not reached their 41-bed capacity due to the pandemic and will remain below 41, to maintain available rooms for COVID-19 persons under investigation.

Ms. Sims confirmed that they have hired one licensed staff on day shift and one on evening shifts. Another licensed staff has been hired, pending LiveScan clearance. They have also hired a team leader, making a total of four staff hired. Remaining vacancies are one team leader and one licensed staff.

Ms. Diaz noted that the 2005 staffing model consisted of two team leaders and four mental health workers and asked when the model changed. Ms. Sims stated that she was not working as the Director of the BHC in 2005 but confirmed that this is the model they are now working towards. It is not fully implemented because they are still working to hire staff. Ms. Sims also noted that staffing will not always completely match this model, but will never go below the mandated staffing ratios.

Ms. Diaz asked Ms. Sims to take into consideration that ARF staff are often floated to other BHC programs when they are short staffed. She also noted that with the pandemic, staff are taking on additional duties and now have to perform screening, appointments, visits and meals. This may leave only one staff on the floor, which is unsafe. Mr. Schmidt confirmed that the BHC management team will re-evaluate the staffing model and thanked her for providing more detail on the situation.

Ms. Diaz also noted that there should always be a minimum of four staff on duty, but most times they require more because staff tend to be floated to other floors.

Ms. Truong stated that the acuity of clients' behavioral and psychiatric issues also needs to be considered when creating the staffing model.

Ms. Larson explained that staffing regulations are based on the number of beds in the facility, not how many people are in the beds. Ms. Sims confirmed this and noted that this staffing model goes beyond the staffing ratios that the state requires.

Ms. Larson raised a concern that activity leaders tend to be driving or shopping and are not always on campus. Ms. Sims confirmed that this is a new task due to the pandemic. Mr. Schmidt confirmed that he will look into these concerns around the staffing model with Ms. Sims and Ms. Turner offline.

Ms. Wong recommended that the BHC Management team also speak with the ARF staff about these shortages when they are meeting to re-evaluate the staffing model. Mr. Schmidt confirmed that he will include staff in the discussion, and they will report back during the January 7th meeting.

Ms. Turner stated that Management first needs to better understand the workflow and volume of patients on the ARF. Then they will be able to evaluate how to maintain staff safety and efficiency. Ms. Turner confirmed that they will look at the model holistically and address all their concerns. She thanked the working group for the discussion.

Ms. Diaz explained that licensed staff who audit the medication room, are often floated to cover the third floor, leaving gaps. Mr. Schmidt confirmed that Management will also discuss this issue to better understand the situation and where they are in hiring. Then they will work with HR to fill vacancies. Ms. Sims confirmed that they are trying to hire a licensed staff and team leader, but that these are challenging classifications to fill.

Mr. Schmidt explained that ZSFG has a New Graduate Training Program that has had major success in the Emergency Department. Through this program, nurses are hired directly out of nursing school and partake in a new graduate training program where they are precepted by experienced nurses. This program has led the department to now only have one vacancy. Mr. Schmidt confirmed that this will be a part of the discussion to help hire these difficult classifications. Management will report back at the following meeting and also at the upcoming BHC Town Hall.

Mr. Schmidt asked how many vacancies the ARF currently has. Ms. Sims confirmed that there are five vacancies. She also clarified to Ms. Diaz that in a 24-hour period, there will be three team leaders, two licensed staff and six mental health workers. Ms. Turner confirmed that the updated staffing plan will be circulated with the working group.

Ms. Larson asked about activity staff. Mr. Schmidt confirmed that the activity staff will be included in the discussion.

Ms. Konczal emphasized the safety concern around staff working alone in the dining rooms. She noted that this is especially dangerous with COVID constraints now that staff have to serve clients their meals. Ms. Rahman confirmed that this is sometimes the case for her, but Ms. Cheung has been helping her with this issue in filling the mental health worker role. Mr. Schmidt confirmed that this will be addressed immediately.

6) SFBHC ARF DRAFT WORKING GROUP REPORT

David Woods opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Larson confirmed that she and Ms. Cheung wrote separate reports, but in her most updated version of the draft, she incorporated Ms. Cheung's draft. Mr. Schmidt confirmed that he was unable to read the report prior to this meeting.

Ms. Larson confirmed that her report states there hasn't been much movement within the working group, especially with the CPI training. Mr. Schmidt explained that it was difficult to move forward with the in-person section of the CPI training because the training could not be performed by BHC staff. However, Management has created a plan with DET to complete the in-person training in which they will have four CPI trainers conduct the training at the ARF soon.

Mr. Schmidt also confirmed that DET has put in a purchase order for the American Heart Association first aid online training course. Once the purchase order is approved, they will have staff signed up for training. Ms. Sims clarified that all BHC staff would be included in this training. She also confirmed that some CPR training has already been completed at ZSFG through the annual trainings.

Ms. Diaz asked which of the three reports the working group should review. Ms. Cheung confirmed that she and Ms. Larson have not had a chance to review the report together and could not combine the report due to time constraints. She confirmed that both reports are available on the DPH website.

Ms. Wong stated that Ms. Larson's version of the draft more accurately states the progress of the working group. Ms. Cheung asked for clarification on this statement. Ms. Wong confirmed that Ms. Larson's report includes staffing and security issues, but Ms. Cheung's report is lacking substance.

Ms. Cheung asked the group who has not read the report. Mr. Schmidt, Ms. Turner, and Ms. Truong confirmed that they have not yet read it but will read it by the end of the day.

Ms. Larson expressed that the group has not made progress and her report reflects that. Ms. Sims noted that many meetings were canceled this year due to the pandemic, as well as trauma-informed trainings. Ms. Sims explained that the Board of Supervisors Report needs to include information covered in the meetings, and Ms. Cheung's report was taken from the meeting minutes. She also confirmed that because some meetings were canceled or the group was unable to address all agenda items in certain meetings, the group did not accomplish as much as they had hoped. This should be noted in the report. Ms. Sims also stated that it is important to separate out labor management information from working group information.

Ms. Diaz proposed that the group review and make edits to the latest version of the report that was sent out. Ms. Aniya confirmed that she will send out the latest version of the report to the working group.

Dr. Woods noted that he likes the overall format of the latest version of the report. Although he feels that the tone of the report can feel more collaborative in some places, he defers to the working group members who have been more involved in this work, regarding the actual content of the report. Dr. Woods asked for the best way to provide edits to the report. Ms. Larson suggested that each working group member edit the report then send them to herself and Joanna. Once they compile all changes into one report, they will recirculate the updated report prior to the January meeting for the group to approve and submit to the Board of Supervisors in following the meeting.

7) TOPIC SUGGESTION FOR NEXT MEETING

David Woods opened the floor for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Dr. Woods proposed that the working group finalize and approve the Board of Supervisors Report in the January 7th meeting.

Ms. Diaz suggested that Mr. Schmidt report out on the BHC Management meeting regarding the ARF staffing model. Ms. Turner proposed that they also add the recruitment piece to this item of the agenda, as she will be meeting with HR next week about this.

Ms. Diaz proposed a training update from Mr. Schmidt.

Ms. Diaz also proposed that the group discuss resident care in the ARF. Ms. Rahman, Ms. Konczal, Ms. Cheung and Ms. Morson volunteered to provide an update on this item.

Mr. Schmidt stated that he will present a summary of the security risk assessment that Basil Price completed on the ARF at January's meeting. He will also provide this to the ARF staff prior to that. Ms. Larson asked for clarification on the security assessment. Mr. Schmidt explained that Mr. Price performed a risk assessment at the ARF, by completing a walkthrough; interviewing staff; and assessing nurses' stations, where duress buttons could be implemented, medication rooms and exits and entrances of the building. From there, he provided recommendations that Management will follow. However, Mr. Schmidt did note that there are some recommendations that Management cannot complete due to budget constraints.

Ms. Larson raised a concern around staff being unable to perform 5150s on their residents. Ms. Sims explained that in order to perform a 5150, staff have to be trained professionals and follow guidelines because the ARF is not a treatment facility. Behavioral Health Services perform the 5150s and provide the trainings. Ms. Diaz commented that Mobile Crisis also performs 5150s and are often called to board and care facilities to do so.

Mr. Schmidt proposed that the ARF conduct a small test of change and call Mobile Crisis to perform an assessment, then report out about it next month. Ms. Diaz confirmed that she can call her contacts from Mobile Crisis to learn more information. Ms. Sims also agreed to support this effort.

8) GENERAL PUBLIC COMMENT

David Woods opened the floor for general public comments.

Public Comment:

There was no general public comment.

9) ANNOUNCEMENTS

David Woods opened the floor to announcements.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Sims proposed an announcement about the medication management training. She explained that she has been working with Mark Watanabe, the Clinical Pharmacist from BHS. Based on the recommendation from Ms. Morales and Ms. Rahman, the pharmacist will be providing three types of trainings – one on psychotropics, one on side effects of medications and one on what to monitor for. Mr. Watanabe has also identified the medication that is routinely prescribed on the ARF.

Ms. Sims confirmed that they are looking to schedule the online trainings during the week of December 28th via Webex. He will facilitate two trainings that week on the same topics – one during the day shift and one during the evening shift. The training will also be recorded and uploaded for staff to view at a later time. Ms. Sims confirmed that before the January working group meeting, the training dates will be set, and flyers will be posted to notify staff. Ms. Sims will also look into an option for questions and answers to be facilitated via email.

Ms. Diaz asked how staff will access computers for the trainings. Ms. Sims replied that the conference rooms will be available for some staff. She will also look into different locations. Ms. Larson confirmed that she will add this information to the Board of Supervisors report.

Ms. Larson proposed that the group review the risk management report to determine if anything is missing from it or if the group has any changes. Ms. Turner noted that this report is very detailed, and Management would like to review it first to determine which items have already been addressed and which are still outstanding. From there, Management will review why the outstanding items have not been addressed and who they need to involve in order to resolve them.

Ms. Diaz suggested reviewing this risk assessment report in the February working group meeting. Ms. Larson confirmed that this would be reasonable but would also like for the group to review it and send any changes so that she can incorporate them into the Board of Supervisors Report by January. Ms. Diaz asked to leave this item in the February agenda due to the pending items that need to first be resolved. Ms. Turner agreed and noted that if the Board of Supervisors Report needs to be updated after its submission, the group can create an addendum to it or include changes and updates in the next report. She confirmed that she would not like to respond to the risk assessment report at this time.

Ms. Larson asked for a timeframe of edit submissions to the Board of Supervisors Report. Ms. Turner confirmed that she will review it and submit changes within the next week.

Ms. Larson proposed a change in virtual meeting platform. Ms. Diaz opposed the change.

10) ADJOURNMENT

The meeting was adjourned at 11:35AM.