Troy Williams, MSN, RN
Co-Chair/ SFHN Chief Quality Officer

Monica Diaz
Co-Chair/ Team Leader RCFE
SEIU Miscellaneous

Linda Sims, RN
BHC Director

Joanna Cheung, LMFT
ARF Director

Adela Morales
RCFE Program Director

Ingrid Thompson, RN
MHRC Director of Nursing

Luis Calderon
Acting Deputy Director SFHN Transitions

Connie Truong
Activity Leader MHRC
SEIU Miscellaneous

Sharifa Rahman
Mental Health Rehabilitation Worker
ARF
SEIU Miscellaneous

Karlyne Konczal, LVN
Team Leader RCFE
SEIU Miscellaneous

Amy Wong
Mental Health Treatment Specialist
MHRC
Local 21

Sarah Larson, MS
Mental Health Treatment Specialist
RCFE
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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, March 5, 2020, 9:30 a.m.
San Francisco Behavioral Health Center
887 Potrero Avenue, Main Conference Room
San Francisco, CA 94110

1) ROLL CALL & INTRODUCTIONS

Present: Troy Williams, MSN, RN, Co-Chair/ San Francisco Health Network Chief Quality Officer
Monica Diaz, Co-Chair/ Team Leader, RCFE, SEIU Miscellaneous
Lina Sims, RN, Behavioral Health Center Director
Adela Morales, Residential Care Facility for the Elderly Program Director
Joanna Cheung, LMFT, Adult Residential Facility Director
Ingrid Thompson, RN, Mental Health Rehabilitation Center Director of Nursing
Luis Calderon, Acting Deputy Director SFHN Transitions
Connie Truong, Activity Leader, Mental Health Rehabilitation Center, SEIU Miscellaneous
Sharifa Rahman, Mental Health Rehabilitation Worker, ARF, SEIU Miscellaneous
Karlyne Konczal, LVN, Team Leader RCFE, SEIU Miscellaneous
Amy Wong, Mental Health Treatment Specialist, MHRC, Local 21
Sarah Larson, MS, Mental Health Treatment Specialist, RCFE, Local 21

Absent: None

Other Attendees:

Emeterio Garcia, SFBHC ARF Working Group Secretary,
Three members of the general public

The meeting was called to order at: 9:35 AM

Roll Call and Introductions:

Troy Williams welcomed the Working Group. Karlyne "Karri" Konczal, LVN, Team Leader at RCFE was introduced as new member of the SFBHC ARF Working Group. Ms. Konczal is replacing the SEIU Miscellaneous Working Group seat vacated by Ms. Molina.

2) REVIEW AND APPROVAL OF February 6, 2020 MEETING MINUTES

Troy Williams presented the item.

Public Comment:
There was no public comment on this item.

Discussion:
Working Group Members Wong and Larson requested changes to the February Meeting Minutes. Ms. Wong requested the minutes be edited to reflect her comments. She indicated that some trainings are limited to the rehab group and that she made the recommendation to provide staff trainings in other languages, in addition to English. Ms. Larson requested that the minutes be edited to reflect that she requested information on the ability of a Board and Care to issue a Welfare & Institutions Code Section 5150 hold for a resident in need.

Action: The Working Group Voted unanimously to amend and approve the February 5, 2020 minutes with the changes outlined above.

3) REVIEW OF MARCH 1, 2020 REPORT

Monica Diaz presented the item.

Public Comment:
Vivian Araullo, Local 21 stated she was concerned that the repot was submitted prior to Working Group approval. She asked the Working Group to request an extension for the report.

Discussion:
Working Group Members discussed disagreement with the language used in the background description for the report. Some members felt the langue did not accuracy portray staff's feelings on the issues affecting the ARF. They requested the report be edited and resubmitted and signed by both Co-Chairs.

Working Group Co-Chairs acknowledged that the report was not reviewed by both, as one was on vacation prior to the report deadline. They agreed to explore resubmission.

4) RISK MANAGEMENT TRAINING AND PATIENT SAFETY TRAININGS

Troy Williams present the item.

Public Comment:
Vivian Araullo, Local 21 stated she was concerned that policy and procedures at the BHC may not be following the meet and confer processes for approval. She indicated she may investigate.

Discussion:
Working Group Members Larson and Sims reported back on their exploration of Risk Management and Safety Meetings. They shared their takeaways from the meeting with ZSFG Risk Management. ZSFG Risk Management provided feedback on ways to review incidents, evaluate root causes, and report out. The Working Group discussed concerns and topics for future Risk Management and Patient Safety trainings. The group discussed the value of the recommendations and the feasibility of their implementation at the ARF.

Ms. Larson compiled and shared a list of risk factors the ARF can explore in creating its trainings . She urged the Working Group to seek out proactive approaches advocating that the evaluation of issues be scaled to encompass the entire BHC. The group reiterated that the focus of the Working Group, per ordinance, is to discuss issues at the ARF. However, recommendations and solutions could be extrapolated to the rest of the BHC based on the nuances in licensure that govern the other programs. Ms. Sims led members to discuss how the suggested risk factors for clients and staff can be addressed utilizing trainings and practices obtained from ZSFG. ZSFG's Department of Education and Trainings (DET) was also acknowledged as a resource to provide future trainings for all departments at the BHC.

Policy and Procedure (P&P) was discussed as an avenue for exploration. Working Group members advocated for a review of current P&P's to identify those that can be reviewed and revised if needed. Members provided feedback on challenges to the accessibility to P&P's by all staff at the BHC and the quality (dated nature) of some the P&P's,.

The Working Group will continue to discuss this topic and concentrate efforts on evaluating risk factors to develop future Risk Management and Patient Safety Trainings. The group will also further discuss identified risk factors when Work Place Conditions are discussed.

5) MEDICATION MANAGEMENT TRAINING

Troy Williams present the item.

Public Comment:
There was no public comment on this item.

Discussion:
Working Group Members Morales and Rahman reported back on their exploration of Medication Management Trainings. Ms. Morales provided the group an outline to categorized trainings into three topics; psychotropic medication, medical medication, and as needed medications (PRN). The members began the discussion related to training that would enhance staff's understating of the medication names, intended effects, side effects, and interactions. Ms. Rahman shared that trainings may expand to symptom management. Current practices will also be reviewed to identify trainings that can avoid medication errors. The Working Group also identified the BHC Clinical Pharmacist as a resource to support in these efforts.

Working Group Co-Chairs thanked the members for their work in developing an outline. Due to time, discussion was limited. Working Group members were asked to review the outline for discussion in the April meeting.

6) ADULT RESIDENTIAL CARE FACILITY

Tabled due to time.

Public Comment:
There was no public comment on this item.

Discussion:
Tabled due to time.

7) TOPIC SUGGESTION FOR NEXT MEETING

Troy Williams present the item.

Public Comment:
There was no public comment on this item.

Discussion:
Mr. Williams opened the floor to hear Working Group Member suggestions for the April agenda.
Members asked the agenda have a section include programmatic updates at the ARF. Ideas include: program issues, clinical updates, program census, hiring updates, and updates on request for information on the ARF's ability to initiate Welfare & Institutions Code Section 5150 holds.

8) GENERAL PUBLIC COMMENTS

Troy Williams opened the floor for general public comments.

Public Comment:
There was no public comment on this item.

9) ANNOUNCEMENTS

Monica Diaz opened the floor for announcements.

NEXT MEETING APRIL 2, 2020, 9:30 AM at the SF Behavioral Health Center.

Ms. Wong asked for information pertaining to use of the BHC (Living Areas 3 and/or 4, currently in operation as Hummingbird) be used as a proposed quarantine site for COVID-19.

10) ADJOURNMENT

The meeting was adjourned at 11:05 AM