

Health Commission Employee Recognition

Zuckerberg San Francisco General

November 19, 2019

Department of Care Coordination (DoCC) Registered Nurses and Social Worker Teams

The Department of Care Coordination (DoCC) Utilization Management Team is responsible for assisting patients in maintaining, regaining, or enhancing their level of social functioning when their ability to function is affected by actual or potential illness, disability, or injury. These services range from counseling, discharge planning, case management, housing support, education, advocacy, and prevention to help patients deal with major changes in social roles, future expectations, and life goals precipitated by changes in health care status. Additionally, DoCC performs admission and continued stay level of care reviews on patients admitted to Zuckerberg San Francisco General Hospital and Trauma Center. As a result of the level of care reviews completed by the DoCC nursing team, our billing department can bill for services provided to our patients.

On July 1, 2018, the Change Healthcare Contract/InterQual system expired. The system allowed nursing staff to complete the level of care reviews. As a result of the expired contract, the nursing staff could no longer complete the level of care reviews in InterQual. This situation adversely affected our billing department's ability to bill for services provided to our patients. Upon contract approval in 2018, DoCC nurses began working diligently to enter all outstanding levels of care reviews. As a result of their hard work and dedication to our institution, the nursing team was able to enter all outstanding levels of care reviews. This work resulted in our billing department's ability to recoup over 70 million dollars in 30 days. This is exceptional because there were hundreds of reviews that needed to be completed in InterQual. Because of the hard work, dedication, and commitment of our nursing team, we would like to nominate the DoCC nurses for the DPH award.

As part of DoCC, we would also like to recognize our social workers, who are hard-working and dedicated to our patients. The social worker team has had to endure severe staff shortage over the past year. Between 2018-19 our Department has lost 25 staff, 16 of those staff members were social workers. Despite the staff shortage, the social work team remains committed and dedicated to serving our vulnerable patients here at ZSFG. The social workers are flexible, collaborative, professional, and good partners to a multidisciplinary team. Without social workers, it would be very challenging to serve our patients. The social workers are kind, compassionate, and extremely dedicated to the mission and vision of our institution. They provide services equitably and compassionately to very challenging patients and challenging life situations our patients face.

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ZSFG Operating Room & Cath Lab Service Nurses

Team: Corey Caballero, Rebecca Cheung, Anne Devicais, Joy Kwong, Lucy Lozano, Sarah McGarry, Reuben Reyes, Rachel Scott, Catherine St. Germain, Sarah Tran, Cherise Wong

All surgical specialties have a “service nurse” who acts as a team lead for each surgical specialty (ex: orthopedics, neurosurgery, ophthalmology, etc). The service nurse coordinates equipment, instruments and plans for care for all patients coming to surgery at ZSFG. Their work is done behind the scenes. However, if they do not organize and plan, patients’ surgical procedures would be delayed or canceled.

Most recently, the group was challenged to update surgical procedure information for over 5,000 individual surgery types for Epic implementation. Service nurses spent thousands of hours (coming in on weekend, during downtime in rooms) overhauling our procedures. They were faced with frequent barriers to complete the process. However, they continued to work under the task was completed.

Their work was instrumental to a successful go live of Epic in the surgical areas. Also, they continue to dedicate themselves daily to their surgical service teams to ensure that patients receive the best possible care at ZSFG in the OR. Their work is often unrecognized. However, they are essential to the daily success of a day in the OR at ZSFG.

Gender Health SF, Behavioral Health

Gender Health SF (GHSF) is a one-of-a-kind, nationally recognized, peer-based public health program that provides access to medically necessary, gender affirming surgeries and related education and preparation services to over 550 unduplicated eligible uninsured transgender or gender nonbinary adult residents in San Francisco. Through a coordinated and system-integrated service delivery model, GHSF peer staff support patients in achieving optimal surgical outcomes via behavioral health, primary care, HIV prevention service coordination, as well as patient surgery education and wellness programming. GHSF also helps SFDPH meet the system of care needs for sexual orientation and gender identity (SOGI) cultural competence capacity building to strengthen transgender health care competency among SFDPH staff at all access points and among community partners. There is no other program like this one in the world; since the program inception in 2013, GHSF averages over 150 referrals per calendar year (over 1,000 in sum since 2013, and a majority of which are trans women of color), the rates of surgery denials has dramatically decreased, and over 80% of patients report positive service satisfaction. In addition, patient psychosocial quality of life scores and social connectedness scores post-surgery have significantly increased when compared to pre-surgical baselines. In sum, GHSF is an innovative and interdisciplinary public health service program with award-winning peer staff who are dedicated to patient service excellence and best-practices for a vastly underserved population.

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Lawrence Chyall, RN, CCNS, Traumatic Brain Injury Performance Improvement Coordinator

Within the two years Lawrence has been in his current position of Performance Improvement Coordinator for TBI, he has envisioned, championed and instituted programs to empower nurses and elevate nursing practice, collaborated with providers and vendors to bring critical devices for neuro monitoring and neuro evaluation to the bedside and supported the education of staff, used technical savvy to streamline data analysis to target and improve performance across neurosurgery, and served as a mentor to countless nurses.

Specific examples of his work include: bringing IMPACT-ICU (a workshop based program that provides nurses in critical care with tools for interacting with families and practicing self-care) to ZSFG; developing a Neuro-Pro Program to elevate the level of competence and confidence of Neuro ICU nurses; and coordinating with the neurosurgery team to bring a Moberg monitor into every Neuro ICU room and educate staff on the value of its use.

As a result of his continued dedication to high quality patient care and developing nurses' pride in our work, many of us around him have become better versions of ourselves.