MINUTES
HEALTH COMMISSION MEETING
Tuesday, November 20, 2012, 4:00 p.m.
1001 Potrero Avenue, Carr Auditorium
San Francisco, CA 94110

1) CALL TO ORDER
Present: Commissioner Sonia E. Melara, President
Commissioner Margine Sako, Vice President
Commissioner Edward A. Chow M.D.
Commissioner Cecilia Chung
Commissioner David J. Sanchez
Commissioner Belle Taylor-McGhee
Commissioner Catherine Waters

The meeting was called to order at 4:03pm.

2) APPROVAL OF THE MINUTES OF THE HEALTH COMMISSION MEETING OF NOVEMBER 6, 2012

Action Taken: The minutes of the November 6, 2012 Health Commission meeting were unanimously approved with the corrections noted above.

3) DIRECTOR’S REPORT
Barbara Garcia, Director of Health, gave the report. The full report can be viewed at: http://www.sfdph.org/dph/comupg/aboutdph/insideDept/dirRpts/default.asp

SFGH AWARD-WINNING QUALITY
I am pleased to inform the Commissioners that San Francisco General Hospital has been recognized by its peers – San Francisco hospitals and California public hospitals – for its outstanding quality improvement work.

First, SFGH won the 2012 Patient Safety First Zero Hero award from the Hospital Council of Northern and Central California. The award recognizes SFGH’s continuous data submissions that show it has achieved and maintained zero cases of Ventilator Acquired Pneumonia as well as reaching the target in reducing Sepsis Mortality for the last two and more quarters. The hospital received a certificate of excellence last week (11/13) from the council.
SFGH also has won the 2012 California Association of Public Hospitals/Safety Net Institute Quality Leaders Top Honors award for its **SFDPH Quality and Leadership Academy (QLA)**. The QLA is a 10-month program for staff and clinicians to acquire new skills in quality improvement and leadership development. The SFGH and SFDPH should be so proud of past teams’ accomplishments – successful launch of Computerized Provider Order Entry on 5D Med-Surg Unit, achieving a more than 15% mortality reduction from severe sepsis to a year-to-date morality of 17.6% and a “readiness” assessment in Primary Care of the Patient Centered Medical Home - to name but a few. The Quality Leaders Top Honors award will be presented next month (12/5-7) at the CAPH Annual Conference.

**FESTIVE CHILDREN’S HOLIDAY EVENTS**
San Francisco motorcycle clubs will roll in on Sunday morning, Dec 9, to deliver loads of gifts to SFGH kids, greet staff and spread good will in leather. Up to 200 bikers are expected for the 9am toy drop off. Special thanks go to the volunteers and facilities teams, sheriff’s department and SFPD for helping to pave the way for the safe passage of these two-wheeled Santas.

The Children’s Holiday Party will be Thursday Dec 13 when the hospital is transformed into a winter wonderland. The cafeteria, wellness center and Carr auditorium are the settings for more than 600 revelers who come for an afternoon of face painting, holiday photographs, arts & crafts, healthy snacks and more. Come warm your cockles from 2 to 5pm.

**THE 32nd ANNUAL SFGH EMPLOYEE RECOGNITION DINNER**
By all accounts, the 32nd Annual SFGH Employee Recognition Dinner was a success. More than 500 CCSF and UCSF employees of SFGH were honored at the Nov 2 event for their service of 10, 15, 20, 25, 30, 35 and even 40 years! The festive and delicious dinner included many cheering family members and co-workers. James Alexander, once the Department’s Budget Director and now the Budget Manager for SFGH, received the 2012 SFGH Executive Administrator Award. James is truly remarkable person and a great asset to our department. On behalf of the staff of SFGH, I would also like to thank the Commissioners for attending this function. Your presence and support was a great honor to the staff.

**THE GREAT AMERICAN SMOKE OUT AT SFGH**
SFGH celebrated the Great American Smoke Out last week, along with four years of being a smoke-free campus. The Tobacco Free Project provided a number of resources help smokers quit at the November 15 event. People interested in quitting smoking stopped by the cafeteria to grab a bag of popcorn and talk with former smokers about their quitting experience. Tobacco treatment counselors were on hand in the Wellness Center to work one-on-one with patients in English and Spanish. They also had information for providers about referral options for their patients. Quit Bags containing resources for hospitalized patients were be delivered to inpatient units throughout the hospital, including the 2013 schedule of smoking cessation classes available at SFGH and the community clinics.

**WELLNESS PROGRAM AT THE BEHAVIORAL HEALTH CENTER**
As part of our focus on improving the staff experience, the Behavioral Health Center, in collaboration with the Community Wellness Program, offered its staff a "Wellness Happy Hour" on November 7. The first-of-its-kind event featured healthy eating, active living, stress reduction and gardening. Participants created and sampled healthy wraps, danced to world beats in a Zumba demonstration, stretched and balanced with yoga, experienced healing relaxation through chair massage and learned how to grow fresh herbs and produce in one of the Center's beautiful gardens. Staff were delighted to participate and are looking forward to the development of an ongoing BHCWellness program for residents and staff.

**SFGH REBUILD BUTTONING UP FOR WINTER**
Commissioners likely saw for themselves today the tremendous progress on construction of the new hospital that has taken place since the steel beam topping out celebration in June. The precast brick portion of the new
hospital façade is almost complete and installation of the glass panels that will create the rounded exterior has begun. The concrete floors have been poured and installation is underway for large mechanical equipment and electrical and plumbing systems. Each level of the hospital has been enclosed with a shrink wrap that provides a barrier to the elements and allows the interior to be climate controlled. The interior walls are being formed and drywall has begun to be hung on some floors. Concrete was recently poured to create the promenade that will soon welcome pedestrians from Potrero Ave. to the main lobby entrance on the south side of the new hospital.

GETTING LEAN AND NICE AT SFGH
At its core, Lean, or the Toyota Management System, is about respecting the customer (our patients) as well as respecting the staff doing the work, while improving the systems that we rely on. By starting from the perspectives of our patients and our staff, Lean identifies the value-added and non-value-added steps in every process. Simply, Lean increases the value we provide to our patients and staff by driving out waste (like patient wait time) and ensuring that our work serves the customer’s needs.

At SFGH, our Lean teams break down silos and include front-line staff, providers, managers, executive leadership and patients! In fact, Lean is inherently collaborative and empowering. “All of us are smarter than any of us,” as the saying goes. Lean design balances data gathering with full engagement of people from all levels in the organization, especially from the front-line staff who may have the best ideas about how to improve care. Lean builds on the experience of staff and patients, with leaders "walking in their shoes" to really learn the daily reality of their experiences, and where to prioritize improvements. Since July, we have implemented Lean in two areas: Urgent Care Clinic and Surgical Specialty Clinic. We look forward to implementing lean in the Operating Room later this month.

LONG TERM CARE SURVEY SUCCESS
The California Department of Public Health (CDPH) conducted the annual state licensing survey of the Long Term Care Program, involving units 4ASNF and BHC SNF. The 5-day survey began Nov 6 and looked at all aspects of resident care and safety, as well as the living environment. The annual Life Safety Code Survey of the SFGH Long Term Care Program was also conducted on Nov 13. All surveyors were complimentary of the SFGH Long Term Care Program and front-line staff they interviewed. More importantly, the residents spoke about the excellent care they receive daily in our organization. There were minor findings, most of which were corrected during the survey. Kudos to the front-line staff of 4ASNF and BHC SNF as well as to all the hospital-wide support staff for great teamwork and timely response to surveyor requests. Job well done!

BANK OF AMERICA SUPPORTS SFGH VOCATIONAL REHAB PROGRAM
Continuing the hospital’s partnership with philanthropy, the San Francisco General Hospital Foundation has announced a recent grant from Bank of America to support SFGH’s Vocational Rehabilitation Program (VRP). The program provides job readiness and job training to individuals with chronic mental illness often complicated by persistent homelessness, substance abuse, chronic medical problems and criminal justice involvement. The $20,000 grant will help support the program’s trainings, which typically last approximately six to eight months for each individual.

Although there are many trade and job training opportunities in San Francisco, very few have the capacity, experience and success at placing this population back to work. VRP participants are some of the most treatment resistant and difficult to engage individuals in San Francisco. They enter the program with little to no work history, limited job skills, impaired social and communication skills and an identity of "client," not "worker." For those with mental health and substance abuse disabilities, work can lead to reduced symptoms, reduced substance use and a greater feeling of self-worth and integration into the community.
CENTER FOR VULNERABLE POPULATIONS WINS MAJOR NATIONAL GRANTS
The UCSF Center for Vulnerable Populations (CVP) at SFGH has been awarded a $5 million, five-year grant from the National Institute of Minority Health and Health Disparities to establish a Center for Health And Risk in Minority youth (CHARM). The program will address disparities and prevent chronic illness in minority communities with a focus on adolescents and young adults 12 to 28 years-old.

CHARM’s overarching goal is to improve chronic disease prevention in Latino, African American and Asian communities in San Francisco Bay Area and nationally, and does so through innovative, original research, design, and implementation of a new disparities training program. Additionally, CHARM will conduct community outreach to improve health literacy related to chronic disease in these communities. CHARM concentrates on four chronic conditions that affect these communities – diabetes, cardiovascular disease, asthma and obesity -- and the behavioral factors that place individuals at risk for these illnesses. CHARM is a multi-disciplinary and collaborative project with participation from multiple UCSF departments and community partners.

CONGRATULATIONS TO STELLAR STAFF
One of the central pillars to SFGH’s success is the people who work there and carry out the mission everyday. Throughout the year, many of them are honored by their peers.
I invite the Commissioners to join me in congratulating a recent group of award winning staff members who have been recognized for their outstanding work.

Dr. Jack McAnich won the American College of Surgeons Board of Regents 2012 Distinguished Service Award, the organization’s highest honor.

Dr. Eleanor Drey was honored with the Access to Justice award by ACCESS Women’s Health Justice, an Oakland-based nonprofit that connects underserved women and girls throughout California to reproductive health providers. Drey was recognized for her long-standing leadership and delivery of high-quality women’s reproductive health.

CEO Sue Currin was profiled as a distinguished alumnae of UCSF School of Nursing in the UCSF Fall 2012 Magazine.

Barbara Feinstein, MPH, RD, Family Health Center Nutrition, and Rosaly Ferrer, Nurse Manager at General Medicine Clinic were chosen by San Francisco Health Plan for the "Excellence in Clinical Leadership Award."

Peter Dennehy, a registered nurse from the Health at Home Program, received the NurseWeek and Nurse.com Nursing Excellence Award in the category of Home, Community & Ambulatory Care.
### Governing Body Report - Credentialing Summary

#### (10/18/2012 BUSINESS-MEC)

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#### Current Statistics – as of 10/1/2012

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LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

Health Commission - Director of Health Report
(November 8, 2012 Medical Exec Committee)

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Current Statistics – as of 11/6/2012

- Active Medical Staff: 33
- As-Needed Medical Staff: 13
- External Consultant Medical Staff: 52
- Affiliated Professionals: 3
- TOTAL MEMBERS: 101

Applications in Process: 2

4) GENERAL PUBLIC COMMENT
There was no general public comment.

5) COMMUNITY AND PUBLIC HEALTH COMMITTEE
Commissioner Margine Sako, Chair, gave the update. She stated that the Committee heard an update from the DPH Public Health Preparedness and Response Section and EMS. The Committee was asked by EMS to review its Five Year Strategic Master Plan; staff will send it to Mr. Morewitz during the public comment period which ends December 6, 2012.
6) CONSENT CALENDAR
There were no items on the Consent Calendar.

7) SFGH EMPLOYEE RECOGNITION AWARDS
The following SFGH staff received awards:

**Sepsis Team:**
Joseph Clement, Clinical Nurse Specialist
Antonio Gomez, MD, Medical Director of 5E/5R
Thomas Holton, Patient Safety Officer
David Rubin, RN, Patient Safety Nurse
Genevieve Farr, Nurse Manager
Cecily Gallup, MD
Bridgette Handlos, RN
John Kelly, Respiratory Therapy
Richard Kallet, Respiratory Therapy
Linda Kopp, RN
Paul Mariano, RN
Kristin Slown, Pharmacist
David Thompson, MD
Larissa Thomas, MD
Lawrence Haber, MD

**Computerized Provider Order Entry (CPOE) Implementation Team:**
Jim Genevro, IS Manager for Integration and CPOE
Jan Allison, IS Business Analyst
Rachelle Avila, UCSF Medical Informatics Analyst
Tony Chung, PharmD and Pharmacy CPOE liaison;
Ray Driscoll, IS Business Analyst
Cesli Galan, RN, Nurse Informaticist and System Administrator for Siemens Medication Administration Check
Seth Goldman, MD, Physician Champion and Director of Hospital Medicine Informatics
William Huen, Medical Director for Quality Improvement
Kenny Lau, IS Business Analyst
Amy Logan, PharmD and Pharmacy CPOE liaison
Marco Oliver Lopez, RN and Nurse Informaticist
Kathryn Perry, IS Business Analyst
Vagn Petersen, Lead Nurse Practitioner Trauma Surgery Service
Justin Quintal, PharmD and Pharmacy CPOE lead
Craig Wong, RN, Lead Nurse Informaticist

**Care Management Program:**
Fern Ebeling, RN
Lisa Tang Medical Evaluation Assistant
Lindsay Evans, Medical Social Worker
Elizabeth Davis, MD, UCSF Health Program Coordinator
Julia Janssen, Volunteer Consultant

**Individual Awards**
Evelyn Chan
Suk Chung and Ralf Burgert

8) SFGH ANNUAL REPORT
The following DPH staff made the presentation:
Sue Currin, Chief Executive Officer; Todd May MD, Chief Medical Officer; Jeff Critchfield MD, Medical Director of Risk Management, Baljeet Sangha, Chief Patient Experience Officer; Kathy Jung, SFGH Associate Administrator of Facility Services, Sharon Wicher, SFGH Chief Nursing Officer, and Sue Schwartz, SFGH Director of Performance Improvement

Commissioner Comments/Follow-Up:
The Commissioners thanked the SFGH Staff for the presentation and for the ongoing ground-breaking and compassionate care provided to SFGH patients each day.

9) APPROVAL OF THE SFGH ENVIRONMENT OFCARE PLAN

**Action Taken:** The Health Commission unanimously approved the SFGH Environment of Care Plan.
10) APPROVAL OF THE SFGH PLAN FOR PROVISION OF PATIENT CARE (SFGH ADMIN. POLICY 8.09)

Action Taken: The Health Commission unanimously approved the SFGH Plan for Provision of Patient Care.

11) APPROVAL OF THE SFGH PERFORMANCE IMPROVEMENT AND PATIENT SAFETY PROGRAM

Action Taken: The Health Commission unanimously approved the SFGH Performance Improvement and Patient Safety Program.

12) SFGH REBUILD UPDATE

Terry Saltz, SFGH Rebuild Director and Ron Alameida, Department of Public Works, made the presentation.

Commissioner Comments/Follow-Up:
Commissioner Chow thanked Mr. Saltz and Alameida for the presentation.

13) AMENDMENT TO THE SFGH GOVERNING BODY BY-LAWS

Kathy Murphy, Deputy City Attorney reviewed the revisions to the SFGH Governing Body By-Laws.

Action Taken: The Health Commission unanimously approved the Amendment to the SFGH Governing Body By-Laws.

14) OTHER BUSINESS

Commissioner Margine Sako announced that she is resigning due to the time constraints of her employment and the commitment needed for the Health Commission. She stated that the decision was a difficult one to make and that she has enjoyed working with so many dedicated DPH staff through her tenure. She added that the San Francisco public health system is one of the best in the country and that she has been honored to be part of the Health Commission.

Commissioner Melara stated that a resolution honoring Commissioner Sako will be voted on at the December 4, 2012 Health Commission meeting. She also stated that Commissioner Waters has agreed to take the role of Health Commission Vice President and Chair of the Community and Public Health Committee. Commissioner Sanchez will be Chair of the Laguna Honda Hospital Joint Conference Committee.

JOINT CONFERENCE COMMITTEE REPORTS

Mr. Morewitz stated that there will be a Laguna Honda Hospital JCC meeting on November 27, 2012.

COMMITTEE AGENDA SETTING

15) CLOSED SESSION

A) Public comments on all matters pertaining to the closed session

B) Vote on whether to hold a closed session (San Francisco Administrative Code Section 67.11)

C) Closed session pursuant to Evidence Code Sections 1157(a) and (b); 1157.7; Health and Safety Code Section 1461; and California Constitution, Article I, Section 1

SFGH CREDENTIALS REPORT
LABORATORY MEDICINE RULES AND REGULATIONS
ACTIVE MASTER REFERENCE LAB LIST
STAT TESTS AND CLINICAL LAB VALUES
REVISIONS TO THE CARDIOLOGY PRIVILEGE LIST-
REVISIONS TO THE RADIOLOGY PRIVILEGE LIST
APPROVED.

Action Taken: The Health Commission approved the items listed above in item 15C and voted not to disclose discussion of the items in Closed Session.

16) ADJOURNMENT
The meeting was adjourned at 6:27pm.