

Deborah Logan, RN, CNS

Deborah is the Nurse Manager and Program Director of the Opiate Treatment Outpatient Program at San Francisco General Hospital. The program provides outpatient treatment of opioid use disorder and associated medical and psychiatric comorbidities. For the last ten years, Deborah has led the clinic with great skill, determination and heat, and she now prepares to retire after more than twenty years of service.

Deborah championed a long term effort to create a women-only treatment space at Ward 93, which has been shown in research to improve treatment outcomes for women and provide a safe space to address related issues to trauma. Secondly, Deborah led the effort to establish a food program for poor and homeless patients arriving at the clinic. In coordination with the SF/Marin Food Bank and a local coffee company which donates coffee, OTOP provides sandwiches and other wholesome food on a daily basis. Thirdly, Deborah provided leadership in building an innovative Directly Observed Treatment program that administers vital medications for HIV, mental health disorders, and Hepatitis C to patients on a daily basis with their methadone dose.

As she prepares to retire, this award would honor her legacy of service to the San Francisco community.

Deborah Logan is unable to attend today, but Hasija Sisic, Miriam Ayala, and Brad Shapiro will accept the award on her behalf.

Denise Payton, MBA

As SFGH commences a new strategic plan of True North, Denise has contributed significantly in the development of the True North metric of Financial Stewardship. She served as the Project Manager for the implementation and development of new web-based business intelligence system Organizational Intelligence, ensured all managers have been trained and re-trained on the new system, continued to develop innovative ways to facilitate training for patient care managers, and had work sessions with managers to understand root causes of budget variances and development of subsequent countermeasures for performance improvement.

Additionally, Denise was instrumental in preserving millions of dollars of patient revenues that were a result of workflow issues in the Operating Room and a problematic system interface with the new Surgical Information System (SIS). Denise developed the methodologies, trained and managed budget staff in maintaining the reconciliations while more permanent ongoing solutions were implemented.

In all these efforts, feedback from managers and staff at San Francisco General Hospital is that Denise is helpful, patient, informative, effective, positive, and pleasant to work with *and exemplifies all the SFGH values.*

Justin Dauterman, RN

Justin Dauterman has been a critical part of the momentum and planning for the preparation for SFGH transition to the new hospital (Building 25). Justin took the lead role in forming and coordinating the Departmental Transitions Education Coordination Workgroup (“DTECs”). DTEC provided the necessary elements of education and training required for the move to the new hospital. He led this organization-wide group for months until the Transitions Project Managers could be fully on-boarded, and now leads

the Nursing DTEC group. Additionally, he is working to coordinate required staff tours of the new hospital across all clinical areas.

Working with Patient Safety, he was the lead for the Harm Prevention: CAUTI (Catheter-associated Urinary Tract Infections) prevention group. Through work of this group, the CAUTI rates at SFGH dropped significantly.

Justin epitomizes the best in nursing here at San Francisco General Hospital, and inspires those around him to do the same.

Value Analysis Program, SFGH - Daisy Aguallo, Patty Coggan, Ossie Gabriel

The Value Analysis Program at SFGH represents a strong partnership between providing cost-effective patient care and utilizing new, emerging medical technologies in healthcare. This integration across nursing, purchasing, and physician leaders has resulted in improved patient care and controlled product costs through an extensive process of determining clinical efficacy, product evaluation, and financial impact. Instead of simply looking at prices, the Value Analysis Program utilized a multidisciplinary committee structure to review of products and services for clinical effectiveness, efficiency and improvements in outcomes. Product standardization across departments and facilities is maximized whenever possible.

As a result, the team has identified and implemented over \$2 million dollars in savings in the past two fiscal years. Further, by maximizing group purchasing organization (GPO) opportunities during this same time period, the Value Analysis Program at SFGH has realized over \$730,000.00 in rebates that have been used towards the procurement of items for patient care.

Through multidisciplinary collaboration, the team developed a process focusing on products that continue to maintain quality for patients and staff.