

Health Commission Employee Recognition

Zuckerberg San Francisco General

November 15, 2016

Daisy Aguallo, Materials Management

During Daisy's tenure here at ZSFG, she implemented a benchmarking pricing structure in order to hold vendors accountable to agreed-upon discounts. She continues to successfully work with clinical managers and physician service line leaders to bring about a level of teamwork to drive supply expense down

Daisy became certified and collaborated with the Kaizen Promotion Office (ZSFG's improvement team) to create hospital-wide processes for supply replenishment, which continues to be acknowledged and celebrated by participating departments as well as the improvement office leadership.

At a more global level, she has expanded her role through her work on the DPH Supply Chain Council to further drive standardization across all divisions of Public Health, and continued work on improving the access to the right supplies, at the right time, in the right quantity, and at the right price to all departments serving our mission. She has initiated and maintained a much higher profile relationship with our Primary Care Clinics, including them as part of the larger organization, and pulling from our larger organizations economies of scale that allow them to focus more appropriately on their mission.

She also drove the quality metrics program within Materials Management, and has been successful in tracking, and reporting results, and trends to our Quality Council.

Daisy continues to bring about a level of teamwork to drive supply down and to better capture accurate utilization to drive DPH market presence.

Environmental Services Team

The ZSFG Environmental Services Team (EVS) was instrumental in preparing Building 25 for patient care operations. The team completed post-construction cleaning and disinfection, fitting up all areas with waste receptacles and supplies, cleaning before and after training sessions and Day in the Life events, developing new procedures for cleaning floors and other surfaces, and training staff on new procedures and areas, and ensuring that we successfully passed our licensing survey.

The EVS Team has continued this fine work by significantly improving patient satisfaction with room cleanliness HCAHPS scores, and more recently, by developing standard work for terminal cleaning of patient rooms that reduces cleaning defects to zero. Their work represents the constant movement of human hands that all too often goes unrecognized.

They are key in setting up for all of our special event celebrations and clean up afterwards. Today we celebrate them and the important role they play in keeping our patients and staff safe and well in the environment.

Medical Emergency Response Team Nurses

The Medical Emergency Response Team (MERT) Registered Nurses at Zuckerberg San Francisco General are Critical Care Nurses who have had additional training to become “The MERT Nurse”. They have become such a definitive presence, providing rapid, essential and unique support for all patients, staff and visitors with acute clinical needs. They are part of the formal MERT response team, and they also round on all inpatient units in Bldg 25, Building 5 4A Skilled Nursing Facility and Building 5 Acute Psychiatry. They consult and coordinate with the Administrator-on-Duty to determine patients at-risk, round on all patients recently transferred out of the Intensive Care Unit (ICU), and work with charge nurses and staff nurses on all units to identify any clinical concerns they may have about their patients.

Part of the MERT Nurse role responsibilities are timely and to-the-point clinical support and education for staff, wherever needed. MERT Nurses also participate in clinical training for new nurses and house staff, including supporting Mock Code Blue and assessment skill acquisition for new staff.

There is one MERT-trained RN assigned for every shift, and they bring Critical Care nursing expertise to the patient, and to the staff. They stay with the patient until the patient is either stabilized or transferred to ICU. MERT nurses have played a key role in facilitating the clinical culture of early assessment and pre-emptive intervention. They are dedicated to excellence in patient care, teaching and staff satisfaction. They are the latest example of those who “answer the call” at Zuckerberg San Francisco General.

QM Building 25 Licensing Team: Jay Kloo, RN, MSN, CNL, Susan Brajkovic, RN, MJ, Thomas Holton, RN, MSN, Emma Moore, RN, Stephanie Chicos, RN, PhD, Cheryl Kalson, MHSA, Amy Murphy, RN, Jignasa Pancholy, RN, Lalu Bourey, RN, Michael Zane, RN, Carol Bird, RN, Elaine Coleman, RN, Jacquie Caesar, RN, Sandra Ladley, Rose Arenas

This team did a tremendous job in preparing ZSFG for our building 25 licensing survey. The building 25 licensing survey was unlike any survey we have experienced. There was over two years of preparation that went into preparation, which included collaborating with other hospitals that had opened new acute care hospitals, partnering with the California Department of Public Health to ensure barriers were addressed and questions answered, working with our licensing consultants who conducted two mock surveys, and creating survey prep tools (binders, checklists etc.) for staff. This team coached managers and transition super users 2-3 times per week to practice before the survey, which served ZSFG very well.

The hospital was prepared the week the surveyors arrived – the survey went smoothly and the lead surveyor commented that this was the “most organized licensing survey” she had ever been a part of. Through the hard work of this team and the staff and leaders in building 25 we passed our licensing survey and remained on target to open our beautiful new acute care hospital on time, May 21, 2016.