



PEOPLESOFT FSP IMPLEMENTATION AND SUPPORT

TEAM:

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|----------------------|---|
| Russell Nakai | 1944 Materials Management Coordinator, Central Processing and Distribution |
| Joseph Mateo | 2392 Senior CPD Technician, Central processing and Distribution |
| Teresa Tan | 0923 Fiscal Operations Manager, Accounting |
| Mabel Lew | 1657 Accountant IV, Accounting |
| YunShan | 1657 Accountant IV, Accounting |
| Kuang | 1654 Accountant III, Accounting |
| Wing Lau | 0941 Chief Financial Officer |
| ChiaYu Ma | |

As the DPH began to use PeopleSoft as its ordering, supply chain, and procurement system in July of 2017, much work had to be done to switch the inventory, create the data fields, and learn new workflows by the users, the accounting team, and the supply chain team before the implementation date. There were also live trainings and online trainings that were scheduled by the accounting team. The Laguna Honda FSP project team led this effective implementation effort on our campus.

The Team also made sure that there were online tutorials that were made available for easy access. Forms were revised and monthly updates were provided at the Leadership Forum meeting. A year later, Laguna Honda can reflect back and say, it was successful because of the skills, talents and abilities of our colleagues who are committed to working and learning together. And most of all, we are grateful to the Laguna Honda FSP on their successful PeopleSoft implementation!



SFHN INTEGRATED SERVICES LEADER: **Commission**

David Snyder, PT, OCS

**SFHN Director of Integrated Rehabilitation Services
and Health at Home Administrator**

In 2014, San Francisco Health Network Director, Roland Pickens, began the daunting process of integrating patient care between the Network's various care entities. This included the integration of Rehabilitation Services and Health at Home, consisting of programs at ZSFG, Laguna Honda and Health at Home. David Snyder, the newly appointed Director of Integrated Rehabilitation Services, was charged with the task of aligning three service lines, all with different state and federal regulations, into a seamless single entity meeting patients' needs along the care continuum.

David Snyder, in his role as the SFHN Director of Integrated Rehabilitation Services and Health at Home, has accomplished the following:

- Facilitated the transition of documentation from paper to electronic medical records, allowing access to information and improved accuracy of billing.
- Integrated outpatient services at ZSFG and LHH resulting in decreased wait-times.
- Supported workforce development
- Established an effective conduit of communication between programs.
- Initiated social events encouraging camaraderie across programs.
- Reorganized management structure to include establishing lead therapists with commensurate compensation.
- And is now spearheading Epic planning and adoption for all aspects of rehabilitation and Health at Home, ensuring gaps are identified, analyzed and filled, utilizing interdisciplinary teamwork.

Thank you David for leading the integration for the San Francisco Health Network!



ENVIRONMENTAL SERVICES LEADERSHIP TEAM:

Chauncey Jackson
Gloria Carreon
Olga Daza
Olivia Johnson
Martha Scaler
Carlos Flores
Glenn Brown
George Falley
Shuyan Wu
Cassandra Calhoun

0922 EVS Director
2785 EVS Operations Manager
2740 Porter Supervisor
2785 EVS Operations Manager
2740 Porter Supervisor
2740 Porter Supervisor
2738 Porter Assistant Supervisor
2740 Porter Supervisor
2738 Porter Assistant Supervisor
1406 Senior Clerk

We would like to recognize the staff of Laguna Honda’s Environmental Services (EVS) Department for their dedication and pride in keeping the Laguna Honda campus looking great. The impact of this group involves the knowledge of chemistry, psychology, and at times, sociology. They not only have the knowledge of what chemicals reduce the spread of infectious diseases, which is especially critical in a hospital setting, but how a clean fresh environment positively affects employee mood and productivity in addition to positively impacting the moral of staff and residents.

We want to especially recognize this group of Environmental Services Staff who were process owners in a Kaizen Workshop on Room Readiness. One of its main goals was to have an understanding of staff and foster a positive environment, all of the EVS Team members have participated in the Cultural Humility trainings and attended Dante King’s Creating an Inclusive Environment and Implicit Bias workshop. In addition, we want to especially commend this group because during our last two state surveys, there were no deficiencies identified by the state! Congratulations EVS Leaders!



PSYCHIATRY SERVICES TEAM:

Tamara Rosales-Escobar
Sharmila Chitnis, LCSW
Yanhui Luo, LCSW
Laurie Lenrow, LCSW
Sabine Gysens, PhD
Michelle Murphy, PsyD
Vera Chow, MD
Michael Coleman, MD
Anand Iyer, MD
Yifang Qian, MD, PhD

2588 Health Worker
2930 Behavioral Health Clinician
2593 Health Program Coordinator III
2574 Clinical Psychologist
2574 Clinical Psychologist
2232 Senior Physician Specialist
2232 Senior Physician Specialist
2232 Senior Physician Specialist
2232 Senior Physician Specialist
2233 Chief of Psychiatry

The Laguna Honda Psychiatry Service is a multidisciplinary team of behavioral health professionals, including health workers, behavioral health clinicians, psychologists, psychiatrists and support staff. Since 2015 the team has embarked on a transformational journey of designing and implementing a comprehensive behavioral health program aimed at best meeting the service needs of Laguna Honda residents. They have focused on providing evidence-based clinical interventions, added new treatment options, improved substance treatment program, promoted harm reduction and trauma informed principles, established quality measures and streamlined work flow.

In Fiscal Year 17-18, the Psychiatry Service Team provided psychotropic medication management, mental health treatment, substance use treatment and recovery services, neuropsych assessment and testing, and behavioral consultation to 445 Laguna Honda residents. Greater than 95% of e-Consults received by this team were responded to within 5 days of a referral from a primary care attending. 86% of residents surveyed reported the Psychiatry Services received were Excellent/Good. The change journey of the Laguna Honda Psychiatry Services Team reflects the True North values of the San Francisco Health Network, and is a great example of excellent team work. Congratulations Psychiatry Team!



MEDICATION ROOM 5S LEAN PROJECT TEAM:

Vincent Lee

Olivia Thanh

Maria Antoc

Marie Green

Susan Rosen

Madonna Valencia

1822 Administrative Analyst

1822 Administrative Analyst

2322 Nurse Manager

2322 Nurse Manager

2453 Supervising Pharmacist

1165 Chief Nursing Officer

Laguna Honda’s Nursing Services partnered with Pharmacy Services to conduct a thorough 5S of the medication storage areas within each neighborhood. The initial project goal was to clean out the medication carts, treatment carts and medication rooms of two pilot units back in January 2018 in order to create a better work environment that would lessen the likelihood of medication errors for residents.

After seeing the positive feedback from staff on the two pilot units, a plan was created to roll out this effort hospital-wide across 13 neighborhoods. There are two medication rooms on each neighborhood, with a medication and a treatment cart in each medication room. The rollout was complete in September 2018 and all neighborhood medication storage areas are now up to the highest standards of 5S just in time for state survey preparation activities. Over a nine month process, a total of 26 medication rooms, 26 medication and 26 treatment carts were reorganized.

The Hospital completed its CMS Recertification Survey on October 15, 2018 with zero medication errors and no substandard quality of care. Congratulations to the 5S Team for their fantastic work!



PHARMACY SERVICES AND AN EPIC LEADER:

Michelle Fouts, PharmD, BCPS

0933 Manager V
LHH Pharmaceutical Services Director
DPH Associate Chief Health Informatics Officer

Dr. Michelle Fouts is both the Laguna Honda Pharmacy Director and Associate Chief Health Informatics Officer for the DPH. We are fortunate that Dr. Fouts possesses the knowledge and skills that integrates a clinical acumen specializing in post acute care and geriatrics, organizational and administrative skills, and technologies.

Dr. Fouts is skillful in creating and building teams – by discipline such as clinical, pharmacy, health informatics teams or by functions such as performance improvement and convergent technologies. At Laguna Honda, she has mentored our in-house clinical informatics team who are now workflow analysts or principal trainers for the Epic Project.

Dr. Fouts is also providing stellar guidance to the Laguna Honda Epic Preparedness Strategic Priority Team to ensure that staff are educated about Epic Project, our managers and leaders are embracing and managing the upcoming changes, the infrastructure layouts to accommodate the equipment are set before the go live date, and the buildings have wifi strength.

With Dr. Fouts at the forefront of DPH's Epic Project implementation, Laguna Honda will be ready on August 3, 2019 at 4am when we go live with Epic. Thank you Dr. Fouts!