

**HEALTH COMMISSION
EMPLOYEE RECOGNITION PROGRAM
NOMINATION
DPH ZSFG 2018 Awards**

Nominated Employee or Team of Employees:	Health Commissioner To Read
BABY-FRIENDLY TEAM Jessica Tollefson Shilu Ramchand Kelly Brandon Liezl Uy Lucy Tyrala Zoraida McNulty Ana Delgado Heather Briscoe Alma Martinez	Laurie Green

The Multi-disciplinary Baby Friendly Team consisting of nurses, doctors, midwives and lactation consultants who work tirelessly to ensure that mothers are educated on the benefits of breastfeeding their newborn babies. The team supports a mothers feeding plan decision that they make for themselves and their newborn baby. The team recently underwent a rigorous on-site two-day Baby Friendly survey to validate that ZSFG is adhering to the “Ten Steps to Successful Breastfeeding.” The hospital received notification that the survey was successful and ZSFG received a five-year Baby Friendly re-designation award. The success of the baby Friendly program would not be possible without the dedication from the Baby Friendly Team. The recent Baby Friendly survey is a testament to the work that is done daily by the team on behalf of our mothers and babies.

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<p>Urgent Care Team</p> <p>Anna Awambu Dena Bushman Nancy Castillo Melissa Chalot Carolyn Chase Floria Chi Margaret Cy Kirsten Day Maria Dela Cruz Ruth Diaz-Medina Amanda Dowden Annette Espil Anges Feliciano Tanya Garcia Jennifer Garner Annelise Goldberg Aldo Gomez Melissa Gore Hilary Kaye Yungmi Kim Ronald Labuguen Tanya Lagrimas Amy Lee Fiona Lee Hwaseung Lee Lijun Li Mei Mei Li Carmen Liang Joann Lin Lily Lou Yong Luo Barbara Mak Angel Manaois Ayala Mirande Corinna Neustaetter Richard Nyhagen Graciela Olascoaga-Selu Jennie Orland</p>	<p>Laurie Green</p>

Ekta Patel Carol Pirolli Rajiv Pramanik Jessenia Ramirez Diane Robbins Lysa Samuel Alice Schwab Sara Sullivan Dalisay Tayo-Samoni Lupe Tallez	
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Over the past year, the ZSFG Urgent Care Center’s Team of front-line providers have worked hard in supporting the ZSFG Emergency Department in efforts to level-load patient demand across campus. In August 2018, this unit received more than 300 patient transfers (averaging more than 10 patients/day), and these numbers have increased in September 2018. This surpassed the ED’s goal of 5 - 6 transferred patients per day. The team has made a positive impact on inpatient hospital care, emergency department care, and the community. Additionally the UCC has made great achievements with collecting Sexual Orientation/Gender Identity (SO/GI) data to improve equity across campus. In the first month of implementation, the UCC collected more than 1000 SOGI forms from patients. The UCC also consistently has more than 90% accuracy with its billing encounters submitted to the ZSFG Revenue Reconciliation Team. Through all of these improvements, the UCC has also been able to continue preparing for its move from Building 80 to Building 5.

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<p>Health Information Services Department (a.k.a., Medical Records)</p> <p>Diane Lovko-Premeau Jessie Chen Sandy Hames Bonnie Lee-Quon Karen O'Donnell Malynda Aquino Philip Xiao Melinda Aguilar Victoria Brooks Hoe Chow Rebecca Cordon Colette Costello Jennifer Curiel Johannes Dsouza Lise Fitzpatrick Jose Garcia Kristin Hardy Gayle Herron Amanda Huynh Kira Inglis Jacob Kong Helen Kwan Sophia Lai Mayvelyn Laino Alice Lam Alan Lee Gloria Lucas Jean Ly George Martiniano Rosendo Martiniano Alicia Narayan Dexter Ng, Tuyet Nguyen</p>	<p>Jimmy Loyce</p>

Patricia Owens Maria Rosario Jesse Romo Domnic Sandoval Karen Teicher Kelly Vilar Kirby Vilar Joyce Wong Linda Xi Lai Yim	
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The Health Information Services Department/Medical Records Team has focused on the True North Goals contributing to ZSFG's Values, Mission and Vision. In the past fiscal year, the HIS Dept. has accomplished amazing things. The dept. went from being in a state of construction that appeared unorganized to current state of being clean, organized and welcoming dept. with way finding signage for each area. HIS has also implemented and actively uses the Daily Management System and A3 thinking to engage staff and facilitate these improvements. It is a very dynamic HUDDLE!

Health Information Services is a cornerstone of patient care and revenue generation, assuring information is available in the right place, at the right time, in a format that facilitates continuity of care and reimbursement. HIS within the past year has embraced this frontier and is adopting new workflows in preparation for supporting the deployment of EPIC in 2019.

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Ben Mellott	Tessie Guillermo

As the supervisor of the outpatient physical therapy (OP PT) department since August 2017 and staff PT since 2001, Ben has led the department through patient centered advancements, focused on promotion of equity in line with ZSFG's mission. Some of projects Ben has accomplished include:

- Providing PT services onsite at County Jail (CJ) 5. Historically PT services were provided at ZSFG for this population. However, the show rate was only 30% due to long waits and inmates being shackled in public. Through A3 thinking, Ben and his team collaborated with Jail Health Services to develop a PT clinic onsite at County Jail5, improving patient experience and access to healthcare with a current show rate of 70%.
- Increasing referrals, show rate, and patient satisfaction for the ZSFG Back Class which teaches independent strategies to manage pain and improve function. Ben and his team of Back Class Instructors identified potential inequities between the classes offered in English, Spanish, and Cantonese, and have worked to provide culturally appropriate outreach and educational materials specifically to individuals who speak Spanish and Cantonese.
- Ben piloted in-person interpretation efforts with Interpreter Services, and standard work and practice for in-person rather than phone interpretation to improve services so patients have an optimal care experience. The success has led to this being implemented in other rehab services.

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<p>Street Violence Intervention Program (SVIP)</p> <p>Al Losno Alberto Sanchez Antoine Austin Antone York Arturo Carrillo Auton Jones Cheeko Wells Dion Molex Fai Iulio Gary Hudson Guy Hudson Howard Smith James Caldwell Jeffry Branner John Nauer Joseph Broussard Joseph Kaulave Joseph Taeotui (deceased) Kevin Rowel Kim White Nicole Wise Omar Flenoid Oyenda Chambers Renaldo Rowel Jr Rico Hamilton Robert Newt Rosa Salazar Shadae Jasper Shante Saulsberry Simi Iulio Timothy Saiaona'i Tuita Leui Tyeshia Borela Victor Jones Victor Serrano</p>	<p>Tessie Guillmero</p>

The Mayor's Office of Violence Prevention Services and [the Department of Public Health](#) oversee the Street Violence Intervention Program (SVIP). The Street Violence Intervention Program aims to reduce street violence and homicides through street-level prevention and intervention. Through street outreach, crisis response, and community mobilization activities, the Street Violence Intervention Program (SVIP) makes San Francisco safer and healthier for all its residents.

The staff of ZSFG, our patients and visitors, and members of the community rely on the staff of the SVIP to defuse potentially violent situations and incidents on our campus. SVIP staff expose themselves to personal risk by wading into groups, both large and small, of upset people, trying to prevent widespread violence.

Police Chief Bill Scott, in remarks made to the Police Commission earlier this year, attributed the decline in homicides this year in part to the work of the SVIP, which provides outreach and crisis response.

Today we also honor the life and work of Joseph Taeotui, a SVIP outreach worker who died earlier this year due to injuries sustained in a shooting. "He spent a majority of his life working to protect our community and to keep our streets safer.

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<p>Department of Pharmacy Drug Shortage Team</p> <p>Linda Truong Jessica Galens Heath Stoyer Justin Quintal Graig Inaba Tony Chung Angela Tsai Wiley Ching Helen Pon Miles Balano</p>	<p>Edward Chow</p>

The Drug Shortage Team had to deal with multiple crises this past year with an unprecedented shortage of 144 drugs. Hurricane Maria decimated Puerto Rico’s infrastructure, eliminating its ability to deliver on pharmaceuticals. This affected almost every intravenous antibiotic available. Additionally, a major manufacturer of multiple injectable pain medications also had to cease operations for months due to regulatory issues. The Drug Shortage Team swung into high gear: establishing new procedures, researching and procuring alternatives, working with medical leadership on identifying alternative therapies, coordinating between hospital stakeholders, and providing weekly hospital-wide communications. The swift coordination demonstrated by the team was critical to ensure that patient care and medication safety were not compromised by the shortages.

Due to the team’s efforts, ZSFG now has safer and more robust processes in place for serving the pharmaceutical needs of our patients, even in an environment of uncertain supply.