MINUTES
JOINT CONFERENCE COMMITTEE MEETING FOR
LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER
May 8, 2018, 4:00 p.m.
Administration Building, Conference Room B102
375 Laguna Honda Boulevard
San Francisco, CA  94116-1411

1. CALL TO ORDER

Present:  Commissioner Edward A. Chow, M.D., Member
Commissioner James Loyce Jr., M.S.

Excused:  Commissioner David J. Sanchez, Jr., Ph.D., Chair

Staff:  Mivic Hirose, Naveena Bobba MD, Alice Chen MD, John Grimes, Michael McShane MD, Wilmie Hathaway DO, Madonna Valencia, Lisa Hoo MD, Angela Pownall-Elizalde, Kate Durand, Quoc Nguyen, Loretta Cecconi, Jennifer Carton Wade, Peter Rosel

The meeting was called to order at 4:02pm.

2. APPROVAL OF MINUTES FOR MEETING OF APRIL 10, 2018

Action Taken:  The minutes were unanimously approved.

3. GENERAL PUBLIC COMMENT:
There was no general public comment.
4. **ADMINISTRATOR’S REPORT**
Mivic Hirose, Executive Administrator, presented the item.

**Commissioner Comments:**
Commissioner Chow asked if there are plans to shorten the LHH admission waitlist. Dr. McShane stated that patient flow is the main issue for the current waitlist. Patient flow has been sluggish due to the lack of discharge placement options. Ms. Hirose stated that the higher rate of homeless individuals being admitted to LHH results in more difficult discharges due to the lack of acceptable discharge options that can meet residents’ needs.

Commissioner Chow asked if the San Francisco Health Network was working on patient flow issues throughout the Network. Dr. Chen, San Francisco Health Network Chief Medical Officer, stated that an A-3 is in process for patient flow within the Network. She added that a lack of affordable housing and fewer board-and-care facilities in the City make discharge options more difficult.

Commissioner Chow noted that the usage of the LHH Acute Rehabilitation unit is low. Dr. McShane stated that LHH is currently developing an A-3 to improve the admission process. Commissioner Chow requested that the A-3 be presented to the LHH JCC.

Commissioner Chow noted that many of the True North metric goals are currently unmet. Ms. Hirose stated that LHH is completing its standard work for capturing homeless data, which will be completed by end of the fiscal year. Mr. Nguyen stated that there is only one resident satisfaction survey conducted per year and it will be done in June. Ms. Hirose stated that LHH continues working on it’s A-3 improvement processes for all other measures.

Commissioner Chow asked for more information regarding the plan to meet goals regarding pressure ulcers. Ms. Gomez stated that the issues was presented two months ago to the LHH JCC; during that meeting approval was given to adjust the rate to include patients that have died. With this adjustment, LHH meets its goals.

Regarding the LHH vendors with contract monitoring scores below standards, Commissioner Chow requested that LHH notify ZSFG and other San Francisco Health Network staff of issues with these vendors because other entities within the Network may also have contracts with the same vendors.

5. **TRUE NORTH GOAL: EMPLOYEE HEALTH AND SAFETY**
Kate Durand, Workplace Safety and Emergency Management Director, presented the item.

**Public Comment:**
Dr. Derek Kerr, presented and submitted the following written comment:
Reports of workplace violence increased this year and last, compared to the numbers for 2015 and 2016. Perhaps that's due to better reporting. Perhaps not. What is the break-down for patient-initiated, visitor-initiated or employee-caused violence? The installation of check-in kiosks suggests that visitors cause some problems. Is that so? The increased deployment of "coaches" suggests that patients are responsible. Is that so? If the violence is caused by patients, then it's interesting to note that AWOL/AMA discharges are also increasing. Maybe the rise in both violence and runaways indicates dissatisfaction with Laguna Honda. Or, is LHH admitting more volatile patients?
Those who attack employees are more likely to injure residents. These are issues of public interest that should be addressed in future presentations.

Commissioner Comments:
Commissioner Chow asked for clarification regarding “recordable” and “non-recordable” employee health and safety issues. Mr. Durand stated that recordable injuries are those that require employees to lose work time or need medical attention beyond first-aid.

Commissioner Chow stated that recordable staff injury incidents seem high for the year. Ms. Durand noted that until the end of the year when data is cleaned, the data includes many incidents that are entered into the Workman’s Compensation database that will end up not being considered reportable because staff did not seek medical treatment or miss work. She noted that the rate of resident-handling injuries have increased but all other types of injuries have decreased.

Commissioner Loyce asked how LHH addresses the trauma of violence at LHH for patients and staff. Mr. Durand stated that LHH has a trauma informed systems initiative and staff are provided training at orientation. She noted that there are processes in place to support residents and staff in addition to striving to learn from each incident in an effort to prevent similar incidents in the future. She noted that incidents in which visitors are involved are dealt with by Basil Price, Director of SFPDH Security efforts.

Commissioner Chow requested a breakdown of the types of violence occurring for future reports so that the Committee can better understand the data.

6. EMERGENCY PREPAREDNESS UPDATE
Kate Durand, Workplace Safety and Emergency Management Director, presented the item.

Commissioner Comments:
Commissioner Chow asked for clarification in regard to the role LHH could have in providing acute care during an earthquake. Ms. Durand stated that LHH is prepared to be a first-aid site in a major disaster but must first consider its residents’ medical needs. The role of LHH in a disaster is to off-load patients from acute hospitals.

7. CONSIDERATION OF HOSPITAL-WIDE POLICIES & PROCEDURES
Regina Gomez, Quality Management Director, presented the item.

Commissioner Comments:
Regarding the proposed “Medical Record Documentation” policy, Commissioner Chow asked if LHH currently maintains paper and electronic medical records. Ms. Gomez confirmed that currently LHH maintains both types of records.

Action Taken: The Committee unanimously approved the policies and procedures.

8. CLOSED SESSION

SUBJECT MATTER: MEDICAL STAFF CREDENTIALING
A) Public comment on whether to convene in closed session and all matters pertaining to the proposed closed session.

B) Discussion and vote in open session on whether to conduct a closed session.

C) [Possible closed session pursuant to California Health and Safety Code § 1461, California Evidence Code §§ 1156, 1156.1, 1157, 1157.5, 1157.6 and 1157.7; San Francisco Administrative Code § 67.5; and California Constitution, Article I, Section 1.]

D) Reconvene in open session
   The Committee voted unanimously to conduct a closed session to consider Medical Staff Credentialing. The closed session began at 5:27pm and the Committee reconvened in open session at 5:31pm.

   Action Taken: The Committee voted to disclose that it had approved the Credentials Report.

9. **ADJOURNMENT**
   The meeting was adjourned at 6:00pm.