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MINUTES

JOINT CONFERENCE COMMITTEE FOR LAGUNA HONDA HOSPITAL MEETING

Monday, October 24, 2005

9:00 a.m. to 11:00 a.m.

at

**Conference Room A-300
375 Laguna Honda Boulevard
San Francisco, CA 94116-1411**

1) CALL TO ORDER

Commissioner Chow called the meeting to order at 9:05 a.m.

Present: Commissioner Edward A. Chow, M.D., Chair
Commissioner James M. Illig, Member
Commissioner Donald E. Tarver, M.D., Member

Staff: Cheryl Austin, Don Condon, Arla Escontrias, Gayling Gee, Liz Gray, Mivic Hirose, Valerie Inouye, Paul Isakson, M.D., John Kanaley, Chona Peralta, Serge Teplitsky, Adrienne Tong, Rowena Tran and David Woods, Pharm. D.

2) APPROVAL OF MINUTES OF THE MEETING OF SEPTEMBER 26, 2005

Action Taken: The Committee approved the minutes of the September 26, 2005 Laguna Honda Hospital Joint Conference Committee meeting.

3) EXECUTIVE ADMINISTRATOR'S REPORT

John Kanaley, LHH Executive Administrator, presented the Executive Administrator's Report.

ANNOUNCEMENTS/INFORMATION

Retirement Announcement

Carol Sam has announced she will retire as of February 28, 2005. Carol has been Laguna Honda Hospital's Director of Human Resources for 12 years and has 31 years of service with the City. Carol has been a valued member of the LHH Executive Team and will be missed. Although her retirement is a loss for LHH and DPH, staff is excited for her and wish her well in her next career.

HMA Report

The Integrated Steering Committee has been meeting twice a month for two months now. It is still in the early stages of defining its work. To date, the Steering Committee has been developing its purpose, the Steering Committee's vision of an Integrated Delivery System and process for achieving this vision. The Steering Committee will be holding a retreat on November 2, 2005 in order to spend time defining the vision and structure of the Delivery System.

LHH Heart Walk

Laguna Honda Hospital hosted an American Heart Association Heart Walk on campus on Friday, October 14, 2005. Both residents and staff participated in the walk to help raise funds for Heart and Stroke Research. A walk route was laid out at the Main Hospital, at Clarendon Hall and in between the two; a barbecue was held after the walk for all staff and residents. So far, the walk has generated \$10,297.00 for the American Heart Association. Combined with corporate contributions, LHH has raised over \$20,297.00. Everyone involved had a great time.

STRATEGIC PLAN

As work continues on the current Fiscal Year Goals, LHH has begun identifying FY 2007 Goals. The leadership teams of Laguna Honda Hospital spent a day in retreat on October 18, 2005, reviewing the current FY Goals and developing the Goals for next year. The leadership teams included Executive Committee, Medical Executive Committee and representatives of Nursing Executive Committee. There will be a total of three retreats over the October-December time frame with the outcome to be a Strategic Plan for FY 2007 and a budget proposal to support that plan.

CENSUS REPORT

Average for September 2005

Beds Occupied	1020.20
Beds Held	6.23
Beds Reserved	3.00
Beds unavailable	3.75
Clinically Blocked	1
C2 Observation	1
Locked beds	0
Isolation Beds	1.75
Admits	2.23
Total	1028.66
Beds Available	17.34
Total Paid SNF	1028.66
Total Acute Capacity	(16)

M7 Acute Census	2.47
L4 Acute Census	1.93
Total Paid Beds	1033.06

STAFFING REPORT

The Hospital Staff Vacancy rate as of October 17, 2005 was 7.54%.

REGULATORY REPORT

LHH continues to negotiate with CMS the amount of the penalties for the surveys in 2005. LHH continues to address CalOSHA concerns from 2004 inspection through Workplace Violence Prevention Program development. A hospital wide policy and procedure on prevention of the workplace violence at LHH is being developed. The program development completion date is January 1, 2006. LHH staff is also working on the implementation of the plan of correction for the CalOSHA citation received in September of 2005. The plan of correction is focusing on the deficiencies in the asbestos abatement education.

PATIENT FLOW

Mr. Kanaley attached Third Quarter 2005 Report to the Board of Supervisors monitoring the Admissions to Laguna Honda Hospital. (A copy of this report is available in the Health Commission Office.)

TCM

Liz Gray distributed the September 2005 TCM report. The committee will review it and, if members have any questions, discuss them at the November JCC meeting.

Public Comment

- Patrick Monette-Shaw said that as the JCC considers the HMA report, members should reference an article in *Psychiatric News*.

Commissioners' Comments

- Commissioner Illig asked who is on the Integration Steering Committee. Mr. Kanaley said the committee consists of himself, Dr. Katz, Gene O'Connell, Barbara Garcia, Hosea Thomas, Talmadge King and Anne Kronenberg. Mr. Kanaley said that several people communicated that the group should be broader. Dr. Katz said there would be several sub committees, which will include the broader representation. The steering committee just guides the process. Commissioner Illig requested a historical report on the average available beds. Mr. Kanaley said that he has started to get a report every Monday on the number of people waiting for beds. He will report this to the JCC.
- Commissioner Tarver said the committee needs to understand where the demand is and use this data to plan and program the new buildings.
- Commissioner Chow wants to understand the characteristics of the waiting list compared to the beds that are available. Ms. Gray said that she is assembling a breakdown of patient populations and waiting lists within the DPH system. Commissioner Chow said that the HMA report has two sections. The first relates to the entire DPH system, but the second part is LHH-specific. The Health Commission charged the JCC will fleshing out these recommendations. The broader recommendations are appropriate for the Health Commission.

Commissioner Chow wants monthly progress reports on the steering committee's activities. He wants to be sure that there is adequate Commission, staff and public input and guidance into the recommendations. Commissioner Chow lauded staff on the Strategic Plan. He hopes the plan would be tied to the budget process. Mr. Kanaley said it would be. With regard to demographic information, Commissioner Chow asked if the "Other Asian" category could be broken down further. This would tell us what the vulnerable groups are. He is also interested in the Russian population. Dr. Isakson said "Other Asians" are primarily Vietnamese, with the second largest group being Koreans.

4) **LAGUNA HONDA HOSPITAL REPLACEMENT PROJECT UPDATE**

Don Condon, Interim Replacement Project Director, presented a project update.

All bonds (\$299M) have been sold. The East Building contracts have been awarded by the City bringing the number of new beds contracted for construction to 780. This completes the award of all work bid to date. Construction of the South and Link Buildings began in July and the East Building began in August 2005. Work on all buildings is scheduled for completion in 2008. The remodel of the existing building is scheduled to receive its OSHPD permit in March 2006, with the work scheduled to begin in July 2006 and completion in 2008. Bidding of the West Building is not scheduled to begin until 2008 and proceeding with that building will be contingent on the decision of the Health Commission and the Board of Supervisors.

As mentioned last month, the General Contractor, Turner Construction, has mobilized on site and in September, additional trailers were brought on site to house the Architectural team which will support the construction effort. Weekly coordination meetings continue with hospital operations staff to coordinate or mitigate any possible impact from the construction project. Hospital staff participates in monthly Transition Steering Committee meetings in order to plan for the furnishing, occupation, and activation of the new buildings.

Michael Lane left the Project in mid October. Mr. Condon will act as Interim Program Manager until a new Program Manager is assigned to the project.

Public Comment

- Patrick Monette-Shaw said his lawsuit on the \$25 million is in the appeals process and he hopes the court will rule that this money will go into the project.

Commissioners' Comments

- Commissioner Illig asked the status of the three items Mr. Lane brought to the committee's attention in September. Mr. Condon said the alternative delivery process has been discussed with the DPW director, and they are in the process of preparing legislation for the Board of Supervisors' consideration. The City Attorney is also preparing legislation to establish the Dispute Resolution Board. The draft quarterly report is complete, and identifies these and other follow-up items.
- Commissioner Chow asked about the status of the FF&E (Furniture, Fixtures and Equipment). Mr. Kanaley said the projected FF&E budget is \$38 million for the full build out. They have a tentative schedule for purchase of furniture and equipment. They will issue RFPs for consultants to guide this process. \$25 million is available from the City, and the team will

build on that. Mr. Kanaley added that he is meeting with Martin Paley to discuss the Laguna Honda Hospital Foundation on Tuesday, October 25th.

5) OPERATIONS REPORT

Gayling Gee, R.N., Associate Administrator of Clinical and Support Services, and Cheryl Austin, Assistant Administrator, presented the Operations Report.

SECURITY:

Efforts are continuing with the Sheriff's Department to bring additional cadets to LHH Sheriff's Department. The testing process for cadets has been completed, and background checks are currently being done. However, the Sheriff's Department has informed us that the cadet requisitions are being held up by the City process. Discussions with Chief Deputy Hennessey are currently underway to establish start dates for the Senior Deputy and Deputy positions. LHH continues to meet its commitment for officer coverage through its current staff.

TRANSITIONS

It is with much regret that we announce the resignation of Plant Services Director Philippe Taquin. Philippe came to LHH in the year 2000 and has been a tremendous asset in his knowledge and expertise and in his management of the buildings and grounds. Philippe has accepted a Director of Plant Services position at Methodist Hospital in Sacramento, a Catholic Healthcare West facility.

Ms. Gee announced the appointment of Ms. Amy Narcisco, RN, MS, CNS as the new LHH Infection Control Nurse. Ms. Narcisco is replacing Ms. Cristina Reyes, RN, MS, CNS, who has been promoted to a Nurse Manager position at LHH. Ms. Narcisco has been a staff and charge nurse at LHH for 12 years and just graduated this September, 2005, with a Masters Degree and Clinical Nurse Specialist in Gerontology from San Francisco State University.

HEALTH STREAM:

The Department of Education and Training (DET) is proud to announce a successful October 7th kick-off for HealthStream computer-based training for seven departments. The departments of Medicine, Pharmacy, Medical Social Services, Information Services (IS), Health Information Services (HIS), Nutrition Services and Rehabilitation Therapies (including Physical, Occupational, and Speech Therapies) all participated. The annual, mandatory Infection Control course was authored by the LHH Infection Control staff and featured LHH-specific content and photographs. We also used the "photo op" to feature the LHH Infection Control team, with our new Infection Control Nurse, Amy Narcisco. A computer-based training evaluation question was included to enable DET to track how staff liked the program and training format. The feedback so far is enthusiastic, with staff from other departments asking to be included. Ms. Gee will be reporting compliance rates for Infection Control training at the November JCC.

Next month, DET plans to offer Disaster training in both didactic and computer-based formats. At that time, additional departments will be invited to participate in HealthStream. Plans are underway to migrate the education tracking system from a cumbersome Scantron system to the HealthStream database using bar-coding and magnetic strip technology, allowing all types of classes to be tracked more efficiently. To date, all 1500 employees have been assigned a unique identifier that is not based on social security numbers for increased identity protection.

INFLUENZA VACCINATION PROGRAM

The Infection Control staff, in collaboration with DPH Disease Control, initiated the annual LHH Influenza Vaccination campaign on October 11, 2005. All 41 units received their Flu Vaccination package (vaccine, syringes, and pre-printed physician's order) for immunization of residents. A mobile cart has been set up to immunize LHH staff, volunteers and students. The annual goal is to vaccinate 100% of residents, staff and volunteers. 1200 Flu Vaccine doses were distributed to the units for the residents, and 470 doses have been initially made available for staff, volunteers and students. Staff will be evaluating compliance rates for resident and staff vaccination and will be seeking additional influenza vaccine as it becomes available.

ADHC ANNUAL HEALTH FAIR (OCT 17)

The Laguna Honda Hospital Adult Day Health Center (ADHC) Annual Health Fair began in 2005 as a joint venture with the Laguna Honda Hospital Clarendon Hall Activities Program. This represents a unique moment in the ADHC's 22 year history in which two separate departments, one outpatient and one inpatient, have combined resources in order to provide access to relevant health information for both the outside community as well as the Laguna Honda Hospital staff and patients. This partnership was a result of the Alzheimer's Day Care Resource Center (ADCRC) coordinator, Monique El-Amin's desire to increase the visibility of her program. The ADCRC is attached to the Adult Day Health Center, but primarily serves adults who have been diagnosed with Alzheimer's disease. Monique's idea set in motion a synergy of discussions, meetings, and agreements between departments to coordinate a Health Fair that would be broad in scope and yet address the specific interests of the Laguna Honda Hospital community. The result is our first annual combined Laguna Honda Hospital ADHC and Clarendon Hall Health Fair. Participating agencies include: Institute on Aging, Legal Aide Society, LHH Dietary Staff, LHH Substance Abuse Team, San Francisco Fire Department, San Francisco Police Department, DPH Hazardous Material team, and the American Heart Association. Informational booths will be set up throughout the first floor and ground floors of Clarendon Hall. Presentations by the American Heart Association and Nutrition Services are scheduled at convenient times throughout the day. Patients, staff, participants and caregivers will have access throughout the bulk of the day to chat with various providers, attend informational forums, and peruse various media. This opportunity will also allow for valuable networking to occur between service providers and consumers. Comprehensive outreach has been done through mail-outs, phone calls and e-mails and the expectation is for a solid turnout. As this tradition continues, the Health Fair committee looks forward to more agencies and health care providers participating in the future.

Commissioners' Comments

- Commissioner Illig commended staff for the Health Fair. He asked if the community was notified. Ms. Gee said yes, and she has requested a breakdown of who attended. Next month she and Ms. Austin will present a list of the other community events that happen at the hospital.
- Commissioner Chow said the Health Fair was a wonderful idea, and he urged expanded outreach for the next one. This helps build community spirit. Ms. Austin added that the senior nutrition program, which has been around for 30 years, brings 30-40 people daily to the campus from the community.

- Commissioner Tarver asked if there are mechanisms to disseminate information to the community. Ms. Austin said there are. She added that the Strategic Plan has specific goals for internal and external communication.
- Commissioner Chow lauded staff for the joint contract with SFGH for HealthStream, and urged staff to look for other consolidation opportunities. He asked if doctors would use the system. Dr. Isakson said he hopes to have a good compliance rate with physicians. This has been difficult because of the number of doctors that are not on campus full time. The HealthStream program can be accessed from home.

6) CLINICAL CARE REPORT

Paul Isakson, M.D., Medical Director; Mivic Hirose, Director of Nursing and Serge Teplitsky, Director of Quality Management presented the Clinical Care Report.

LHH Team Highlighted on the Web

LHH's Integrated Nurse Leadership Program Team has focused its project on improving medication safety. The Team was selected by the UCSF's The Center for Health Professions' Leaders Advance section for the month of October.

Coming Together to Improve Medication Safety

A new survey of Americans by the Kaiser Family Foundation and the Agency for Health Care Research and Quality (AHRQ) indicate that people are more concerned about mistakes happening when they are in the hands of the health care system than when they are flying on an airplane, and with good reason. Medication errors represent the largest single cause of errors, accounting for more than 7,000 deaths annually.

LHH is in the process of evaluating its policies and practices to reduce medication errors. David Woods, Pharmacy Director, is leading LHH's Medication Safety Multidisciplinary Task Force. This team has been meeting regularly for over a year with the purpose of improving medication safety.

LHH has moved towards evaluating medication errors more systematically with the use of the decision making tree to try to determine what might have contributed to the error so that we can know how to prevent it in the future. Please refer to the attached document for your review and education. This decision making tool was piloted for six months and has proven to be very effective. The tool is meant to identify solutions rather than seek an individual blame for the error.

Even though the process guides the organization to evaluate systems solutions, individuals share in the responsibility to ensure that clinical practice are within LHH current policies and practices as well as consistent with professional standards.

Please join us in creating a medication safety culture.

Tai Chi as Complementary Therapy for Chronic Pain

The California Healthcare Association's (CHA) Hospital Services for Continuing Care selected LHH's entry of our Tai Chi Program for the 2005 Best Practices Award with Honorable Mention. In 2003, LHH began a pilot Tai Chi class for LHH residents living with chronic pain. The class is conducted by a volunteer instructor who has been disabled by chronic pain. The program is

coordinated by Anne Hughes, RN, MN, CNS, NP, FAAN and Angela Pownell-Elizalde, Activity Therapist. Because of the success of the pilot, the class continues to meet each week for 45 minutes (also please refer to attached submission entry document). On October 6th, Anne Hughes, Angela Pownell-Elizalde, and Debbie Tam, Nursing Director for Palliative Care and Asian Focus Units, went to San Diego to receive the Best Practice Award from CHA on behalf of LHH. Please join us in congratulating the program team in receiving this award.

Update on Safety Training

The Safety Management and Response Training (SMART) Program is well underway. Luis Belicena, Clinical Nurse Specialist, Brenda Austin, Supervising Neuropsychologist, and James Zelaya-Wagner, Substance Abuse Counselor conducted the first official training on Friday, October 7th. The class was well received and welcomed by staff. A total of 21 classes have been scheduled for the rest of the year. The eight-hour training program will be taught by LHH staff, including psychologists, activity therapists, certified nursing assistants, registered nurses, licensed vocational nurse, nurse managers, social worker, substance abuse counselors, nursing directors, and administrator. The goal is for all LHH staff to attend the training program.

New Nursing Employees

Ms. Hirose reported that LHH has completed orientation for the following nursing classifications:

Title	# of Employees
Certified Nursing Assistant, full-time	17
Certified Nursing Assistant, as needed	8
Licensed Vocational Nurse, as needed	1
Per Diem Registered Nurse	7
Total # of Staff Who Completed Orientation between October 11-21, 2005	33

On Monday, October 24th, the Nursing Division expects to orient seven new nursing staff as follows:

Title	# of Employees
Certified Nursing Assistant, full-time	1
Licensed Vocational Nurse, full-time	1
Registered Nurse, full-time	2
Per Diem Registered Nurse	3
Total # of Staff Who Will Begin Orientation on October 24, 2005	7

Dr. Isakson gave an update on the flu vaccination program. As of today, 60 percent of the wards are completed. Approximately 600 staff have been vaccinated, which equates to 1/3 of employees.

Commissioners' Comments

- Commissioner Chow asked if LHH patients have to enroll in the new Medicare Drug program. Dr. Woods said Medi/Medi patients would be automatically enrolled in one of eight plans. Medicare patients have to enroll. Dr. Woods said a committee has been meeting every other week to trouble shoot and problem solve around the implementation of this program.

- Commissioner Illig asked if there are financial implications to the program. Dr. Isakson said there would be. One problem is that every plan has a different formulary. The hospital cannot tell patients which plan to choose, but they are hoping to focus on only one or two plans. Commissioner Illig asked for an update on this at the next JCC meeting.
- Commissioner Tarver asked who is responsible for the Medication Error Decision Tree. Dr. Woods said that Human Resources, Quality Management and clinical groups participated in testing the tree.

7) **PUBLIC COMMENT**

- Patrick Monette Shaw asked the committee to urge the Mayor to appoint Dr. Lisa Pascual to the Long Term Care Coordinating Council.

8) **CLOSED SESSION**

A) **Public Comments on All Matters Pertaining to the Closed Session**

None.

B) **Vote on Whether to Hold a Closed Session (San Francisco Administrative Code Section 67.11)**

Action Taken: The Committee voted to hold a closed session.

The Committee went into closed session at 10:30 a.m. Present in closed session were Commissioner Chow, Commissioner Illig, Commissioner Tarver, Cheryl Austin, Assistant Administrator of Clinical and Support Services, Liz Gray, Director of Placement/TCM, Gayling Gee, Associate Administrator of Clinical and Support Services, Mivic Hirose, Director of Nursing, Valerie Inouye, CHN Chief Financial Officer, Paul Isakson, M.D., Medical Director, John Kanaley, LHH Executive Administrator, Chona Peralta, TCM Manager, Serge Teplitsky, Director of Quality Management, Adrienne Tong, Deputy City Attorney, Rowena Tran, Executive Assistant to the Executive Administrator, David Woods, Pharm. D., Director of Pharmacy and Michele Seaton, Health Commission Executive Secretary.

C) **Closed Session Pursuant to Evidence Code Sections 1156, 1156.1, 1157, 1157.5 and 1157.6; Health and Safety Code Section 1461; and California Constitution, Article I, Section 1**

FOR DISCUSSION: **CONSIDERATION OF QUALITY
IMPROVEMENT REPORT**
(Quality Improvement Staff)

D) **Reconvene in Open Session**

The Committee reconvened in open session at 11:19 a.m.

1. Possible Report on Action Taken in Closed Session (Government Code Section 54957.1(a)2 and San Francisco Administrative Code Section 67.12(b)(2).)
2. Vote to Elect Whether to Disclose Any or All Discussions Held in Closed Session. (San Francisco Administrative Code Section 67.12(a).)

Action Taken: The Committee voted not to disclose any discussions held in closed session.

9) **ADJOURNMENT**

The meeting was adjourned at 11:20 a.m.

Michele M. Seaton
Executive Secretary to the Health Commission

***Any written summaries of 150 words or less that are provided by persons who spoke at public comment are attached. The written summaries are prepared by members of the public, the opinions and representations are those of the author, and the City does not represent or warrant the correctness of any factual representations and is not responsible for the content.**

****Minutes are approved at the next meeting of the Laguna Honda Hospital Joint Conference Committee.**