

HOSPITAL HEALTHCARE UPDATE REPORT

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Program Updates:

1. Lean Update

We are pleased to announce the award of a \$100,000 one-year grant from the California HealthCare Foundation to spread Lean to a Community Oriented Primary Care (COPC) clinic. The grant will allow us to implement lean into one COPC clinic - Castro Mission Health Center - and to train an additional 30 staff and providers in Lean methodology. Through this grant, we seek to build on the success of SFGH's 14 month experience embedding Lean, and accelerate the SFDPH's journey towards an efficient, patient centered, high-performance integrated delivery system.

2. E-Medication Reconciliation and E-Prescribing

E-Medication Reconciliation is being piloted on 5D with the inpatient hospitalist service. This function will help ensure that medications prescribed at the hospital are not in conflict with any medication prescribed outside the hospital.

E-Prescribing is at its one year anniversary at SFGH, and continues to be rolled out at the hospital and the community clinics. This function allows providers to order medication electronically, reducing medication error due to transcription error.

3. Annual Spring Fest Activities

The SFGH Annual Spring Fest took place on April 26. Hundreds of patients, community members, and staff enjoyed the activities including music, dance and exercise classes, and healthy cooking demonstrations. There were booths from community agencies and businesses such as Recology, San Francisco Parks and Recreation, Walgreens, the Humane Society, the American Heart Association, the Bayview YMCA, WIC and SF Public Utilities Commission.

A Spring Fling Staff Wellness Fair was held at the San Francisco Behavioral Health Center on May 2. This is the first Employee Wellness health fair designed, created and developed by the staff and managers. The BHC Spring Fling Festival demonstrates how a dedicated group of employees working in a tough environment with a challenging clientele can make an effort to support each other and foster a healthy work environment. The event included healthy cooking demonstrations and physical activities such as a friendly fitness competition between staff. Relaxation sessions of massage and Reiki were available.

4. Nurses Week Reception

The 2013 Nurses Week reception was held May 9 celebrating and acknowledging the work of the DPH Nursing staff, caring for the City's most vulnerable population. At this reception, several awards were presented:

- Gene Marie O'Connell Award recognizing a nursing leader who has strengthened the profession of nursing and the health of San Francisco residents: **Maya Vasquez**, who works in the Birth Center and as the Hospital Lactation Consultant.
- Friends of Nursing Award recognizing individuals whose work has promoted, facilitated and supported the contribution that nursing makes to the SFGH mission: **Chief Greg Suhr** of the San Francisco Police Department, and **Doug Eckman**, Operation Manager, UCSF Dean's Office.
- The Dorothy Washington Scholarship Awards, which provides monetary support for the professional development of nurses at San Francisco General Hospital: **Mariel Lontoc**, Psychiatry; **Sonsire Garcia**, Trauma/Surgery Intensive Care Unit; **Lowayna Lewis**, Children's Health Center; and **Richard Nepomuceno**, Emergency Department.
- Daisy Award recognizing that all nurses are extraordinary but that sometimes nurses have the occasion to be heroes in the eyes of staff, patients or families: **Maeve Reid (ICU) and Cynthia Gaabucayan (Unit 4B), and Shino Honda (ED)**
- Nursing Clinical Leadership Award for outstanding nursing performance improvement and evidence based practice projects: **Kelly Quinn** for the development of a Diabetes Clinical Pathway; and **Allison Morton and Holland Stephens** for improving the patient's experience by decreasing noise levels at night.

5. Patient Flow Reports for April 2013

A series of charts depicting changes in the average daily census is attached.