

HOSPITAL HEALTHCARE UPDATE REPORT

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Report Contents:

1. EMTALA Survey at SFGH	1
2. Jeffrey Schmidt, Recipient of the Robert Lull Award	1
3. SFGH Staff in the Press and Media.....	2
4. Dr. Critchfield Conducted Session at the Beryl Institute 2015 Conference	2
5. Patient Flow Reports for March 2015	2
6. Salary Variance to Budget by Pay Period Report	2

1. EMTALA Survey at SFGH

Five surveyors from the California Department of Public Health arrived on April 7, 2015 to conduct an unannounced Emergency Medical Treatment and Labor Act (EMTALA) survey as a result of a complaint investigation. The surveyors toured the Emergency Department (ED), Psychiatric Emergency Service (PES), Labor & Deliver (6C L&D), Children's Health Center (6M), and the Urgent Care Clinic (UCC). They reviewed documents, including Medical Screening Exam (MSE) policies and procedures, MSE logs from areas toured, Leadership and quality meeting minutes, and Provider and staff rosters and schedules. In addition, the surveyors reviewed medical records, personnel records and credential files.

The surveyors exited Friday, April 10. Although there were findings of discrepancies (incomplete logs, incomplete forms and incomplete patient transfer forms) the surveyors were complimentary of the staff and grateful for the cooperation of all during the survey process.

2. Jeffrey Schmidt, Recipient of the Robert Lull Award

I am very happy to announce that Jeff Schmidt, our Director of Clinical Operations, was chosen as the 2015 recipient of the Robert Lull Award!

This award was established by the SFGH Medicine Service in 2004 and was known as the SFGH non-Medicine Service Consultant of the Year Award to recognize a non-Medicine consultant for excellence in teaching and dedication to providing exceptional consultation to patient care on the Medicine Service at San Francisco General Hospital. In 2006, as a means of honoring an especially invaluable non-Medicine consultant, the award was named in memory of Robert Lull, MD of Nuclear Medicine.

The SFGH Medicine Education Committee solicits nominations from SFGH-based Medicine faculty and all Medicine residents for candidates whom they feel exemplify these qualities. Following is a comment received regarding Jeff:

Jeff is worth his weight in gold! He goes above and beyond to facilitate systems fixes in all areas of the hospital. He is incredibly calm and level-headed and seems to be able to clone himself to be everywhere in the hospital at the same time. He has helped many providers find expeditious solutions to seemingly intractable workflow issues--he keeps things running as smoothly as possible at SFGH and there's never been a question that he couldn't answer or direct us to the person who could.

3. SFGH Staff in the Press and Media

Dr. Neal Benowitz, Chief, Division Clinical Pharmacology and Experimental Therapeutics at UCSF; Member of Staff, Medical Service, at SFGH; and Associate Medical Director at the San Francisco Bay Area Regional Poison Control, was on last week's CBS News' 48 Hours. The hour-long episode was about the trial of Paul Curry, who was recently convicted of injecting his wife, Linda, in 1994, with a lethal dose of nicotine in order to collect \$500,000 in life insurance. He was sentenced to life in prison. Dr. Benowitz testified in court, "I've never seen levels of nicotine like this in any blood sample."

Dr. Donald Abrams, Chief of Hematology and Oncology at SFGH, and his Sickle Cell Disease and cannabis research study, was profiled on CNN during Dr. Sanjay Gupta's "Weed 3: The Marijuana Revolution". Dr. Abrams has been at the forefront of HIV/AIDS research and treatment, is also a cancer and integrative medicine specialist at the UCSF Osher Center for Integrative Medicine at Mount Zion.

San Francisco's effort to Get to Zero new HIV infections, deaths and stigma, made national news. This PBS News Hour story that ran Sunday April 12 features DPH Director Barbara Garcia, SFGH's Dr. Diane Havlir and Diane Jones, and other key leaders.

4. Dr. Critchfield Conducted Session at the Beryl Institute 2015 Conference

Dr. Jeff Critchfield and physicians from New York Presbyterian Hospital and the American Academy on Communication in Healthcare, presented at the Beryl Institute 2015 Conference. Their presentation introduced a train-the-trainer approach implemented by 2 different healthcare systems to train and certify clinicians for the delivery of a daylong communication skills workshop. Whereas New York Presbyterian focused on physician trainers to facilitate workshops for physician-peers, SFGH included a range of professionals, both clinical and human resources-based, as trainers and workshop participants. The presenters shared training strategies to improve communication through the development of internal trainers.

5. Patient Flow Reports for March 2015

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

6. Salary Variance to Budget by Pay Period Report

A graph depicting SFGH's salary variance between actual and budgeted by pay period is attached.