

# HOSPITAL HEALTHCARE UPDATE REPORT

Presented to the JCC-ZSFG on December 13, 2016

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## 1 SAN FRANCISCO MAYOR, ED LEE, CELEBRATE ZSFG CITY WORKERS

During one of the Fleet Week day celebrations, a 34 foot cabin cruiser capsized in the San Francisco Bay, near Pier 45. Twenty-seven adults and three children were on board and went into the icy waters. Within 32 minutes, the U.S. Coast Guard, the San Francisco Police Department's Marine Unit and a private boat captain responded and had rescued everyone out of the water. The responders included the San Francisco Fire Department, and the South San Francisco Fire Department.

ZSFG became part of that team when some of the survivors were taken to the Emergency Department. ZSFG's ED team that night – doctors, nurses, medical assistants, patient care assistants and a social worker – took expert care of the victims. One child was admitted to the Intensive Care Unit (ICU), where 8 people cared for him with skill and compassion until he was well. As a result of this big team effort, no one died during that frightening event.

On October 19th, the Mayor held a press conference to celebrate all the City's workers who were involved in this extraordinary event, including our ZSFG team.

## 2 ZSFG ACHIEVED STAGE 6 OF THE HEALTHCARE INFORMATION AND MANAGEMENT SYSTEMS SOCIETY (HIMSS) ANALYTICS ELECTRONIC MEDICAL RECORD (EMR)

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Priscilla Chan & Mark Zuckerberg San Francisco General Hospital & Trauma Center achieved Stage 6 (Level 6 out of 7) of the Healthcare Information and Management Systems Society (HIMSS) Analytics Electronic Medical Record (EMR) Adoption Model. This distinction honors our organization's accomplishments to implement technology solutions that have the ability to improve patient safety and quality of care.

The stage rating refers to the HIMSS Electronic Medical Record Adoption Model (EMRAM). It was created, by HIMSS, as a tool to track a healthcare organization's progress to achieving a paperless electronic record environment. The rating is based on participant surveys and it is not tied to regulatory or pay-for-performance penalties.

The work over the past few years, including the roll-out of CPOE and the implementation of MAK in Med-surg, allowed the organization to reach Stage 5. The implementation of Salar, the further development of the discharge pathway in LCR, and the expansion of PACS to all radiological modalities have allowed ZSFG to qualify for Stage 6.

Currently, (31%) 1,677 hospitals in the United States, including ZSFG, carry a Stage 6 designation. ZSFG is a great example of how a vision can become reality in the world of healthcare information technology.

Congratulations to our key clinical contributors, Jenson Wong and Seth Goldman for CPOE and the discharge pathway, RJ Merck for R-PACS, Cesli Galan for MAK and Eric Shaffer and Gabe Ortiz for Salar.





## 3 ZSFG 2015 MATERNITY DATA

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CalQualityCare has rated ZSFG with superior performance on NTSV C-section and episiotomy rates, and above average performance on episiotomy and VBAC rates. See page 3 for specifics of ZSFG's performance.

The 2015 maternity data is reported by the California Hospital Assessment and Reporting Taskforce (CHART) through their partnership with the California HealthCare Foundation (CHCF). They provided Hospital Quality Institute (HQI) with this dataset to give hospitals the opportunity to preview their performance data in advance of public transparency on CalQualityCare.org on October 26, 2016. Secretary Diana Dooley of the California Health and Human Services Agency presented awards to hospitals that met or surpassed the Healthy People 2020 NTSV C-Section goal of 23.9% at a press call on October 26<sup>th</sup>...

Congratulations to Gillian Otway and Rebecca Jackson for their outstanding leadership in Maternal Child & Health.

	Current	State Average <span>▼</span>	
C-Section Rate (NTSV)	 <b>14.8%</b> (lower is better)	<b>25.6%</b> (lower is better)	NA (lower is better)
Breastfeeding Rate	 <b>81.8%</b>	<b>66.5%</b>	NA
Episiotomy Rate	 <b>0.8%</b> (lower is better)	<b>10.3%</b> (lower is better)	NA (lower is better)
VBAC Rate	 <b>41.2%</b>	<b>11.3%</b>	NA
VBAC Routinely Available	<b>Yes</b>	NA	NA

## 4 HEALTHCARE FOOD SERVICE WEEK OCTOBER 3 – 7<sup>TH</sup>, 2016

During the first week of October, ZSFG recognized the integral role food service staff have in helping patients and employees of healthcare facilities stay well-nourished and healthy.

FNS staff are important in providing patient food service. They complete temperature, sanitation and product checklists, audits, schedule employees, coordinate service to over 25 inpatient nursing units. They have been working very hard to improve patient experience with food through menu enhancements and by implementing iCare, our patient experience paradigm.

Eun Sun Park, from 4A Skilled Nursing Facility, shared, “They [Foodservice Workers] go above and beyond to provide better quality of services and satisfaction for our residents. They always kindly responded to my requests, assessed the situations, and provided reasonable resources and solutions, which saved the day.”

Congratulations to the Food and Nutrition team for their friendly approach to serving our patients and community.

## 5 NATIONAL PHARMACY WEEK OCTOBER 16-22<sup>ND</sup>, 2016

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During the week of October 16<sup>th</sup>, ZSFG celebrated National Pharmacy Week. Over 3.5 billion prescriptions are written in the U.S. each year, and four out of five patients who visit a physician leave with a prescription. It is predicted that by the year 2030, half of all Americans will have at least one chronic condition, most of which require medication as part of the treatment plan. The World Health organization (WHO) estimates that only 50% of people with chronic conditions in developed countries are adherent to prescribed treatments.

Here are a few noteworthy accomplishments from ZSFG Pharmacy staff:

- Last year, over 2.4 million doses of medication were dispensed from Omnicells and over 150,000 IV medications were dispensed from the inpatient pharmacy
- ZSFG's Outpatient Pharmacy filled almost 110,000 prescriptions while dramatically improving turnaround times for waiting prescriptions (to under 30 minutes)
- Our hospital-based clinical pharmacists managed anticoagulation treatment for over 1500 patients
- Pharmacy staff completed medication history collection and reconciliation for more than 10,000 patients, 85% of all those admitted to the hospital through the Emergency Department from August, 2014 through July, 2015
- Our Outpatient Pharmacy is a dispensing site for Office-Based Opiate Treatment (OBOT) and provides methadone dosing for over 100 patients
- Sara Conrad, one of our pharmacists working in the inpatient pharmacy, will be recognized this month by the California State Board of Pharmacy for *50 years of dedicated service* to the pharmacy profession

Thank you to the ZSFG pharmacy team for their stellar service to our patients.

## 6 COMPLIANCE WEEK OCTOBER 24<sup>TH</sup> - OCTOBER 27<sup>TH</sup>, 2016

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This year, the Compliance Week theme is Building a Culture of Compliance. Festivities included a panel discussion, compliance fair, virtual quiz bowl and an essay contest.

Compliance officers keep patient data safe while allowing clinical professionals the access they need for treatment. They introduce new training programs, policies, procedures and codes of conduct to raise awareness about what is required.

Thank you to our compliance team for continuing to support our staff with regulatory changes.

## 7 RESPIRATORY CARE WEEK OCTOBER 23-29<sup>TH</sup>, 2016

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The American Association for Respiratory Care officially designated the last week in October as Respiratory Care Week to draw national attention to the importance of lung health. The announcement came from the Oval Office when then-president Ronald Reagan supported the efforts

of the organization. The event is in October because the fall is typically a time when patients suffering lung disease have difficulty breathing and may need help.

We thank our Respiratory Care Practitioners who provide professional, compassionate care here at ZSFG.

## 8 PATIENT FLOW REPORT FOR OCTOBER 2016

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Attached please find a series of charts depicting changes in the average daily census.

### Medical/Surgical

Average Daily Census was 203.13, which is 100% of budgeted staffed beds level and 81% of physical capacity of the hospital. 12.10 % of the Medical/Surgical days were lower level of care days: 1.46% administrative and 10.64% decertified/non-reimbursed days.

### Acute Psychiatry

Average Daily Census for Psychiatry beds, **excluding 7L**, was 43.16, which is 98.1% of budgeted staffed beds and 64.4% of physical capacity (7A, 7B, 7C). Average Daily Census for 7L was 5.26, which is 75% of budgeted staffed beds (n=7) and 43.8% of physical capacity (n=12). Latest Utilization Review data from the INVISION System shows 73.24% non-acute days (72.72% lower level of care and 0.52% non-reimbursed).

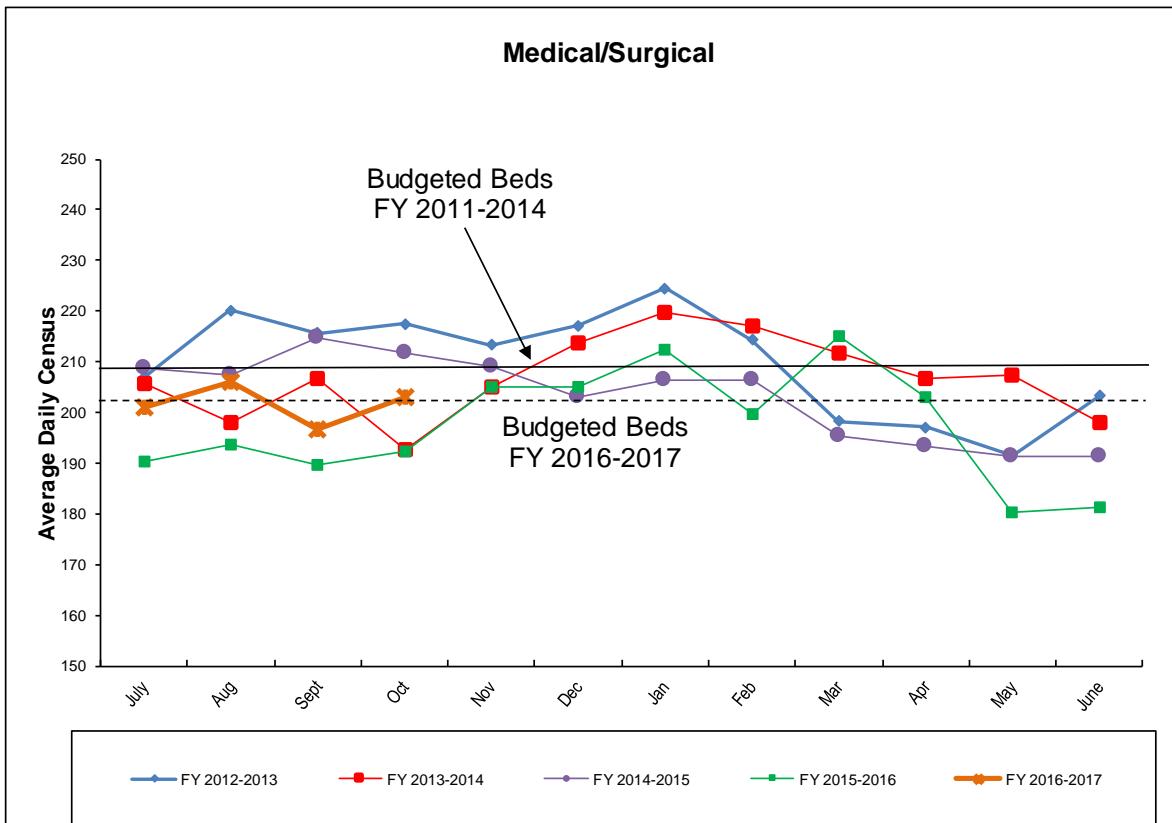
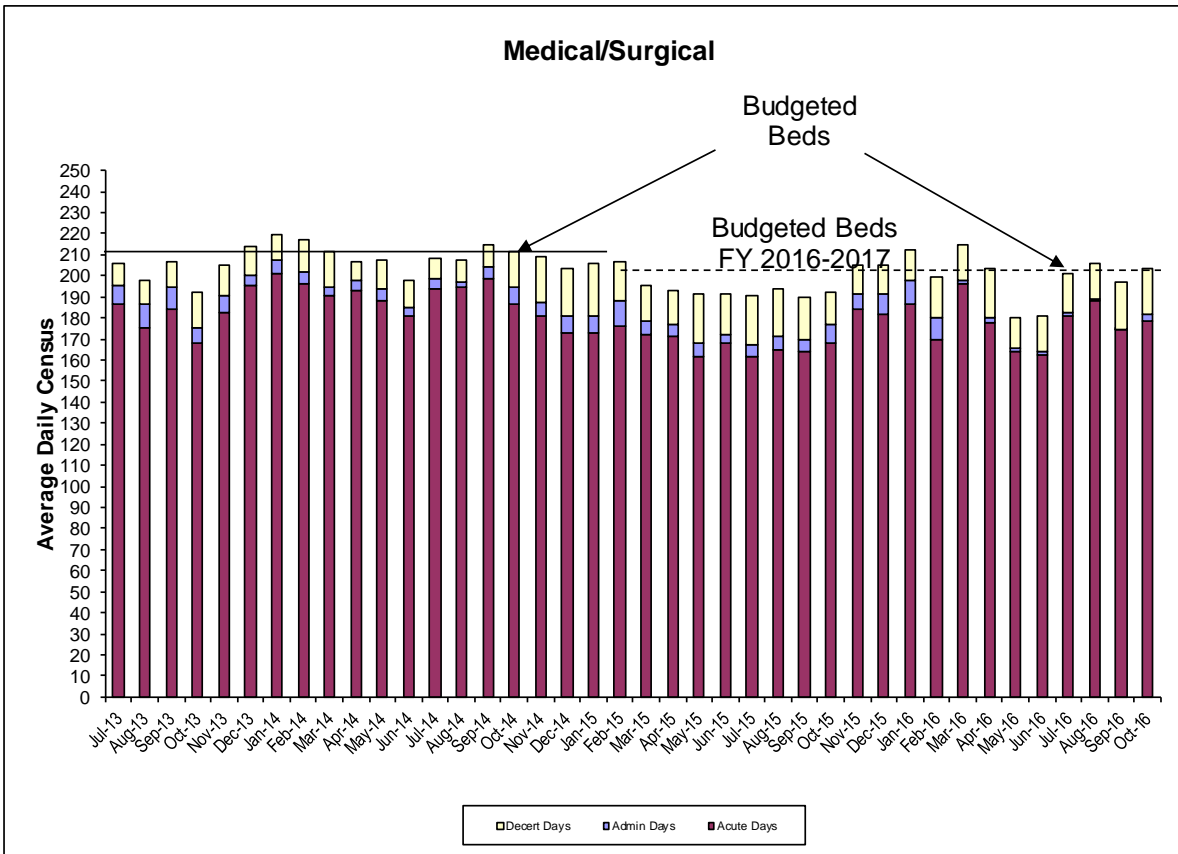
### 4A Skilled Nursing Unit

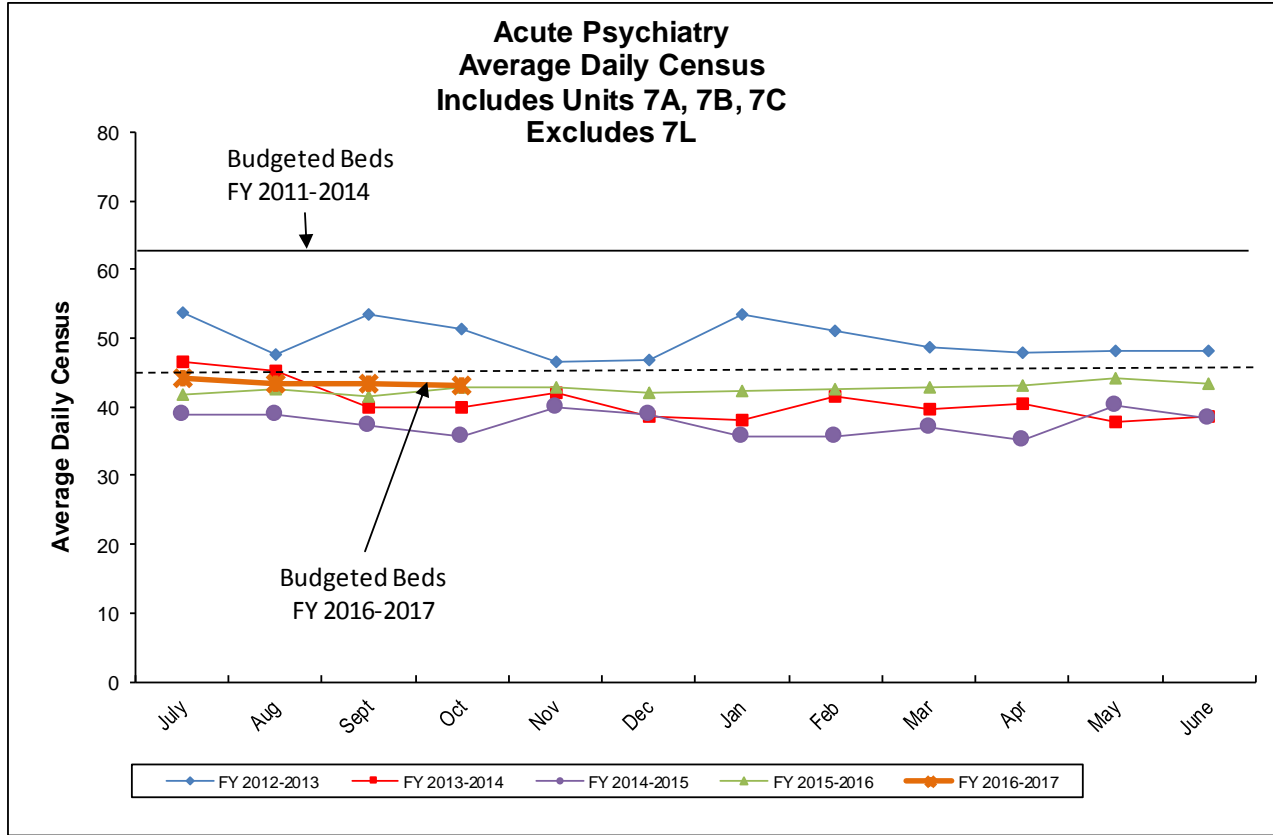
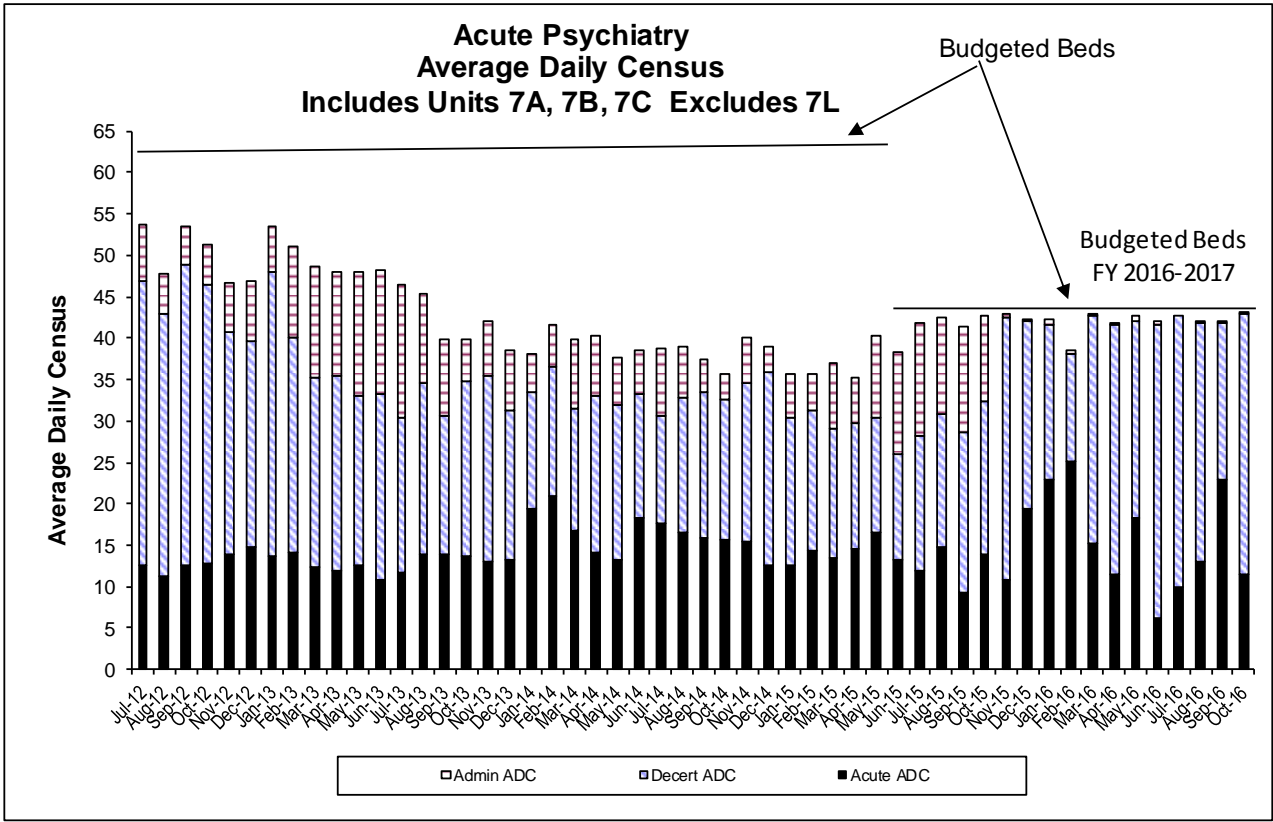
ADC for our skilled nursing unit was 25.6, which is 91% of our budgeted staffed beds and 85% of physical capacity.

## 9 SALARY VARIANCE TO BUDGET BY PAY PERIOD REPORT FOR FISCAL YEAR 2016-2017

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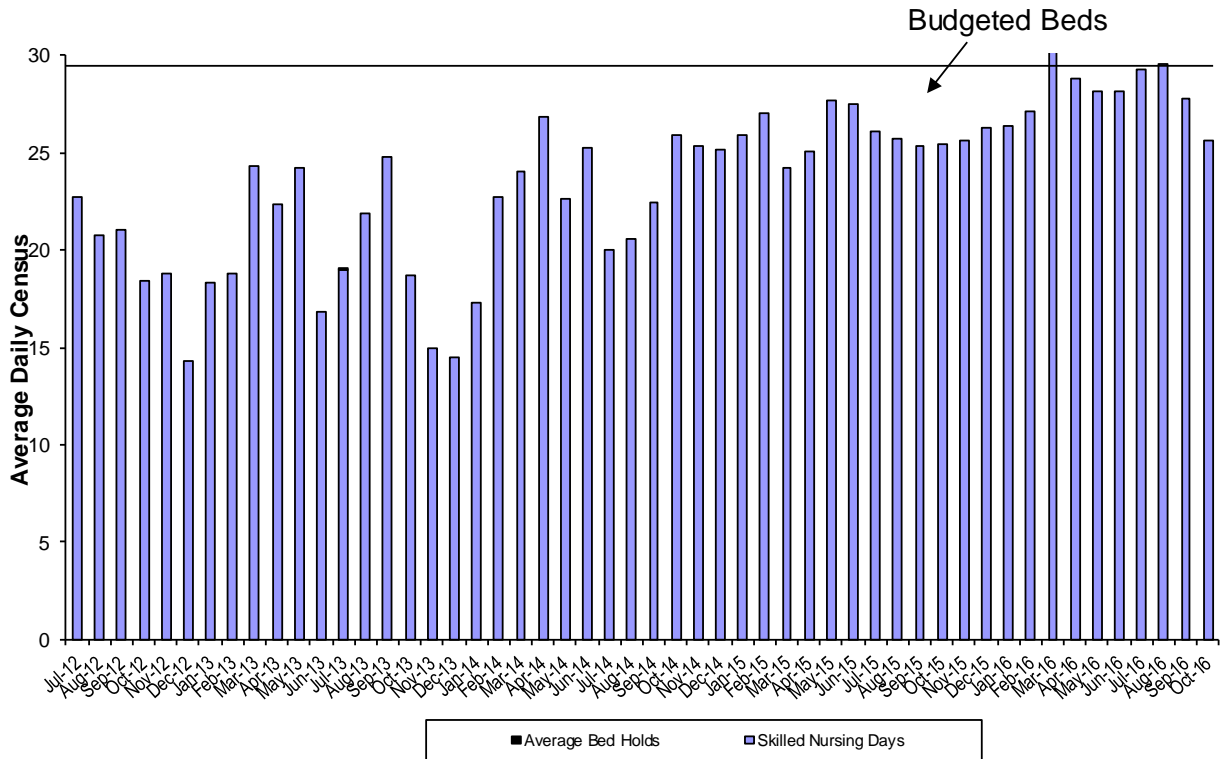
For Pay Period ending October 7, 2016, Zuckerberg San Francisco General recorded a 1.34 % variance between Actual and Budgeted salary cost – actuals were \$179,901 over budget. For variance to budget year-to-date, San Francisco General Hospital has a negative variance of \$1,730,209/1.8%.



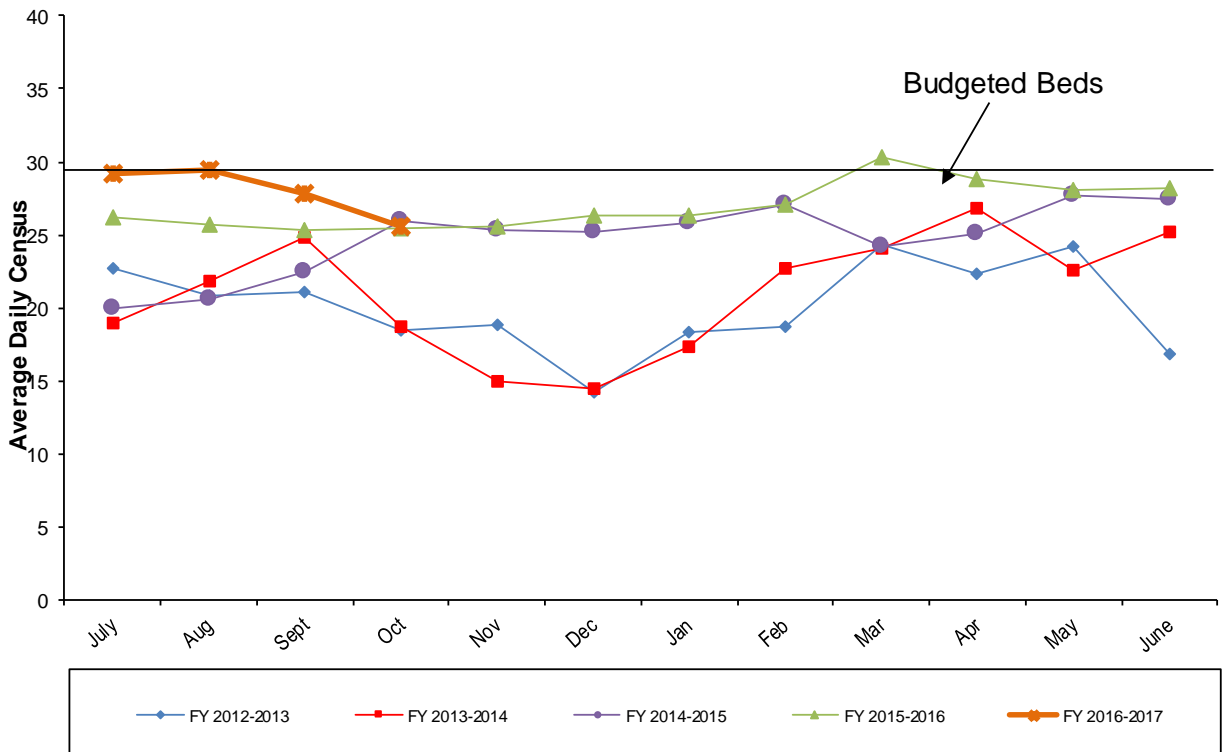




### 4A Skilled Nursing



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### Variance Between Salary Expenditure and Budget by Pay Period (PP) and Year To Date (YTD)

