

HOSPITAL HEALTHCARE UPDATE REPORT

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I. 35th Annual Employee Recognition Dinner on November 5, 2015

SFGH celebrated the 35th Annual Employee Recognition Dinner on November 5, 2015. Employees who have served 10, 15, 20, 25, 30, or 35 years were invited to attend a milestone recognition reception. This year's Service Awards ceremony honored over 180 employees.

After opening remarks from Health Commissioner David Singer, Health Director Barbara Garcia, and Jim Marks our Chief of the Medical Staff, our very own Elizabeth Carthagena-Meyer and Terry Dentoni recognized each employee in attendance with a service pin.

We are especially proud to recognize Vanda Mendoza Baptista, Admitting & Eligibility Director, Patient Financial Services, as the recipient of the Executive Administrator Award for 2015. Vanda has been exemplary in her years of service at SFGH; she has demonstrated the characteristics and qualities that we value most at San Francisco General Hospital. She is planning to retire in May 2016. We are sad to see her go, but Vanda's commitment to improving patient care services, and her willingness to share her knowledge and experience are what make her such a special member of the SFGH family.

II. Radiology Technology Week

SFGH celebrated Radiology Technology week November 8-14, 2015. During this special week, we thanked all staff at SFGH who work in Imaging Services and provide care in a professional, kind and safe manner every day.

As Radiology Technology Week wrapped up, we were able to share the accomplishment of Wilhelm Conrad Roentgen. It was 120 years ago in November 1895 that the first x-ray was taken of his wife's hand. This celebration takes place every year across the nation to recognize the vital work of Radiology Technologists - and all involved - in providing safe and timely Imaging Services to the patients we serve.

III. Improving Specialty Care Access

The 2015 California Association of Public Hospitals and Health Systems/Safety Net Institute Annual Conference was held in Napa, CA on December 2-4, 2015. During the conference, the San Francisco Health Network's Specialty Care was recognized for their outstanding effort to build data infrastructure, develop data analytics capacity and leverage data to improve clinical care.

Specialty Care embarked on a two-year project aimed at addressing disparities in access to care and streamline specialty care delivery. The performance improvement work has included the expansion of clinics, the use of non-physicians to evaluate patients, improving efficiencies through workplace organization, the utilization of group classes for patients and collaboration with outside hospitals to perform the backlog of diagnostic procedures.

The result of this work on third next available appointment (TNAA) numbers have been impressive. Before the project, almost one quarter of clinics had TNAA of more than 120 days. Now, that number is less than 3%.

Many thanks to Luke Day and Rosaly Ferrer for their continued dedication and leadership.

IV. First Kaizen Workshop with the Emergency Department December 7-11, 2015

During the week of December 7th, we affirmed our commitment to improving patient experience and demonstrating respect for our staff by completing the first Kaizen Workshop with the Emergency Department. The team consisted of Emergency Department staff, clinicians, ancillary departments and, most importantly, patient representatives. The focus of the workshop was on the front-end flow for our patients, the time from when a patient is welcomed at the Emergency Department front desk, to the moment when a provider assesses the patient.

The team used time observations to measure progress and the results were breathtaking. For low-acuity patients, the team was able to reduce total time that a patient experiences care from 253 minutes to 63 minutes. The time from welcome through physician assessment was reduced from 59 minutes to 28 minutes. The percentage of patients who left the ED without being seen dropped from 7% to 0%.

We also received feedback from our patients throughout the process. One Emergency Department patient said it took longer to find parking, than it took to be seen.

While the work was very successful, we know we have more work to do. The ED team developed a 30-60-90 day action plan that includes teaching and coaching to over 25 pieces of Standard Work they created. The Emergency Department leadership team is enthusiastic about improving processes so our frontline team is able to provide compassionate care and truly represent the best of us.

V. Annual Dudley Perkins Toy Drive and Children's Holiday Party

San Francisco General Hospital is keeping its holiday traditions strong. On December 10th, we held our annual Dudley Perkins Toy Drive and Children's Holiday Party.

Since 1975, Tom Perkins, owner of Dudley Perkins Co. Harley-Davidson & Buell in South San Francisco, has gathered some 150 of his "Harley Rider" friends and delivers hundreds of toy for our pediatric patients. Sadly, on December 17th, we learned that Tom passed away. Tom's generous spirit will greatly be missed. SFGH held a very special place in Tom's heart as he was once treated in our trauma center after being involved in a hit-and-run motorcycle accident. Since then, Tom was motivated to give back to the hospital and "shine a little light on someone's life." We are tremendously grateful to Tom, his family and Dudley Perkins Co. for their generosity and support over the past 30 years; they truly embody the spirit of giving.

In addition to the toy drive, we held our 6th Annual Children's Holiday Party, with a guest list of over 500 pediatric patients and their families. Guests had the opportunity to enjoy live music performed by George Washington High School's orchestra and choir, participate in arts and crafts and face painting, interact with a juggler and magicians and, of course, take photographs with Santa himself.

VI. San Francisco General Hospital's Medical Clinic will be named for Dr. Richard H. Fine, prominent S.F. General Physician

San Francisco General Hospital's general medical clinic will be named for Dr. Richard H. Fine. He spent 40 years dedicated to treating the patients who came to San Francisco General and, in 1970, created one of the first outpatient clinics at a public hospital in the U.S.

At San Francisco General Hospital and Trauma Center, Dr. Fine served as chief of the adult health center for 25 years and helped found a primary care residency program to train doctors to work with poor and vulnerable patients. He was known for caring for patients many others didn't want to treat, for his strong sense of moral justice. In August, the city's health

commission voted to rename the General Medicine Clinic at San Francisco General the Richard H. Fine People's Clinic. The concept of the outpatient clinic was that if patients had a place to go to seek early treatment, their health would be maintained so they wouldn't have to keep returning to the hospital for overnight stays.

VII. Patient Flow Reports for December 2015

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

VIII. Salary Variance to Budget by Pay Period Report

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