

HOSPITAL HEALTHCARE UPDATE REPORT

Presented to the JCC-SFGH on March 22, 2016

By Roland Pickens, SFGH Interim Chief Executive Officer

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I. Emergency Department 3P Disaster Management Improvement Workshop during week of Feb 29th

During the week of February 29th, the Emergency Department focused on disaster management and how to adequately prepare for a mass casualty incident in Building 25. There were over 20 participants from the ED, as well as several stakeholders from various departments who play critical roles such as Anesthesia, Trauma, Imaging, Security and EVS.

The team has learned a lot from the Asiana incident and have continued to improve with this workshop. In the near future, the team will simulate an actual drill in the new ED using the improvement work from this week.

Congratulations to the ED team for a week well done.

II. Wayfinder Volunteers Exemplify CARE

ZSFG's Volunteer Department started the Wayfinder Patient Experience Ambassador program in 2013. Wayfinder Ambassadors are a group of volunteers who aim to provide positive first impressions; Wayfinders are the first to interact with patients as patients enter the main lobby.

Wayfinders assist patients with directions, provide wheelchair and escort assistance, support patients with non-clinical needs (registration, pharmacy, lost and found), work with patients in waiting areas to ensure their questions are answered, and most importantly, support patients by listening, addressing needs, and presenting an open, friendly, and caring attitude. These volunteer Wayfinders help improve patient experience and enhance patient satisfaction every day.

In an effort to quantify the Wayfinder Volunteer Program's efforts, volunteers began tallying and documenting their patient interactions. I am happy to share that in December 2015, there were 3,003 interactions. In January 2016, Wayfinders helped 4,016 patients, visitors and staff. This is a significant increase of 1,013 patient interaction within one month. Imagine the amount of lives our volunteers have touched. Wayfinder volunteers truly exemplify CARE.

Many thanks to Aiyana Johnson, Liliana Cabrera, Bruce Johnson, and Tracie Floyd, for their commitment towards helping patients and embodying the CARE experience.

III. Black History Celebration

On February 19th, ZSFG celebrated Black History Month in the main cafeteria. Roland Pickens, Interim Chief Executive Officer, made opening remarks to recognize this celebration. We had over 100 staff members join the event to honor the accomplishments of African Americans, while enjoying the wonderful soul food prepared by our Food and Nutrition staff. It was a wonderful time to reflect and recognize the many contributions that African Americans have made throughout U.S. History. I really want to thank and acknowledge staff who planned the amazing event: Brenda Barros, Byron Decuire, Floyd Trammell, Mary Cobbins, Michael King, Donna Harrison, Brandi Fraizer, and Jo Elias-Jackson.

To honor the great contributions being made at the San Francisco Health Network and ZSFG, Roland shared activities of the Black/African American Health Initiative (BAAHI). This group was launched in 2014 and is responsible for identifying issues and strategies within our system to address health disparities in the African American community. Staff from our very own ZSFG are a part of this wonderful group.

Along with opening remarks from Roland, Barbara Garcia, Director of Health, also shared meaningful experiences and efforts DPH takes to promote diversity and acknowledged the historic and ongoing contributions of African Americans.

IV. Lunar New Year Celebration

On February 25th, ZSFG celebrated Lunar New Year in the main cafeteria.

Lunar New Years is an important time celebrated at the turn of the traditional lunisolar calendar.

Iman Nazeeri-Simmons kicked off the celebration with opening remarks, then introduced the San Francisco Police Department Lion Dancing team. The cafeteria became a lively place as two lions danced throughout the cafeteria to the beat of the drums and cymbals.

Many thanks to our Food and Nutrition staff for preparing the Chinese food. Additionally, ZSFG thanks and acknowledges the Zuckerberg San Francisco General Hospital Chinese Employee Association for planning the amazing event.

V. Stage 2 of Meaningful Use

Stage 2 of Meaningful Use is driven by an Affordable Care Act mandate to share and integrate data in order to promote better coordination of care, necessitating further improvements in IT infrastructure, workflow, and data management. The program mandates compliance with 19 distinct objectives related to meaningfully using electronic health records, including improvements around provider order entry, electronic access for patients to data associated with their stay, and protecting electronic health information created or maintained by hospital personnel.

The implementation effort at ZFG began in early 2013 and was a complex, multidisciplinary intervention involving providers, nursing, Quality Management, Clinical Informatics, and vendor partners across the acute-care continuum. I am happy to share that on February 25th, the implementation was capped by successful completion of all 19 objectives. The Implementation Working Group will continue to monitor hospital compliance with stage 2 for calendar year 2016.

Many thanks to Jim Geneviro, Winona Mindolovich, Tina Lee, Cesli Galan, Jenson Wong, Seth Goldman, and Matt Sur, for completing a very successful implementation on February 25th, 2016.

VI. Patient Flow Reports for February 2016

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

VII. Salary Variance to Budget by Pay Period Report

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

PATIENT FLOW REPORT FOR FEBRUARY 2016

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

Medical/Surgical

Average Daily Census, including Well Babies, was 207.19, which is 106% of budgeted staffed beds level and 82% of physical capacity of the hospital. 14.79 % of the Medical/Surgical days were lower level of care days: 4.79% administrative and 10% decertified/non-reimbursed days.

Acute Psychiatry

Average Daily Census for Psychiatry beds, **excluding 7L**, was 42.68, which is 97% of budgeted staffed beds and 63.7% of physical capacity (7A, 7B, 7C). Average Daily Census for 7L was 5.3, which is 76% of budgeted staffed beds (n=7) and 44% of physical capacity (n=12). Latest Utilization Review data from the INVISION System shows 35% non-acute days (34% lower level of care and 1% non-reimbursed).

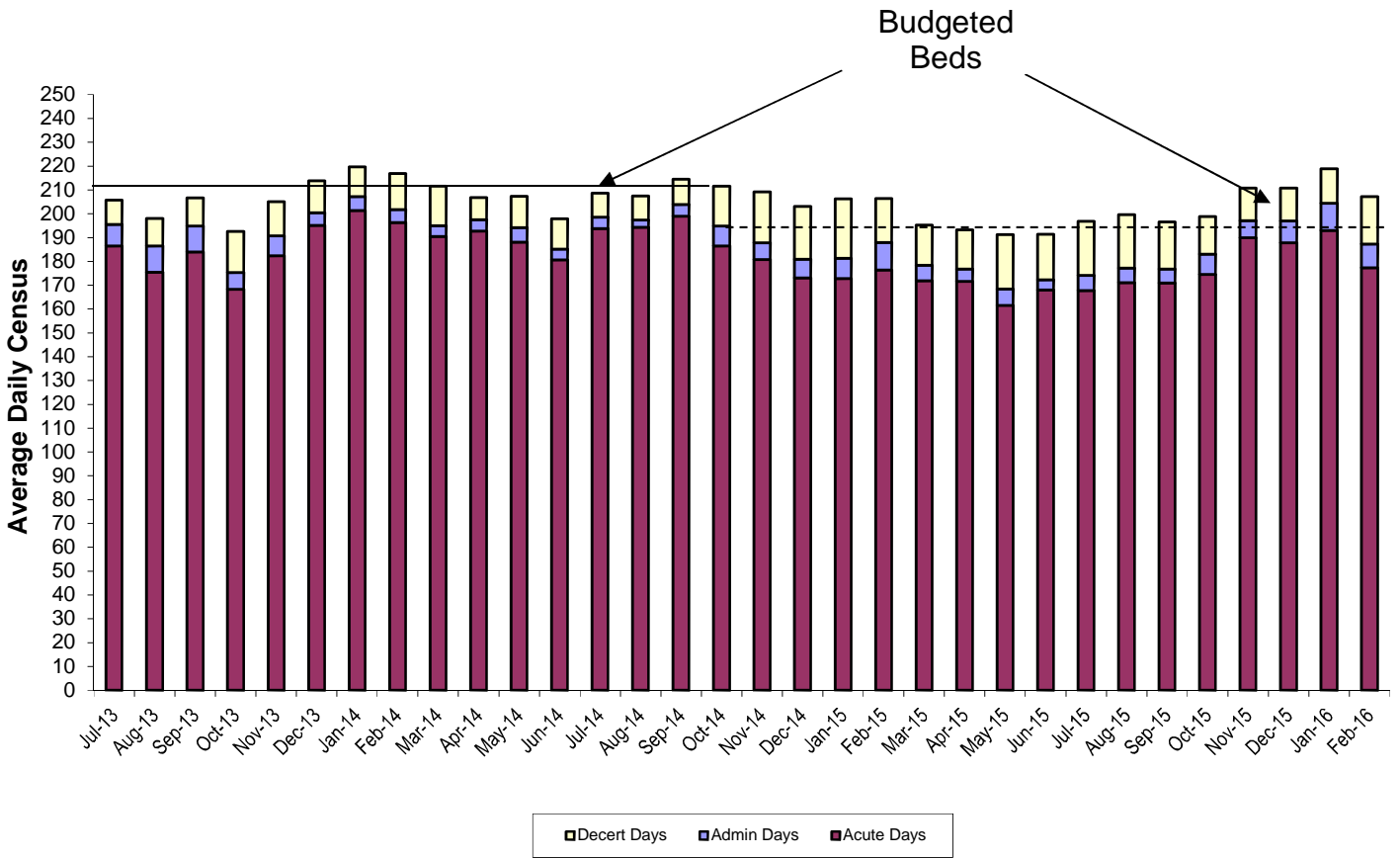
4A Skilled Nursing Unit

ADC for our skilled nursing unit was 27.1, which is 97% of our budgeted staffed beds and 90% of physical capacity.

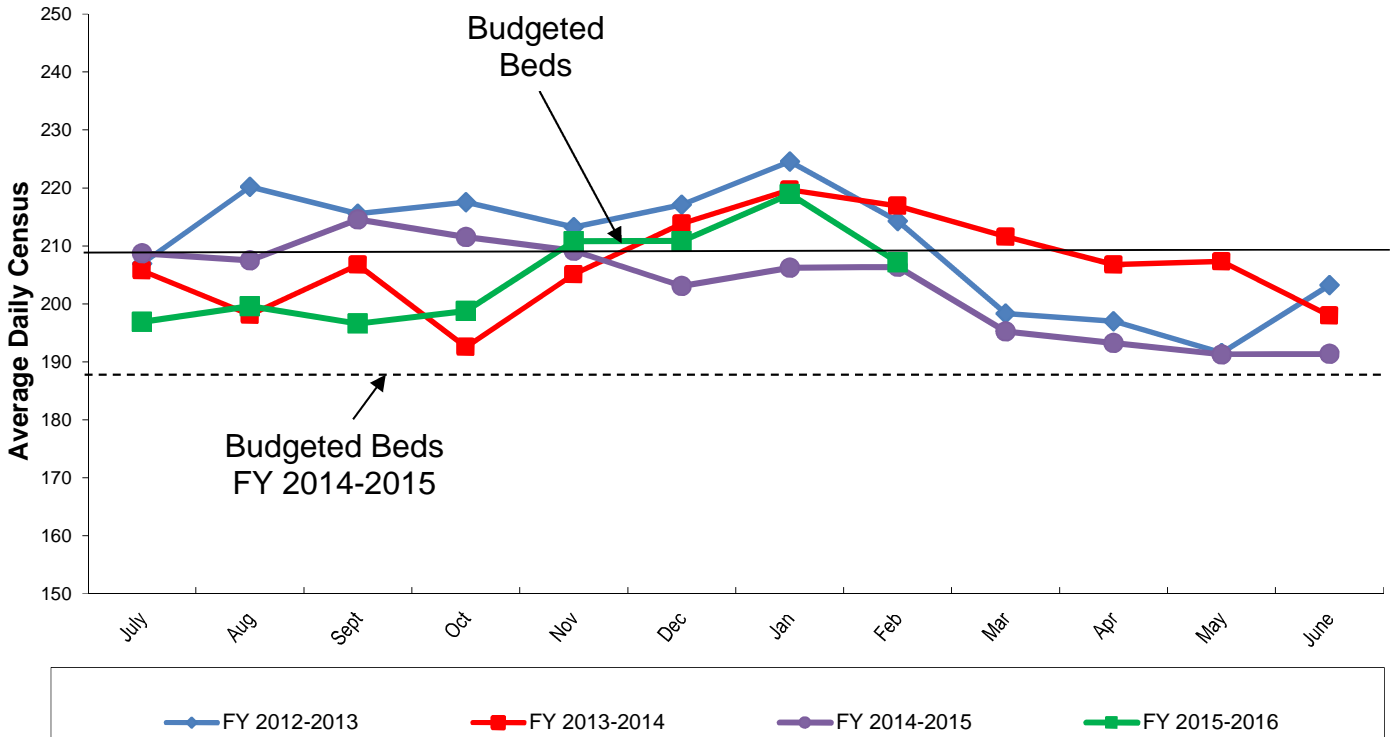
SALARY VARIANCE TO BUDGET BY PAY PERIOD REPORT FOR FISCAL YEAR 2015-2016

For Pay Period ending February 26, 2016, San Francisco General Hospital recorded a 2.10% variance between Actual and Budgeted salary cost – actuals were \$280,364 under budget. For variance to budget year-to-date, San Francisco General Hospital has a positive variance of \$4,742,050 /2.1%.

Medical/Surgical

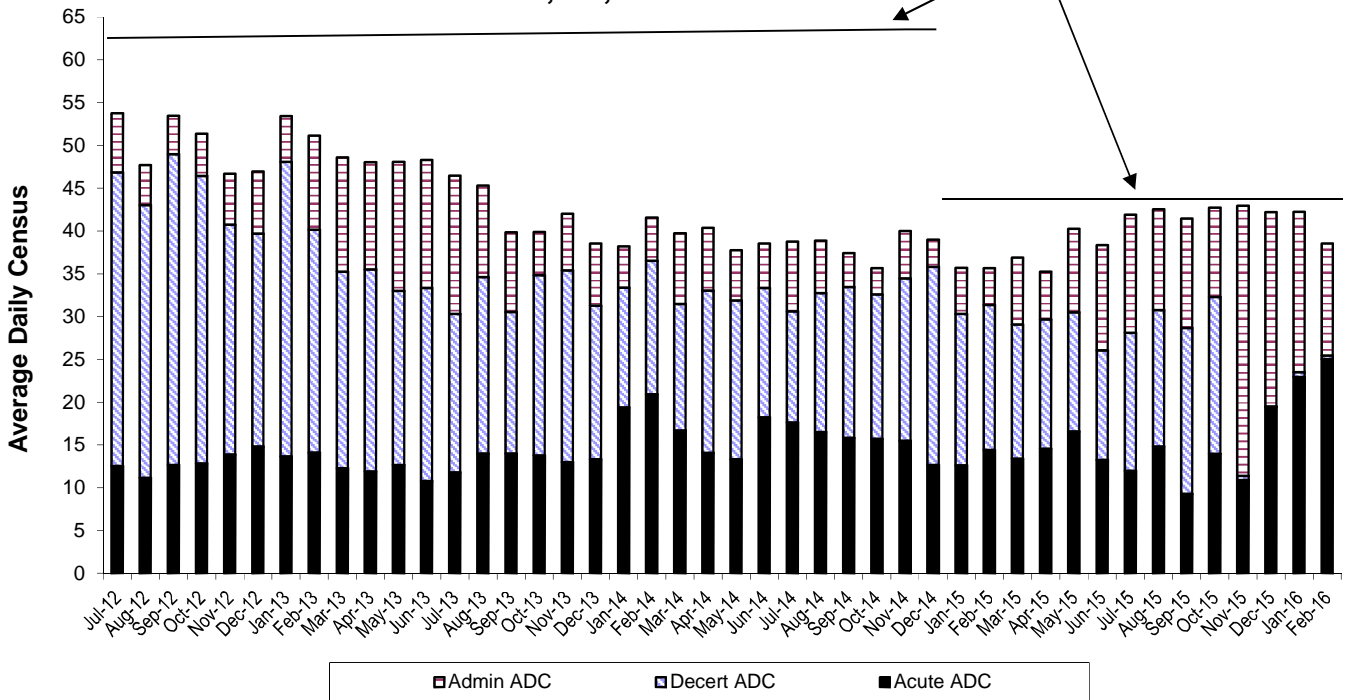


Medical/Surgical



**Acute Psychiatry
Average Daily Census
Includes Units 7A, 7B, 7C Excludes 7L**

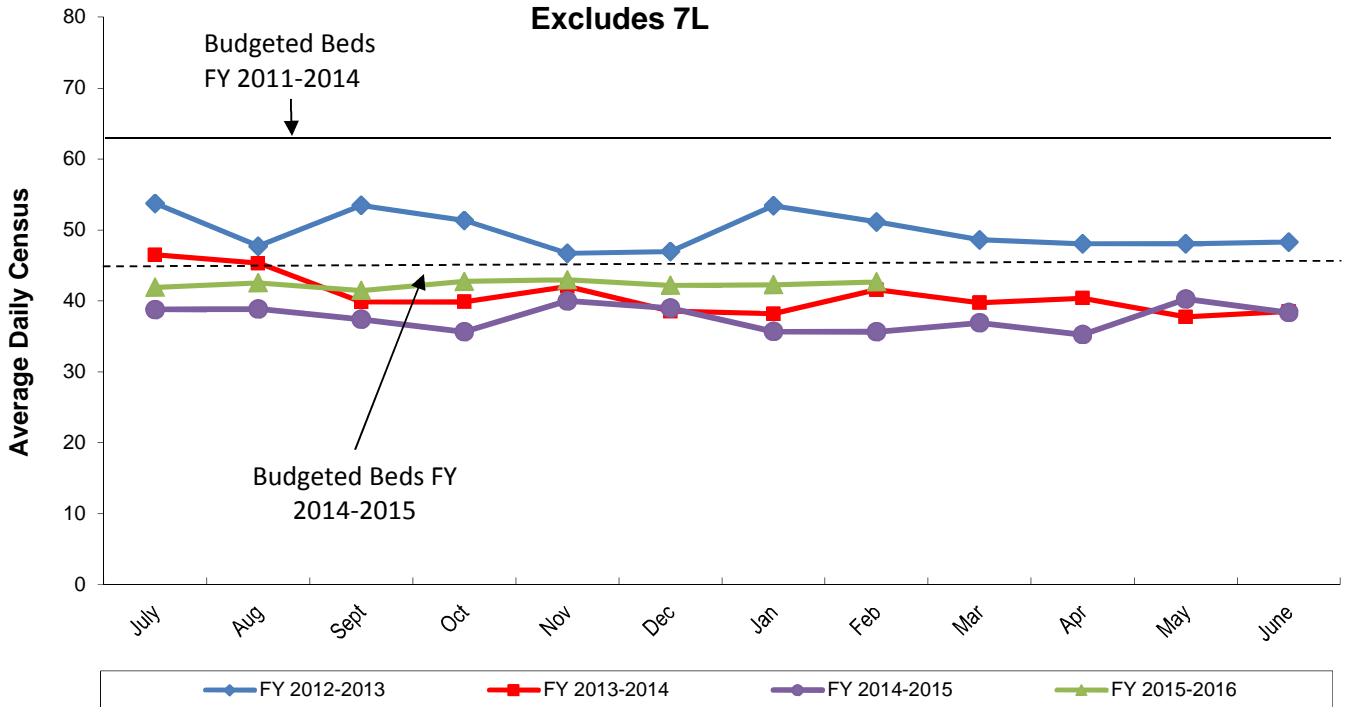
Budgeted Beds



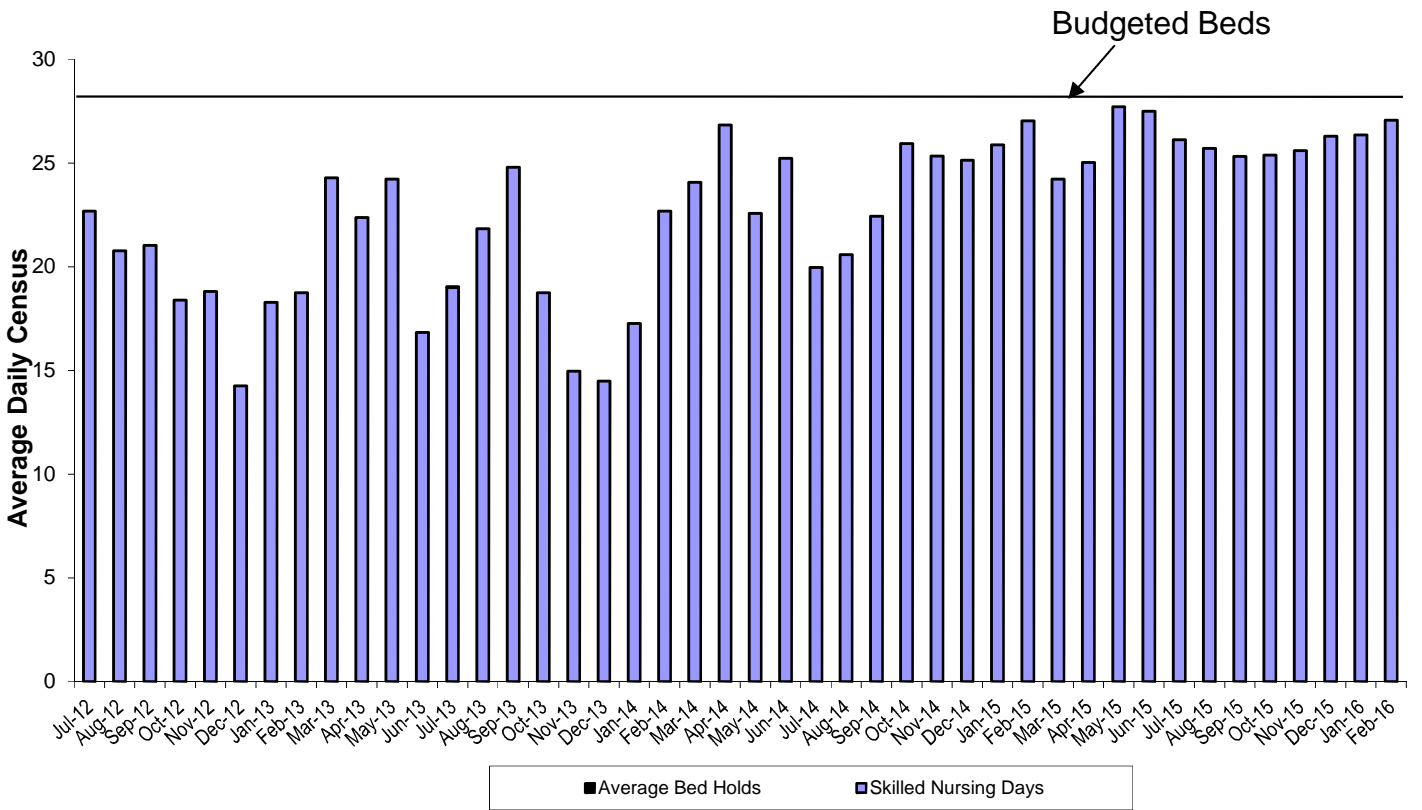
**Acute Psychiatry
Average Daily Census
Includes Units 7A, 7B, 7C
Excludes 7L**

Budgeted Beds
FY 2011-2014

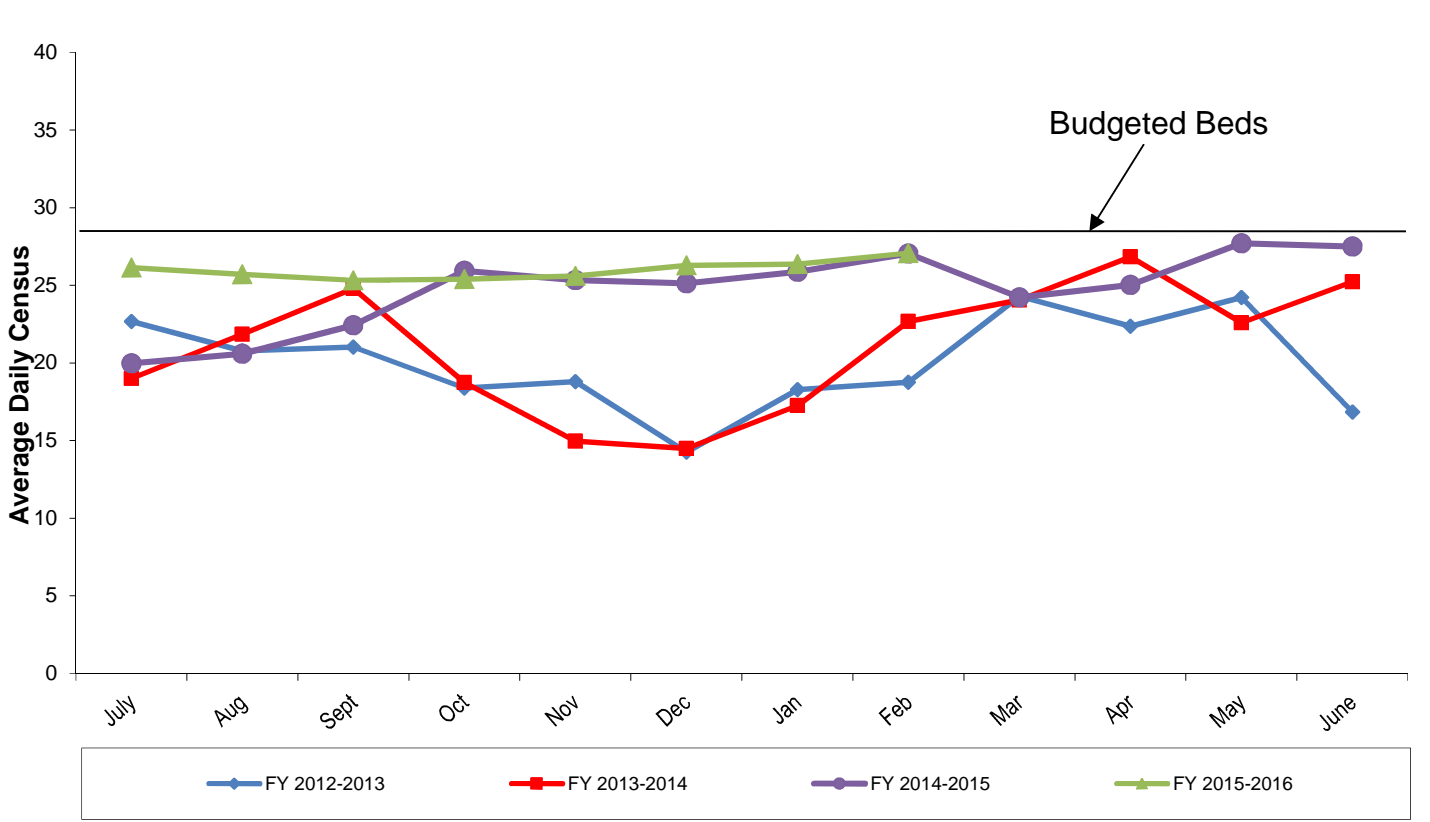
Budgeted Beds FY
2014-2015



4A Skilled Nursing



4A Skilled Nursing



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

