

ZSFG CHIEF OF STAFF REPORT
Presented to the JCC-ZSFG on March 22, 2016
(03/14/16 Leadership MEC and 03/17/16 Business MEC)

AWARDS/RECOGNITIONS

Kirsten Bibbins-Domingo Ph.D, MD, M.A.S – Dr. Bibbins-Domingo, SFGH Medicine Service, was appointed Chair of the U.S. Preventive Services Task Force on March 14, 2016. She has been a member of the Task Force since July 2010, and was previously appointed as Vice Chair in March 2014. The U.S. Preventive Services Task Force is an independent, volunteer panel of national experts in prevention and evidence-based medicine. The Task Force works to improve the health of all Americans by making evidence-based recommendations about clinical preventive services such as screenings, counseling services, and preventive medications.

“Values in Action” Award – The “Values in Action” Award recognizes a Zuckerberg San Francisco General Hospital leader who demonstrates the hospital values of learn, improve, engage and care. For this month, the “Values in Action” Award was presented by prior recipient, Dr. Benjamin Breyer, Chief of Urology, to Dr. Jens Krombach, Associate Professor, Anesthesia and Perioperative Care. Dr. Krombach constantly seeks to develop, expand and share his lean training. His leadership in the OR and Executive Committees have been instrumental in improving OR efficiency, as well as the implementation of the OR computer system, SIS, and the transition to Building 25 OR rooms. Dr. Krombach is a strong patient advocate, and continues to work hard to promote efficiency and patient flow. Dr. Krombach thanked members for the recognition.

Transitions Taskforce – The Taskforce, led by Dr. Michelle Schneidermann, received Honorable Mention for the “Gage Award for Quality of America’s Essential Hospital”.

New ED Service Chief- Dr. Christopher Colwell MD, currently Chief of Emergency Medicine at Denver Health Medical Center, has accepted the offer as ZSFG Emergency Medicine Service Chief and will start at end of June 2016.

BUILDING 25 LICENSING SURVEY:

MEC was informed that ZSFG successfully passed the licensing survey conducted Feb 22-28, 2016 by a team of 8 surveyors from the California Department of Public Health. The survey went smoothly with two findings that prevented licensing:

- No Board of Pharmacy License – CDPH is unable to issue license without medications in Building 25. This was no surprise because the Board of Pharmacy was not able to schedule its survey before the CDPH licensing survey. Since then, the hospital has successfully passed the Board of Pharmacy Survey on March 8, 2016.
- Six Dialysis Machines - The machines must be set up and tested for 30 days. This is targeted to be completed by April, before CDPH returns tentatively on May 2-6, 2016 to survey to assess if the corrective action plans were undertaken and issue the license.

Dr. Marks stated that surveyors were very impressed with the stunning new building, and complimentary of the staff’s knowledge of their clinical settings and their ability to speak about their workflow. Dr. Marks acknowledged the work of Nursing Directors, Managers and Hospital Administration, Mr. Troy Williams, Director of Quality Management, and Mr. Jay Kloo, Director of Regulatory Affairs who led the survey process, Mr. Terry Saltz and the Rebuild Team, physician leaders including Dr. Todd May (CMO), Dr. Lukejohn Day (GI Division), Dr. Mark Wilson (Radiology), Dr. John Macgregor (Cardiology Division), Dr. Art Hill (Surgery), Dr. Robin Stackhouse (Anesthesia) and Dr. Krishna Parekh (Anesthesia). Dr. Marks also acknowledged the outstanding credentialing work of the Medical Staff Office, led by Mr. Troy Williams and Mr. Dan Schwager, Director of Medical Staff Office.

LEAN MANAGEMENT/A3 REVIEW

Laboratory Medicine's Participation in ED Workshop

Dr. Barbara Haller, Interim Chief of Laboratory Medicine and her leadership team participated in the recent second ED Kaizen workshop (held in Feb 2016) that focused on improving workflow in the ED for ESI 3 (middle severity) patients. Dr. Haller discussed their findings based on tracking activities undertaken during the workshop (when patients are seen, when patients were triaged, when specimens were drawn, when specimens arrived in the lab, when testing was done, when results were posted in computer, when the provider actually saw results). Workshop findings challenged the laboratory to increase vigilance for ED specimens, and decrease turnaround time for ED specimens. Dr. Haller discussed improvement work that has been implemented, including the use of pink bags (instead of the clear plastic) for immediate identification and prioritized processing of ED specimens. In addition, the lab will use new centrifuges that spin down tubes faster. The laboratory is also looking at developing standard work in the management of STAT lab requests from all areas in the hospital. As a result, significant improvements were noted in turnaround time for chemistry and hematology (CBC) results. Dr. Haller expressed appreciation for ED colleagues and the opportunity to participate in this workshop and indicated commitment by the laboratory to participate in future improvement activities.

SERVICE REPORT:

Family and Community Medicine Service Report

The report provided updates on the following:

- Hospital Based Clinical Services – Family Medicine Inpatient Service, Skilled Nursing Facility, Prenatal Partnership Program.
- Ambulatory Clinical Services – Family Health Center (FHC), Urgent Care Center (UCC).
- Educational Programs- NP Students, Family Medicine Residents, Educational Programs for the Community (Summer Urban Health and Leadership Academy).
- Research and Scholarships – Transformation of the delivery of primary care (Center for Excellence in Primary Care), Disparities in reproductive health and family planning, Community-based participatory research focusing on the social determinants of health including CTSI Community Engagement and Health Policy Program, Clinical consultation warm-line.
- Financial Reports – SFGH Affiliation, Pro Fees, Contracts & Grants, 19900.

The report included updates on scope of services, faculty and staff, volume statistics (admission data, clinic visits) and performance improvement activities both in the inpatient and ambulatory FCM services. Among the highlights are the successful CDPH Licensing survey in January 2016 of the 4A-Skilled Nursing Facility with no clinical deficiencies, the integration of Behavioral Health into Family Health Center, ongoing A3 Reviews focusing on patient access for both FHC and UCC, educational programs including the FCM Residency Program which is based at ZSFH and the SFGH/UCSF Summer Urban Health and Leadership Academy which is a three-week health and leadership academy for high school and undergraduate students in the Mission District, the Healthy Mothers Workforce Silver Award received last September, 2015, and the Service's Clinician Consultation Warm-Line which actively provides consultation and education about HIV care and other diseases to practicing clinicians all over the country. In summary, Dr. Villela discussed challenges/opportunities that include limitations of Family Health Center space, leadership transitions, and the electronic health record. Dr. Villela highlighted the Service's strengths which included the following: collaborative leaders, mission driven people: staff, faculty, administrators and resident, and patients/families that are diverse and engaged in the Service's Patient Advisory Board.

Members expressed appreciation of the FCM Clinical Service Leadership and the professional, respectful, and responsive services provided by FCM residents to other Clinical Services.