

HOSPITAL HEALTHCARE UPDATE REPORT

Presented to the JCC-ZSFG on October 25, 2016

By Susan Ehrlich, ZSFG Chief Executive Officer

REPORT CONTENTS:

1. Zuckerberg San Francisco General is the first LEED Gold Trauma Center in California	1
2. San Francisco Health Network Recognitions at San Francisco Health Plan Provider (SFHP) Dinner on September 15 th	2
3. Board of Pharmacy Inspection on October 5, 2016	2
4. San Francisco EMS Agency Trauma Center Re-designation Survey	3
5. Respiratory Care Services Research Presentations	3
6. Sustainable Building Awards 2016	4
7. Interpreter Service Department Recognition September 27 th	4
8. Urgent Care Improvement Workshop Week of September 19 th	4
9. Patient Flow Reports	6
10. Salary Variance to Budget by Pay Period Report	6

1 ZUCKERBERG SAN FRANCISCO GENERAL IS THE FIRST LEED GOLD TRAUMA CENTER IN CALIFORNIA

Zuckerberg San Francisco General building 25 has been awarded LEED Gold. LEED, or Leadership in Energy & Environmental Design, is a green building certification program that recognizes best-in-class building strategies and practices.

LEED certified buildings save money and resources and have a positive impact on the health of occupants, while promoting renewable, clean energy. LEED certification means healthier, more productive places, reduced stress on the environment by encouraging energy and resource-efficient buildings, and savings from increased building value, higher lease rates and decreased utility costs.

Congratulations to the rebuild team and all of the people involved including Terry Saltz and his team at ZSFG, and those at DPW, ARUP, Fong + Chan Architects, Webcor, Gayner Engineers, and Department of the Environment.

2 SAN FRANCISCO HEALTH NETWORK RECOGNITIONS AT SAN FRANCISCO HEALTH PLAN PROVIDER DINNER

On September 15th, San Francisco Health Plan held a Provider Appreciation Dinner and Award Ceremony. The following providers were recognized for their remarkable work.

Innovations and Collaboration for the SF Safety Net: End Hep C

End Hep C SF aims to eliminate hepatitis C in San Francisco, and the initiative brings partners together from all over the San Francisco community to accomplish this goal. Its work combines preventive measures like outreach & education, syringe access for IV drug users, with making best use of treatment advances in primary and specialty care settings, directly-observed therapy and other strategies.

Diligence and Ingenuity in Case Management: Transgender Health Services

While San Francisco has been a leading community in trans* care for many years, access to medical and supportive care is an often-complicated process. Navigation and coordination of health insurance, providers, and treatment are essential to meet the needs of trans* clients. Transgender Health Services' research, advocacy, and expertise have shaped and continue to shape SFHP's work for trans* members to the benefit of all.

Patient Experience Excellence: Positive Health Program

Patient experience has been a major focus for SFHP for a couple years now. It is tough to measure, tough to analyze for root causes, and tough to change. The SFHP recognized the Positive Health Program for making great strides in patient experience). Using the Clinician and Group Consumer Assessment (CG CAHPS), the PHP improved their patients' experience access composites more than any other clinic with SFHP. They achieved a 25% relative improvement, which in this domain is quite remarkable.

Excel and Lead: Kristina Hung, CNS; Lactation Specialist, ZSFG

Kristina embodies SFHP's mission and is a true patient advocate. As a Lactation Consultant at ZSFG, she is committed to improving health outcomes for underserved moms and their newborn babies. Over the past year, she identified quality and supply issues with breast pumps being ordered for SFHP members that were keeping new moms from meeting their breastfeeding goals. Due to Kristina's hard work and advocacy, SFHP members discharged from ZSFG in need of breast pumps are now receiving timely delivery of high-quality pumps that help ensure the healthiest start for their newborns

3 CALIFORNIA STATE BOARD OF PHARMACY SURVEY

On October 5, 2016, two inspectors from the California State Board of Pharmacy arrived unannounced on campus to conduct an annual sterile compounding renewal inspection of the ZSFG sterile compounding sites in the main Pharmacy, ED and OR. The inspectors remained on campus for approximately 4 hours,

during which they toured the sterile compounding sites, and then reviewed a variety of records including: testing logs, policies and procedures, and environmental monitoring reports.

- There were four minor findings identified during this visit; pharmacy Leadership and Regulatory Affairs are working jointly to submit proof of corrections to the Board of Pharmacy by 10/19/2016.

Overall, the surveyors were appreciative and expressed they felt this was one of the best physical spaces for compounding they had seen. Congratulations to the Pharmacy team!

4 SAN FRANCISCO EMS AGENCY TRAUMA CENTER RE-DESIGNATION SURVEY

On Tuesday, September 27, 2016, Dr. John Brown, Medical Director of the San Francisco Emergency Medical Services Agency (SF EMSA) for the City and County of San Francisco (CCSF), Mary Magocsy, RN, EMS Coordinator for the SF EMSA, and Patrice Christensen, RN, EMS Coordinator from the San Mateo EMSA arrived on campus at approximately 1pm to complete the ZSFG EMS Agency site survey. The purpose of their visit was to evaluate our compliance with the California Code of Regulations, Title 22 trauma center requirements and the SF EMS Agency regulatory requirements for re-designation as a Level I trauma center.

The survey focused on the Title 22 requirements not addressed during the recent American College of Surgeons (ACS) trauma center re-verification survey.

According to Dr. Brown, ZSFG met all of the requirements. No deficiencies were identified during this survey. Informal recommendations for improvement were shared with the Trauma Program team.

A report of the site visit and the SF EMS Agency's recommendations will be provided once the final report from the ACS survey is released.

CONGRATULATIONS to ZSFG and the Trauma Program staff for an outstanding survey!

5 RESPIRATORY CARE SERVICES RESEARCH PRESENTATIONS

Respiratory Care Services (RCS) at ZSFG had 12 abstracts accepted for presentation at this year's International Respiratory Congress in San Antonio, TX. These abstracts represent the efforts of an 8 member RCS research team under the direction of Rich Kallet MS RRT FCCM (Director of Quality Assurance). Members of research team include Justin Phillips RRT, Lance Pangilinan RRT, Earl Mangalindan RRT, Kelly Ho RRT, Gregory Burns RRT, Vivian Yip RRT and Joseph Booze RRT. Two of the abstracts won the Editor's Choice award given to the top-ten rated abstracts: Gregory Burns RRT (factors influencing the effects of aerosolized prostacyclin in severe ARDS) and Vivian Yip RRT (the impact of SBT and DSI in ARDS). In addition, the abstract on aerosolized prostacyclin in ARDS won the **2016 Monaghan-Trudell Fellowship for**

Aerosol Technique Development. These three awards bring the number of national research awards received by the department to ten.

The Department of Anesthesia and Perioperative Care at ZSFGH has a storied history of clinical research on mechanical ventilation during critical illness. This dates back to the mid-1970s with the publication of the seminal study on Optimal PEEP by H Barrie Fairley MD. RCS members assisted with these early research projects.

6 SUSTAINABLE BUILDING AWARDS 2016

We are proud to announce that the ZSFGH received the ARCHITECTURE AWARDS 2016 for “Best Master Planning Healthcare Building Project” from the World prestigious BUILD MAGAZINE of United Kingdom. The 2016 Architecture Awards recognize the exceptional work undertaken by global firms in the industry.

7 INTERPRETER SERVICE DEPARTMENT RECOGNITION

Congratulations to the Interpreter Services department as they were recognized as Department of the Month in September. The department was honored during a celebration in the cafeteria on September 27th. The celebration included music, snacks, as well as a spinning wheel game where all staff had a chance to play and win prizes. Interpreter Services was awarded the Department of the Month because of the work they have done to advance our True North metrics of Care Experience and Safety.

In service of Care Experience for patients, the staff are an immeasurable asset in creating a welcoming and accepting atmosphere for our patients and providing them with a ‘full voice’ when interacting with their providers. In service of Safety, the department have been successfully managing language and culture barriers between provider and patient. The staff assists providers and patients every day to ensure clear communication around informed consents, medication adherence, etc.

Every day in the life of an interpreter is different. One staff member said, “We never know what situation we walk into.” An interpreter could be working to set up medical appointment for a patient on the phone and then the next assignment could be sent to interpret for a family meeting with their medical team and family members to discuss end-of-life decision. Congratulations to Interpreter Services!

8 URGENT CARE IMPROVEMENT WORKSHOP WEEK OF SEPTEMBER 19TH

During the week of September 19th, the Urgent Care Center team focused on designing the ideal patient visit for both scheduled and drop-in patients. This multidisciplinary team simulated and tested different processes in their new space, focused on ensuring Urgent Care Center patients receive safe, high quality care at all times. They also began to revise and develop new workflows in collaboration with supporting services, such as the emergency department, imaging and clinical lab.

Following this improvement event, the Urgent Care Center team will be sharing these proposals at their upcoming staff retreat for further feedback and input. Then, standard work training will begin to ensure all staff are trained on the new workflows prior to move in. The group will continue to engage key stakeholders with ongoing decisions still to be made. Internal and external communication needs will also be addressed to ensure all patients and staff are aware of the Urgent Care Center's new location, including signage around the hospital and within the community.

PATIENT FLOW REPORT FOR SEPTEMBER 2016

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

Medical/Surgical

Average Daily Census was 199.50, which is 98% of budgeted staffed beds level and 79% of physical capacity of the hospital. 11.29 % of the Medical/Surgical days were lower level of care days: 0.22% administrative and 11.08% decertified/non-reimbursed days.

Acute Psychiatry

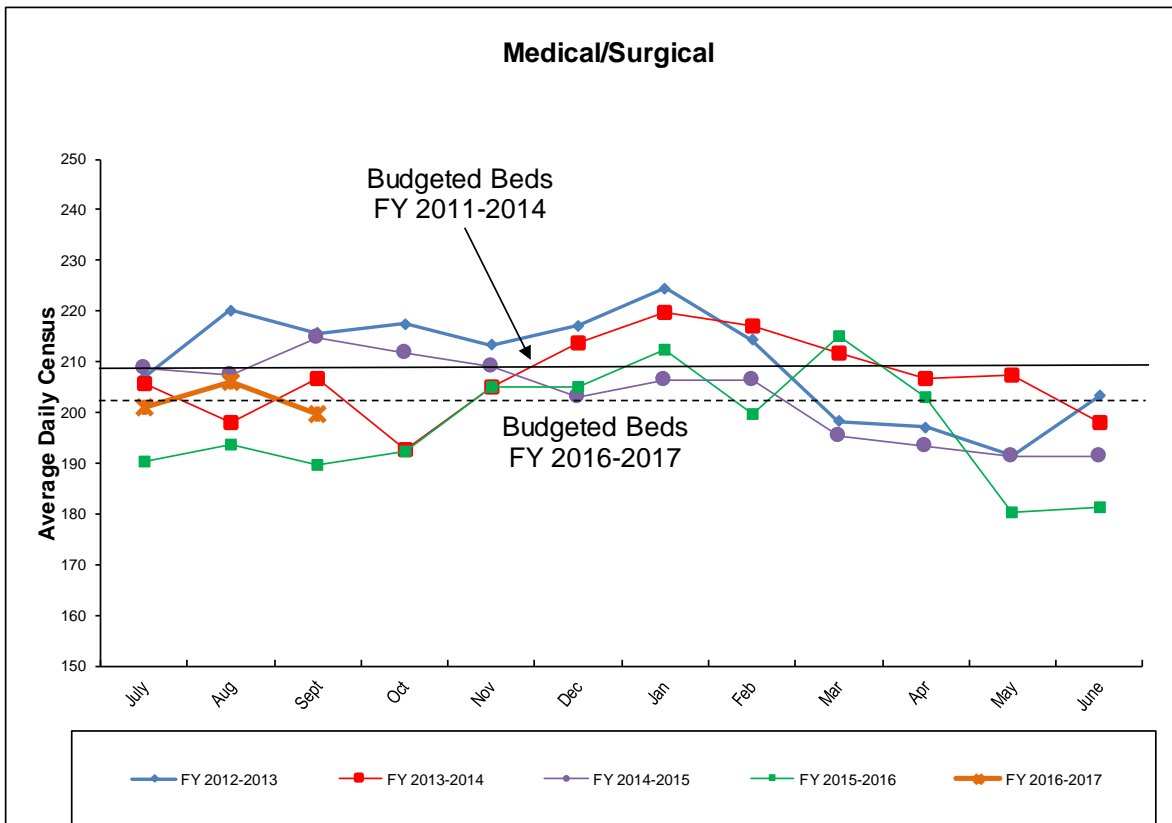
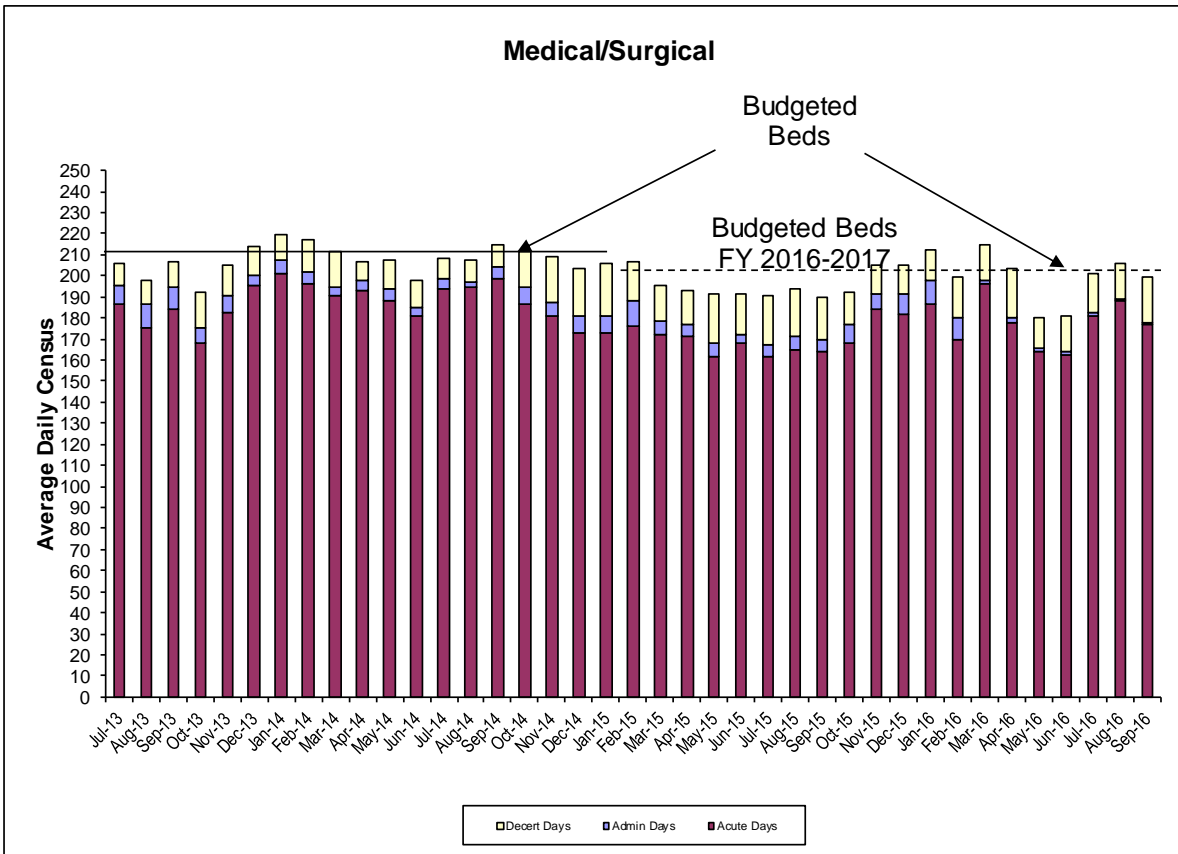
Average Daily Census for Psychiatry beds, **excluding 7L**, was 43.4, which is 98.6% of budgeted staffed beds and 64.7% of physical capacity (7A, 7B, 7C). Average Daily Census for 7L was 5.6, which is 805.6/% of budgeted staffed beds (n=7) and 46.7% of physical capacity (n=12). Latest Utilization Review data from the INVISION System shows 45.5% non-acute days (45.04% lower level of care and 0.46% non-reimbursed).

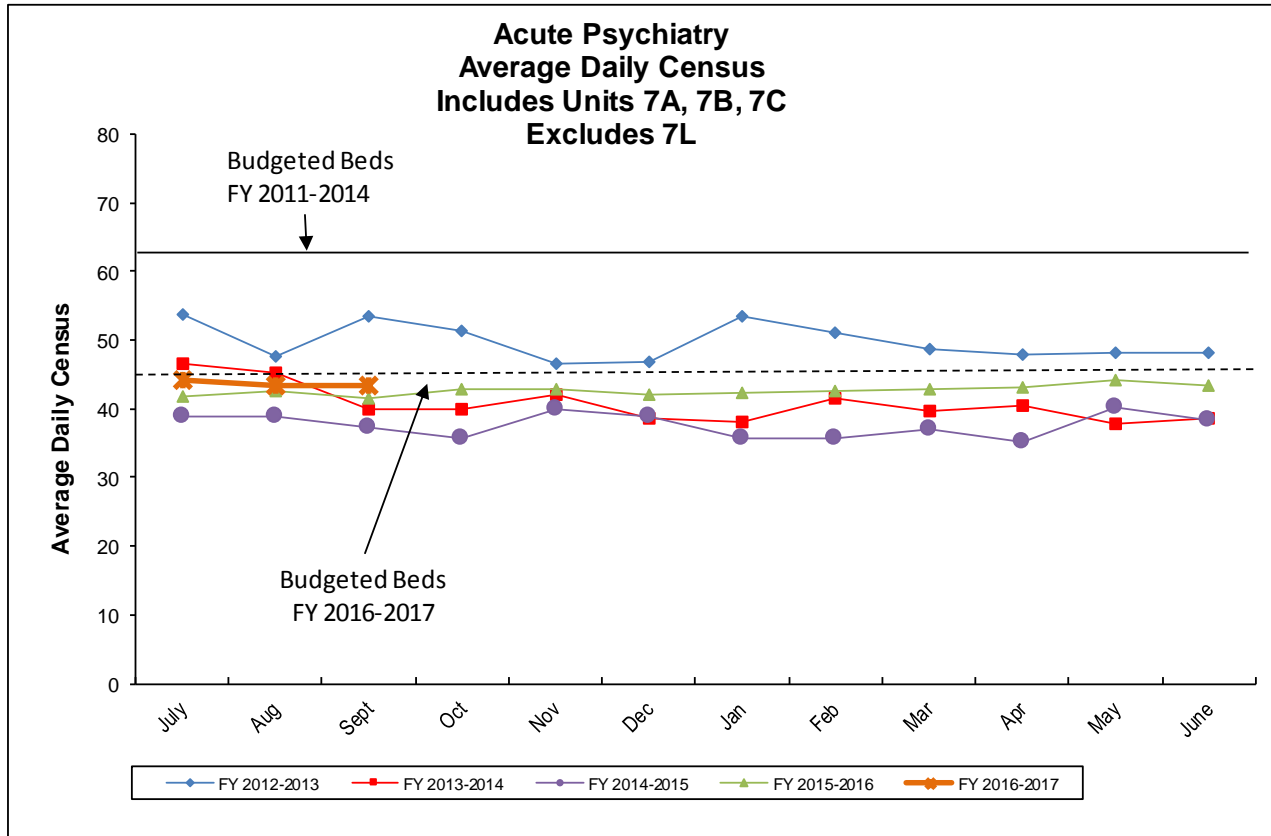
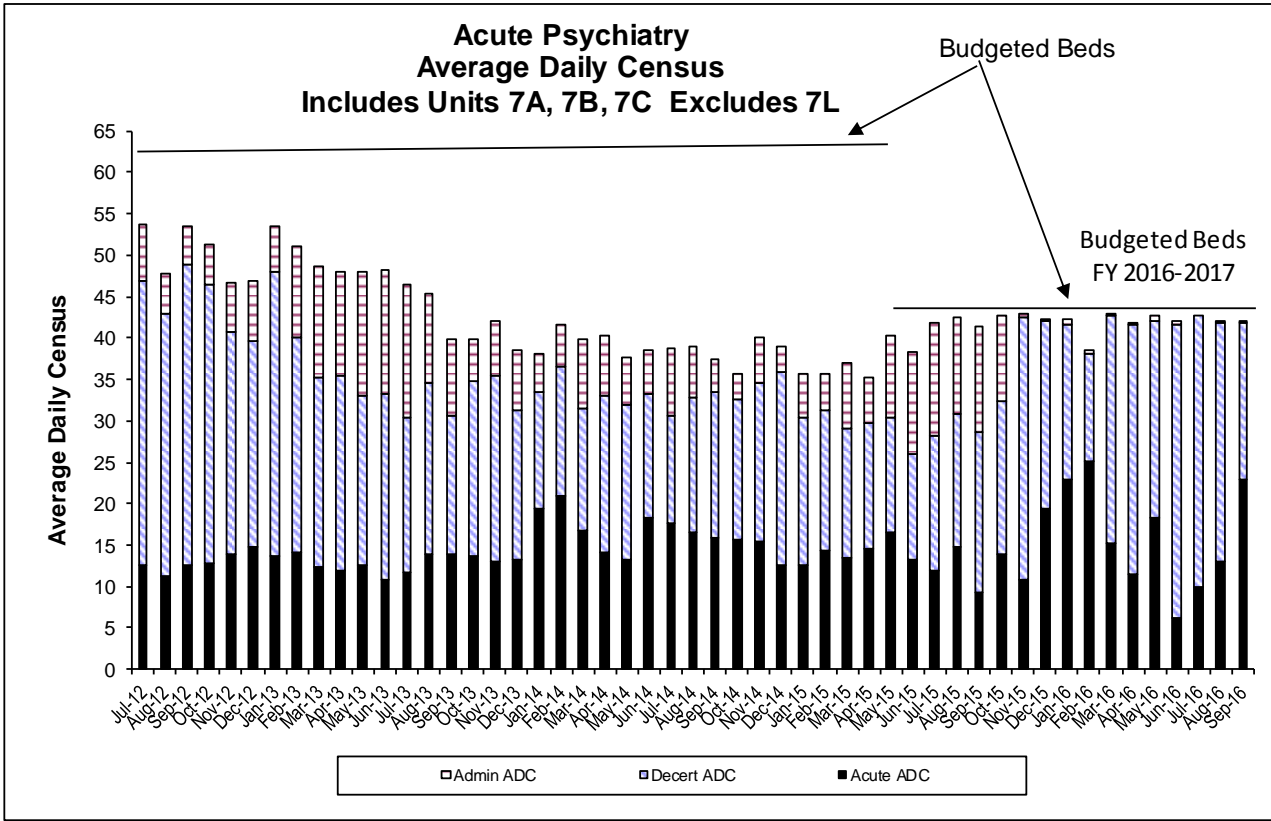
4A Skilled Nursing Unit

ADC for our skilled nursing unit was 27.8, which is 99% of our budgeted staffed beds and 93% of physical capacity.

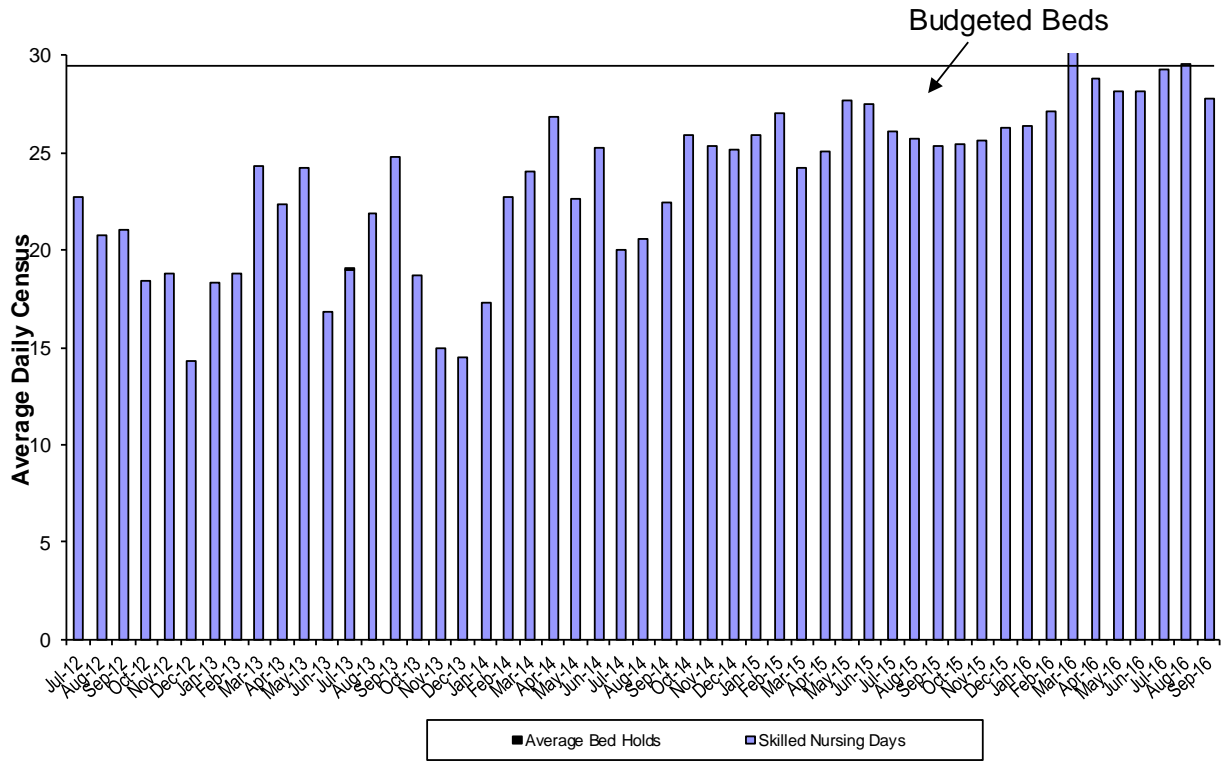
9 SALARY VARIANCE TO BUDGET BY PAY PERIOD REPORT FOR FISCAL YEAR 2016-2017

For Pay Period ending September 23, 2016, Zuckerberg San Francisco General recorded a 1.18 % variance between Actual and Budgeted salary cost – actuals were \$158,390 over budget. For variance to budget year-to-date, San Francisco General Hospital has a negative variance of \$1,553,863/1.9%.

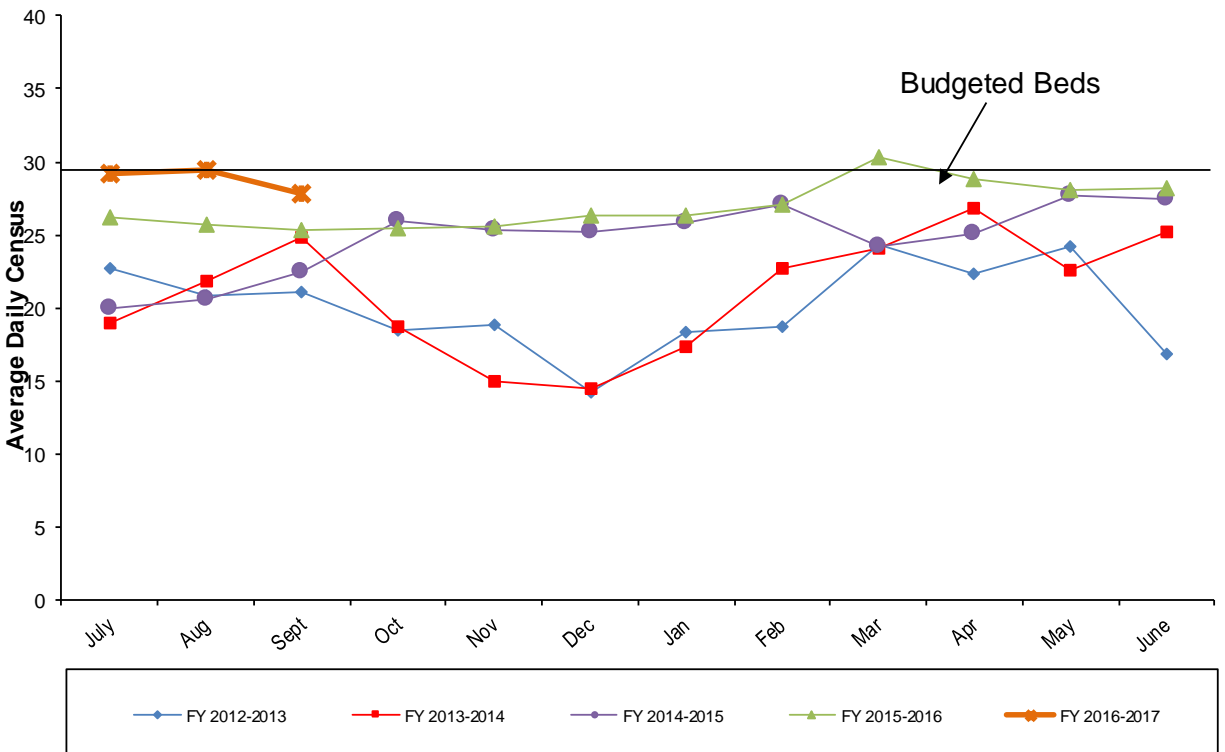




4A Skilled Nursing



4A Skilled Nursing



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

