

**HOSPITAL HEALTHCARE UPDATE REPORT**  
Presented to the JCC-ZSFG on March 28, 2017  
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## 1 CALIFORNIA DEPARTMENT OF PUBLIC HEALTH SURVEYS

### ***CALIFORNIA DEPARTMENT OF PUBLIC HEALTH SKILLED NURSING FACILITY LONG TERM CARE SURVEY***

On February 27<sup>th</sup>, the Health Facility Evaluator Nurse (HFEN) Surveyors from the California Department of Public Health (CDPH), arrived at ZSFG to conduct the CDPH/CMS Skilled Nursing Facility (SNF) Long Term Care Relicensing/Recertification Survey. The survey took approximately four days to complete.

During the visit, surveyors visited the following areas: the Building 5 kitchen, power plant, laundry services, conducted resident and staff interviews, and conducted medical record reviews.

There were only three minor findings identified during the exit conference. The team immediately addressed them.

These are outstanding survey results, considering the intensity of the review by five surveyors for four days. Many thanks to Anna Calderon, RN, Nurse Manager of the Skilled Nursing Facility and her staff for being well-prepared.

### ***CALIFORNIA DEPARTMENT OF PUBLIC HEALTH SKILLED NURSING FACILITY FIRE LIFE SAFETY CODE SURVEY***

On March 9<sup>th</sup>, one CDPH Health Facilities Evaluator arrived on campus to conduct a one-day unannounced Fire/Life Safety Code survey of the 4A Skilled Nursing Facility (SNF).

They surveyor conducted a walkthrough on 4A to check for Fire/Life Safety Code compliance and reviewed Life Safety Code documentation with Fire Marshall Rich Elliot.

There were two minor findings that were corrected in real time.

Many thanks to Rich Elliott, Greg Chase, and the Facilities Team for ensuring a successful Fire/Life Safety Survey.

## 2 MARDI GRAS CELEBRATION NEWS COVERAGE ON SF CHRONICLE

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On February 23<sup>rd</sup>, ZSFG hosted a Mardi Gras and Black History Month celebration.

The Mardi Gras celebration featured Southern food cooked by Executive Chef Michael Jenkins, and as a bonus for Black History Month, a lunchtime concert by the Marcus Shelby Trio.

A podium was draped with balloons and the packed room was lively with conversation. Stella Landry began a soaring rendition of "Lift Every Voice and Sing". There was stirring poetry; informative history pointers; a speech from Supervisor Malia Cohen, two students describing the goals of White Coats for Black Lives and its work against "race-based medicine" and "medical apartheid", and then a hearty thank-you "to all the African American employees who work in this institution."

Many thanks to our CHEARS committee, ZSFG's employee recognition group, and Food and Nutrition Services, for continuing to plan events that support and recognize our staff.

## 3 EMERGENCY DEPARTMENT IMPROVEMENT WORKSHOP

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During the week of March 3<sup>rd</sup>, the Emergency Department team conducted a week-long improvement event focused on the front-end flow in the Emergency Department. This improvement workshop was an extension from a previous December 2016 workshop.

During the improvement workshop, the team focused on four improvement ideas: (1) Quick Sorting at Greet "Quick Triage", (2) Optimizing Fast Track, (3) Improving Patient Property Management, (4) Upgrading Physical Space and Materials in Triage.

After testing three combinations of Quick Sort/Triage and Fast Track, the team reduced mean greet to triage time for non-ambulance patients by 25% and lead time for greet to provider for all ESI 3/4/5 patients by 26%.

Many thanks to the improvement team for another successful workshop!

## 4 LEAN CERTIFICATION MODULE MARATHON

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In March, ZSFG concluded a third cohort of lean leadership certification. The purpose of the training is to internally develop leaders with the lean knowledge and skills. The lean leader certification process is

not only rigorous but requires the commitment of leaders to spend the time necessary to gain the knowledge and skills to learn how to lead differently.

Rona Consulting, ZSFG's coaches throughout the process, guided 22 participants through a nine week training module. Participants were expected to participate and pass the final session by teaching back.

ZSFG is happy to share that all 22 leaders who participated in cohort 3 passed and are certified to train others. Thus far, ZSFG has now trained and certified 49 total leaders! Congratulations, team.

## 5 MARCH IS NATIONAL NUTRITION MONTH

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March is Nutrition Month! It was also Registered Dietitian Day March 8<sup>th</sup>. On March 22<sup>nd</sup>, our dietitians and dietetic technicians registered (DTR) held the Nutrition fair in the cafeteria.

ZSFG would like recognize our outstanding team of Registered Dietitians and Dietetic Technicians who ensure our residents are nutritionally optimized.

## 6 NATIONAL PATIENT SAFETY AWARENESS WEEK

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During the week of March 13<sup>th</sup>, ZSFG celebrated National Patient Safety Week. The celebration aims to increase awareness of patient safety on a national level. ZSFG proudly participates in many measures to improve patient safety and reduce error rates. To promote this, the ZSFG team participated in the AHRQ Culture of Safety Survey last week and reached a record high response rate of 1600 individual responses, this represents a 30% response rate for all staff and providers working here at ZSFG. This is an outstanding accomplishment as it is an important and valuable tool we use to measure perceptions of patient safety every 2 years.

ZSFG expects to share results by early April, as well as a plan to respond to the results in order to improve our culture of safety,

On March 14<sup>th</sup> and 16<sup>th</sup>, ZSFG celebrated National Patient Safety in the cafeteria with Roulette, sweets and drawings to win one of three \$10 gift cards for Subway Sandwiches.

Many thanks to our safety team!

## 7 MARCH IS SOCIAL WORK MONTH

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The National Professional Social Work Society celebrates social workers across the country in order to highlight the important contributions they make to society.

ZSFG Social workers stand up for our patients every day. These include patients who are experiencing devastating illnesses and mental health crises, children, families and communities.

Social workers are invaluable and continue to make our community a better place. ZSFG celebrates the contributions of social workers during National Social Work Month in March.

## 8 PATIENT FLOW REPORT FOR FEBRUARY 2017

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

### MEDICAL/SURGICAL

Average Daily Census was 225.93 which is 111% of budgeted staffed beds level and 90% of physical capacity of the hospital. 10.80% of the Medical/Surgical days were lower level of care days: 1.19% administrative and 9.61% decertified/non-reimbursed days.

### ACUTE PSYCHIATRY

Average Daily Census for Psychiatry beds, **excluding 7L**, was 42.96, which is 98% of budgeted staffed beds and 64.3% of physical capacity (7A, 7B, 7C). Average Daily Census for 7L was 5.93, which is 84.7% of budgeted staffed beds (n=7) and 49.4% of physical capacity (n=12). Latest Utilization Review data from the INVISION System shows 61.89% non-acute days (61.06% lower level of care and 0.83% non-reimbursed).

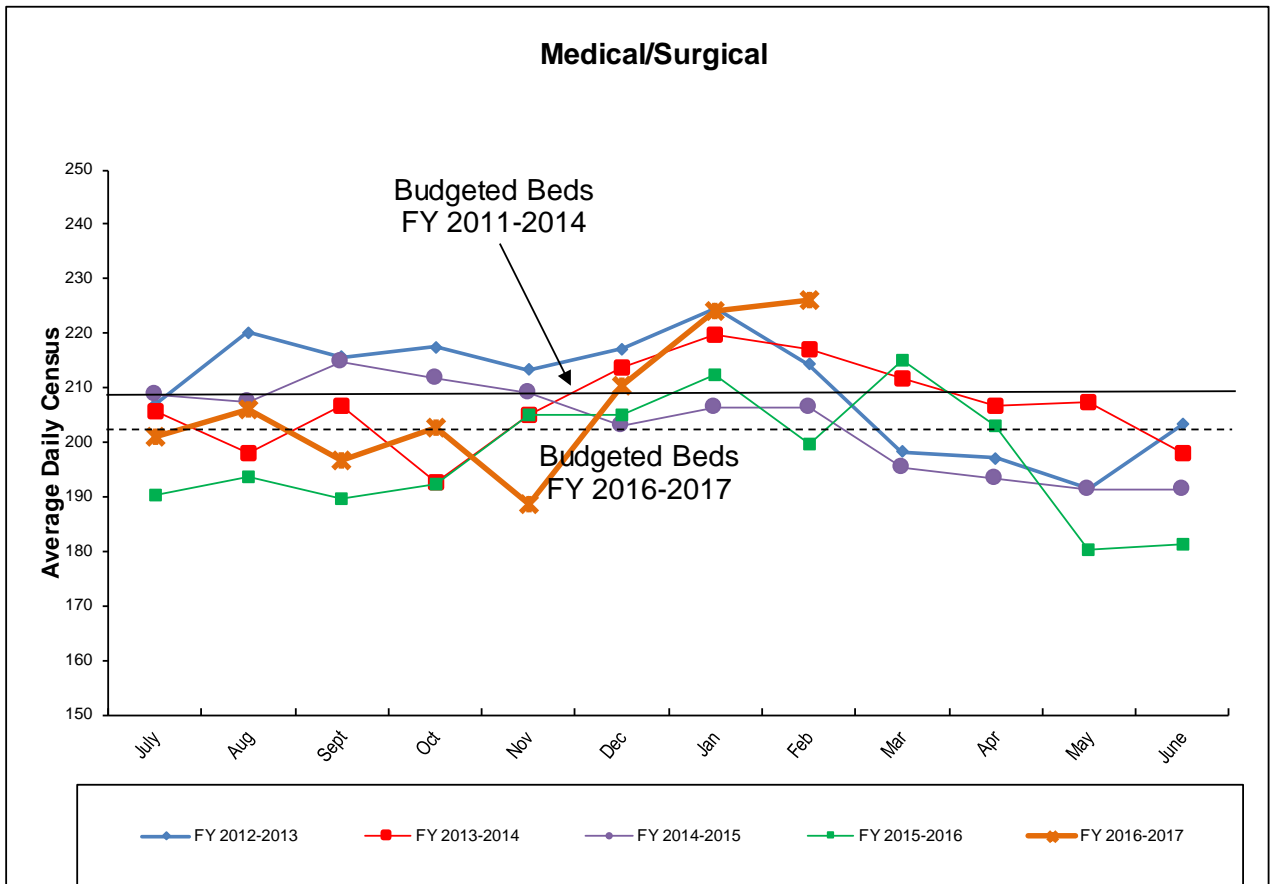
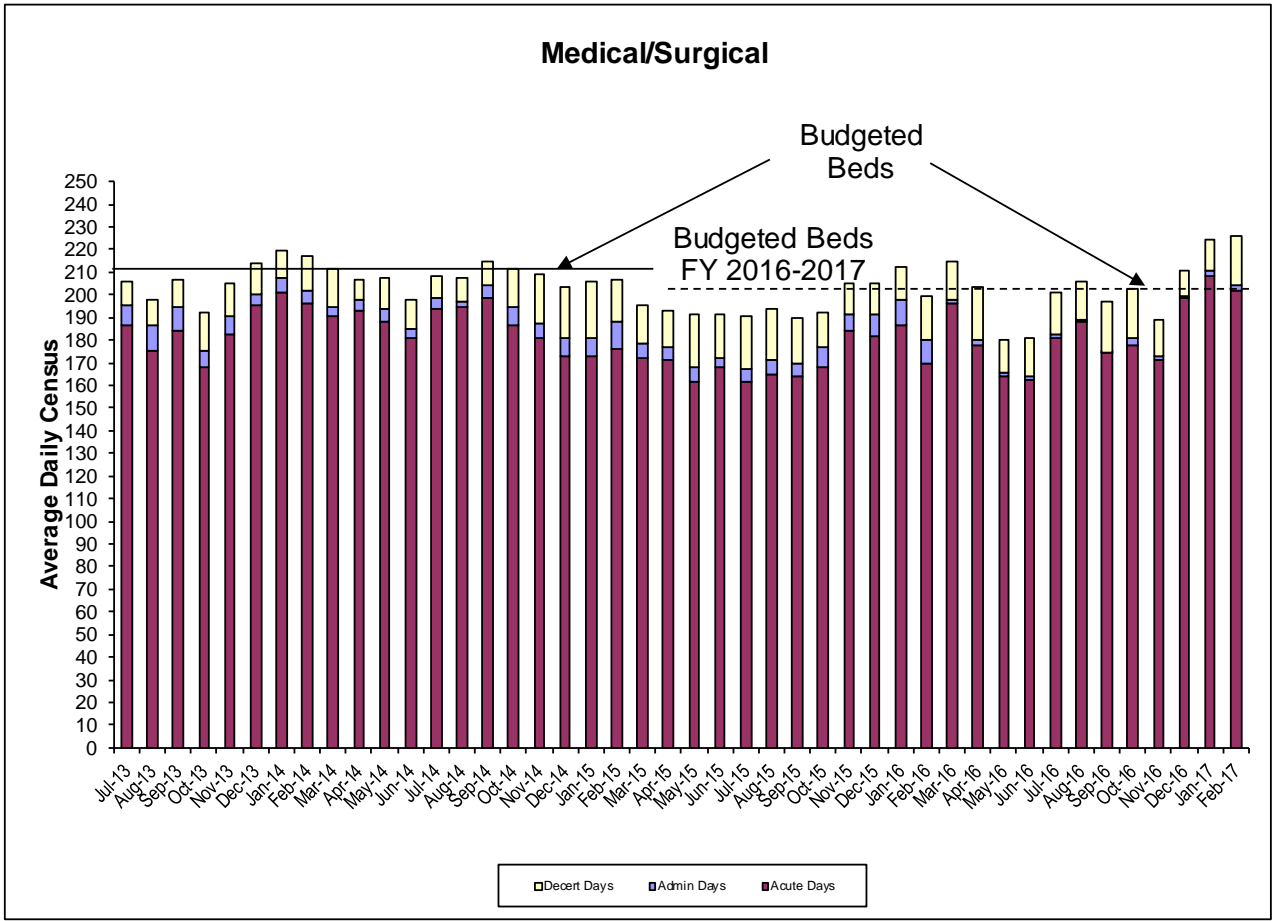
### 4A SKILLED NURSING UNIT

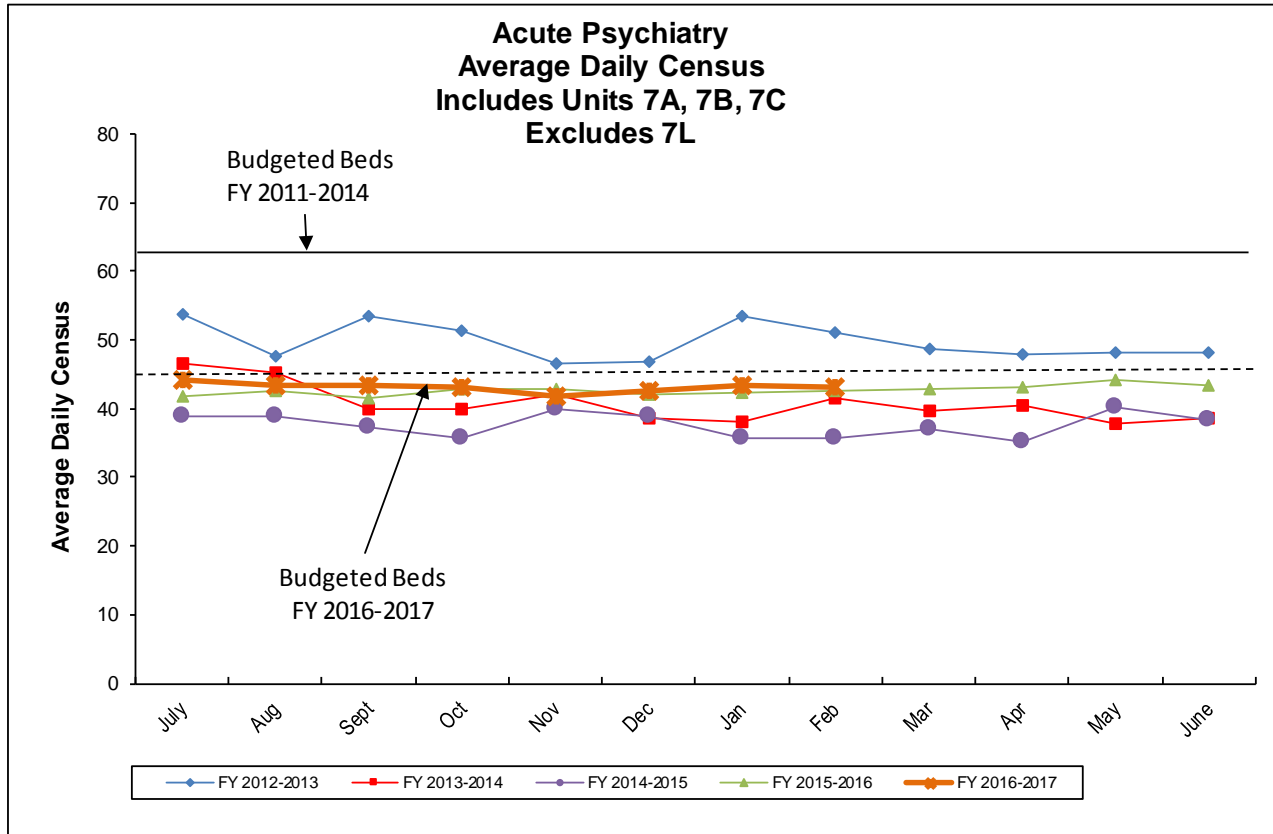
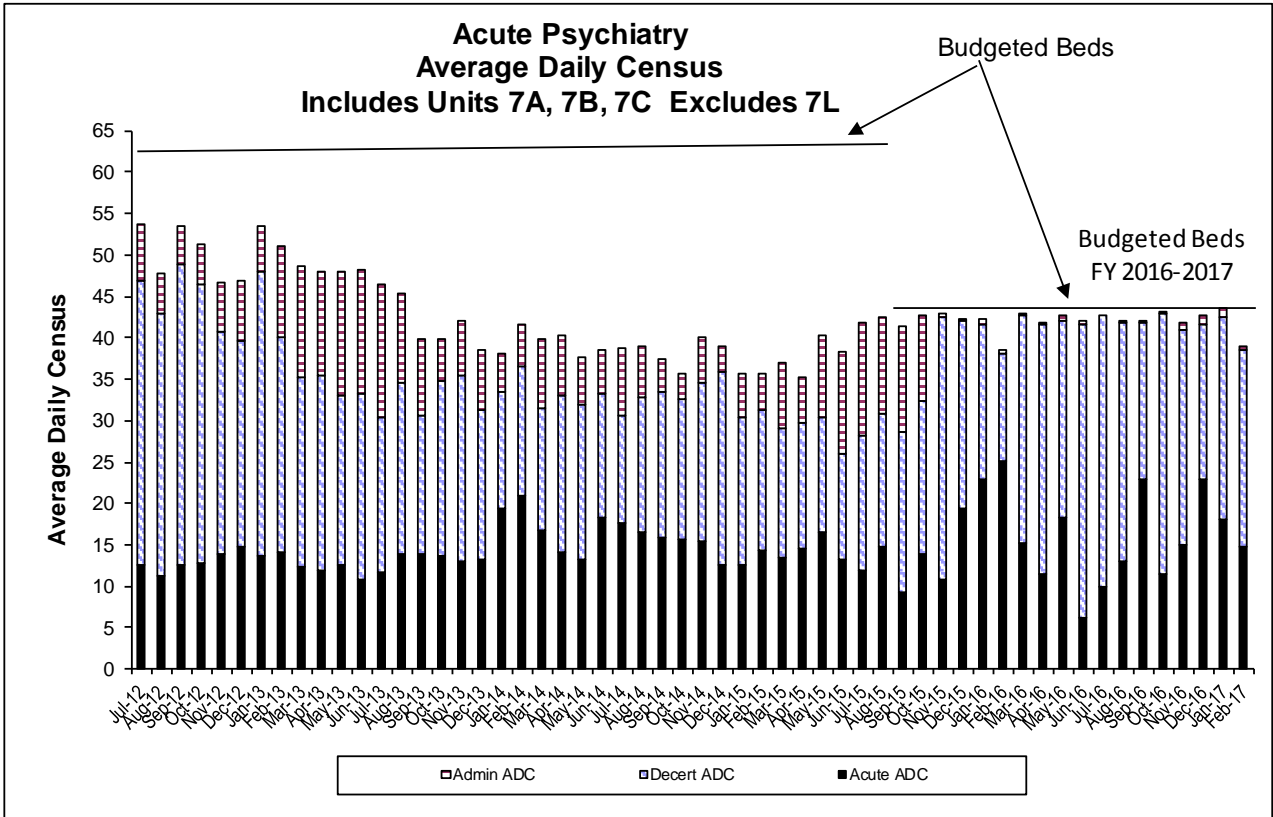
ADC for our skilled nursing unit was 27.14, which is 96.9% of our budgeted staffed beds and 90.4% of physical capacity.

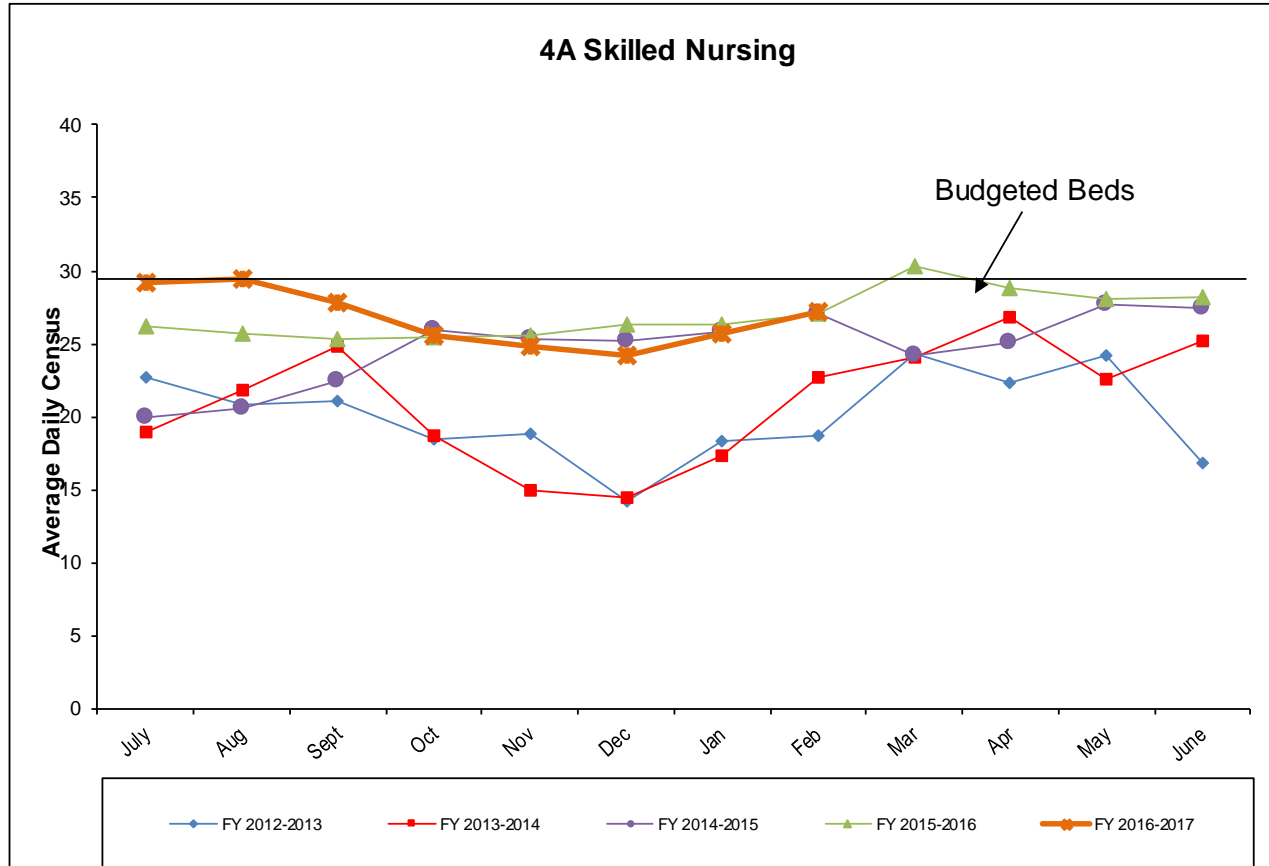
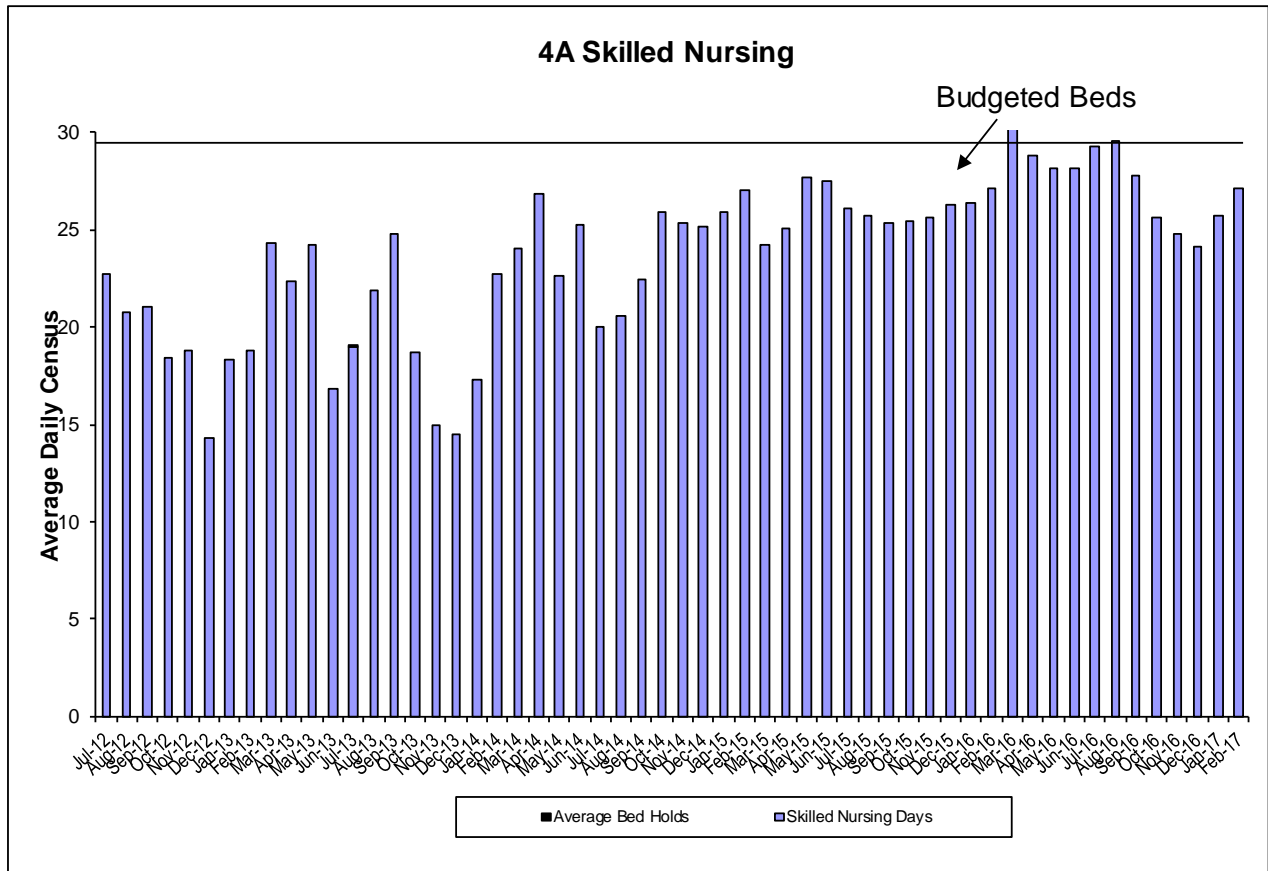
## 9 SALARY VARIANCE TO BUDGET BY PAY PERIOD REPORT FOR FISCAL YEAR 2016-2017

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For Pay Period ending January 24, 2017, Zuckerberg San Francisco General recorded a 2.83% variance between Actual and Budgeted salary cost – actuals were \$402,390 over budget. For variance to budget year-to-date, San Francisco General Hospital has a negative variance of \$6,302,675 /2.7%.







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

