HOSPITAL HEALTHCARE UPDATE REPORT
Presented to the JCC-ZSFG on September 26, 2017
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1 THE JOINT COMMISSION SURVEY

On August 31st, the Executive team received news that ZSFG’s condition level accreditation has been lifted and ZSFG is now in good standing with the Joint Commission!

Many thanks to the Facilities Department for all their hard work to correct identified Environment of Care and Life Safety deficiencies. The Facilities team ensured we were ready for the survey. Additionally, many thanks to the Emergency and Psychiatric Department teams who made significant changes to their work flow and assessment processes to better care for suicidal patients in their areas.

Finally, deep appreciation to the Regulatory and Risk Management teams for facilitating and organizing the many moving parts that goes into preparing for surveys. Everyone on this campus truly made the survey a success.
2 EMERGENCY RESPONSE TO MAJOR EVENTS IN SAN FRANCISCO

Patriot Prayer at Crissy Field

A group known as Patriot Prayer planned a rally at Crissy Field in San Francisco for Saturday, August 26th. Leading up to the day, the team prepared for a potential worst case scenario: receiving multiple casualties from opposing groups from one or more rallies throughout San Francisco on Saturday afternoon.

ZSFG activated our Hospital Incident Command Center (HICS) on August 26th. Staff opened the Command Center; staffed up in the Emergency Department, Perioperative Services and Operating Room; and developed a plan with the Sheriff’s department to cordon off areas of our campus for different groups and families who are in distress, as well as the media, to “lock down” our facility in order to keep staff and patients safe in the most extreme circumstances.

Fortunately, the City remained safe throughout the week-end and ZSFG had a relatively normal flow of patients in the ED and throughout the hospital.

Labor Day Weekend Extreme Heat Wave

Over the Labor Day weekend, San Francisco experienced record high temperatures, up to 106 degrees on Saturday, September 2nd. This extreme heat resulted in record ambulance traffic throughout the City, and heavy patient loads for all San Francisco hospitals, especially ZSFG. In response to this unprecedented demand for service, the Emergency Medical Services Agency suspended ambulance diversion for more than 24 hours, which meant that our ED, critical care, medical-surgical, perioperative and social work services were challenged to work together closely to ensure flow and patient safety throughout the hospital. Leadership throughout the SFDPH worked closely together to ensure not only that patients could be placed safely and appropriately outside ZSFG, and that the entire community was cared for.

The record heat also impacted our laboratory services, as some of the equipment could not function at these high temperatures. We were able to work with UCSF hospitals to ensure that specimens were processed, and learned about operational changes and capital improvements that are needed in order to continue operations when temperatures rise.

This event provided an unprecedented opportunity to improve our HICS system, as well as our surge planning throughout the hospital.

Funeral held for San Francisco Fire Battalion Chief Terry Smerdel

On Tuesday, September 19th, ZSFG prepared to respond to Fire Chief Smerdel’s funeral. Hundreds of firefighters from all across San Francisco and outside the community attended the funeral.

In coordination with the City’s Incident Command, ZSFG activated HICS; the EMSA also suspended ambulance diversion citywide from 8AM - 4 PM.

Once again, there was great teamwork throughout ZSFG to prepare and surge capacity if patients needed to be evacuated from other facilities.
3  PHARMACY ANNUAL INSPECTION

On September 1st, two surveyors from the California State Board of Pharmacy conducted the annual pharmacy inspection. During this visit, the surveyors toured the pharmacy, as well as satellite pharmacies in the Emergency Department and Operating Rooms. The surveyors also reviewed extensive documentation and received a presentation on DoseEdge technology. There were only minor findings identified during this visit. Overall, the inspection was a success.

Special thanks to the pharmacy staff for their teamwork during the visit!

4  THE COLLABORATIVE ALLIANCE FOR NURSING OUTCOMES PERFORMANCE EXCELLENCE AWARD

ZSFG was recognized by The Collaborative Alliance for Nursing Outcomes (CALNOC) for performance excellence in Best Performance in Preventing Hospital Acquired Infections – C. difficile Total Facility.

The team will be honored at the Annual Conference on October 22-24, 2017 in Seattle, Washington.

Congratulations to the Quality and Nursing team on an outstanding achievement.

5  SAFE PERSONAL MEDICATION DISPOSAL NOW AVAILABLE AT ZSFG

In an effort to promote safe medication disposal, the ZSFG Outpatient Pharmacy partnered with San Francisco Department of the Environment to become an official Medication Take-Back site. The public can now safely dispose of unwanted and expired medications, including controlled substances. The kiosk is located in Building 5, Outpatient Lobby, across from the Outpatient Pharmacy Pick-Up window.
6  HUMMINGBIRD PLACE GETS AT THE SOCIAL DETERMINANTS OF HEALTH

On August 29th, Mayor Lee and Public Health Director Barbara Garcia came to campus to announce the opening of a new 24-hour program at Hummingbird Place within the Behavioral Health Center (BHC) on the ZSFG campus. This program will provide respite and resources to care for San Francisco residents who are experiencing homelessness, mental health and substance use challenges. It is targeted specifically at patients who come to ZSFG for emergency or inpatient care.

The expanded program will offer respite, clinical and peer counseling, links to social services, transportation, hot meals, showers and overnight accommodations among other things. It will offer an additional destination for clients not yet ready to accept a more structured discharge.

At ZSFG, our patients’ lives are impacted by many of these social determinants. This new program will help us increase the chance that does not happen.
Attached please find a series of charts depicting changes in the average daily census.

**MEDICAL/SURGICAL**

Average Daily Census was 206.58 which is 102% of budgeted staffed beds level and 82% of physical capacity of the hospital. 14.22% of the Medical/Surgical days were lower level of care days: 5.65% administrative and 8.57% decertified/non-reimbursed days.

**ACUTE PSYCHIATRY**

Average Daily Census for Psychiatry beds, excluding 7L, was 41.32, which is 94% of budgeted staffed beds and 61.7% of physical capacity (7A, 7B, 7C). Average Daily Census for 7L was 4.97, which is 76% of budgeted staffed beds (n=7) and 41.4% of physical capacity (n=12). Latest Utilization Review data from the INVISION System shows 88.9% non-acute days (79.16% lower level of care and 9.84% non-reimbursed).

**4A SKILLED NURSING UNIT**

ADC for our skilled nursing unit was 30.3, which is 108% of our budgeted staffed beds and 100% of physical capacity.

**8 SALARY VARIANCE TO BUDGET BY PAY PERIOD REPORT FOR FISCAL YEAR 2017-2018**

For Pay Period ending September 8, 2017, Zuckerberg San Francisco General recorded a 0.7% variance between Actual and Budgeted salary cost – actuals were $105,115 over budget. For variance to budget year-to-date, ZSFG has a negative variance of $1,868,663 /2.6%.
Acute Psychiatry
Average Daily Census
Includes Units 7A, 7B, 7C  Excludes 7L

Budgeted Beds
FY 2016-2017

Budgeted Beds
FY 2011-2014

Budgeted Beds
FY 2017-2018