

HOSPITAL HEALTHCARE UPDATE REPORT

Presented to the JCC-ZSFG on June 26, 2018

By Susan Ehrlich, ZSFG Chief Executive Officer

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1 UNUSUAL EVENTS IN LATE MAY/EARLY JUNE IMPACTING ZSFG AND REPORTED IN THE MEDIA

Between May 30th and June 5th, there were three high profile events on campus: two unexpected deaths and a cluster of arsons. These events were reported in the media and greatly impacted staff and patients particularly in certain areas. Our deepest condolences go to the individuals and families affected. Because of HIPAA (Health Insurance Portability and Accountability Act of 1996) rules, we cannot comment on the details of these cases; however, leadership did send a communication to our team that follows:



A special note from Dr. Susan Ehrlich, CEO

Supporting each other and our patients during a difficult time

Many of you have seen the recent news reporting about deaths on our campus. Events like these are tough for all those involved, especially families and loved ones, and our staff. Our sympathies and support go to all those who've been affected.

These events involve protected health information and so we haven't been able to comment on them in the direct and comprehensive way we'd want. Often press accounts contain inaccuracies but our commitment to patient privacy prevents us from publicly correcting them.

First, I want to remind us all that these media reports do not define us. We provide excellent, comprehensive and compassionate care to our community and to the most vulnerable among us. I am reminded again and again of the critical role we play in caring for our community and for more than 100,000 individuals each year. We will always be a high quality, compassionate resource for our community; that is our mission.

Second, there are some strategies we can take to support ourselves and one another:

- This past week has been a very stressful and upsetting time for many of us. Because of this, it is critical for each of us to take extra care to be kind and compassionate to one another. If we notice anyone or any group who needs additional support, we have many resources to provide it, including our Employee Assistance Program and our chaplains. Please call on these amazing resources.
- It's important not to talk or gossip about these events with one another or members of the press, as it can spread misinformation and further amplify stress.
- Please remember it is completely forbidden to access any medical records where we don't have a business or patient care need to do so.

Lastly, we know that difficult circumstances such as these always present opportunities to improve, and we will take the time to analyze these situations thoroughly so we can identify how we can do better serving our patients and visitors with the best care possible and promote our True North goals of equity, quality, safety, patient experience, workforce care and experience, and financial stewardship.

Director Garcia and I will share additional information about these events when we have it.

Please take care of yourselves –

Susan



2 HICS INCIDENT MANAGEMENT TEAM

On June 8th, ZSFG activated a HICS Incident Management Team at 8 AM to coordinate our response to high census after the opening of H46 for additional intensive care unit capacity for critical patients. Objectives for this activation include:

- Decompress the ED and PACU where patients are boarding waiting for rooms
- Expedite discharges and transfers
- "Pull" patients to open beds - i.e., expedite admissions for waiting patients.

The HICS Activation for High Census concluded at 4:30 PM. Hospital Leadership continued to monitor the situation to determine if any further action was required.

Many thanks for the team's hard work and commitment to ensuring high quality and continuity of care for all of our patients.

3 SAN FRANCISCO EMS AGENCY'S 20TH ANNUAL EMERGENCY MEDICAL SERVICES AWARDS

During the week of May 21st, San Francisco celebrated National Emergency Medical Services (EMS) Week. The celebration brought together local communities and medical personnel to publicize safety and honor the dedication of those who provide the day-to-day lifesaving services of medicine's "front line." The theme of this year's EMS Week, "Stronger Together", recognizes that fact and honors the high-level of pre-hospital emergency medical care provided by EMS professionals.

This year, EMS celebrated ZSFG's Hospital Provider Award to:

- Debbie Yi Madhok, MD
- John Fazio, RN
- Richard Nepomuceno, RN
- Rachel Limon, RN

Since 1999, the San Francisco County EMS Agency has honored the very best in the San Francisco EMS system during National EMS Week, the third week of May. Nominations come from anyone in the EMS system. These are then evaluated by the EMS Agency professional staff and final selections are made under the guidance of Dr. John Brown, the Medical Director. Congratulations to our hospital providers who were celebrated for this award!

4 ZSFG COMMUNITY WELLNESS PROGRAM HOSTS 2018 SUMMER FEST

On June 8th, The Community Wellness program hosted its 7th Annual Summer Fest to promote and celebrate individual empowerment, family and community wellness. The Wellness Program celebrated with energizing activities and exciting festivities for our staff, patients, and community. For example, there were resources on physical activity, nutrition, mind and spiritual fitness, healthy and interactive cooking demonstration, live entertainment with different forms of dance and music from various cultures and communities, healthy food samples and recipes, and free health screenings.

Many thanks to the Wellness Center for hosting such a fun and interactive event!

5 HEALING DANCE EVENT CELEBRATING 35TH ANNIVERSARY OF WARD 86

On May 19th, ZSFG honored the 35th Anniversary of Ward 86 and the 2nd Anniversary of opening the new hospital by hosting a celebration of dance, music and ritual at the main entrance of Building 25. The production, Comhar, is a unique collaboration between artists, activists, healers, researchers, and community.

The event began with a masquerade at 3pm on the Zuckerberg San Francisco General campus, calling on the angels that have fallen to the virus. The artists intend their work to be a cleansing and healing for those touched by HIV and you the staff that have also been touched by the epidemic. This was a gift from the community to all for the caring, loving energy cultivated on campus. After the hour long event at ZSFG, Comhar continues at the Dance Mission Theater.

Many thanks to our staff for hosting this celebration.

7 PATIENT FLOW REPORT FOR MAY 2018

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

MEDICAL/SURGICAL

Average Daily Census was 219.71 which is 108% of budgeted staffed beds level and 87% of physical capacity of the hospital. 19.76% of the Medical/Surgical days were lower level of care days: 7.05% administrative and 12.71% decertified/non-reimbursed days.

ACUTE PSYCHIATRY

Average Daily Census for Psychiatry beds, **excluding 7L**, was 42.35, which is 96.3% of budgeted staffed beds and 59.33% of physical capacity (7A, 7B, 7C). Average Daily Census for 7L was 5.10, which is 72.8% of budgeted staffed beds (n=7) and 42.5% of physical capacity (n=12). Latest Utilization Review data from the INVISION System shows 79.66% non-acute days (59.33% lower level of care and 20.34% non-reimbursed).

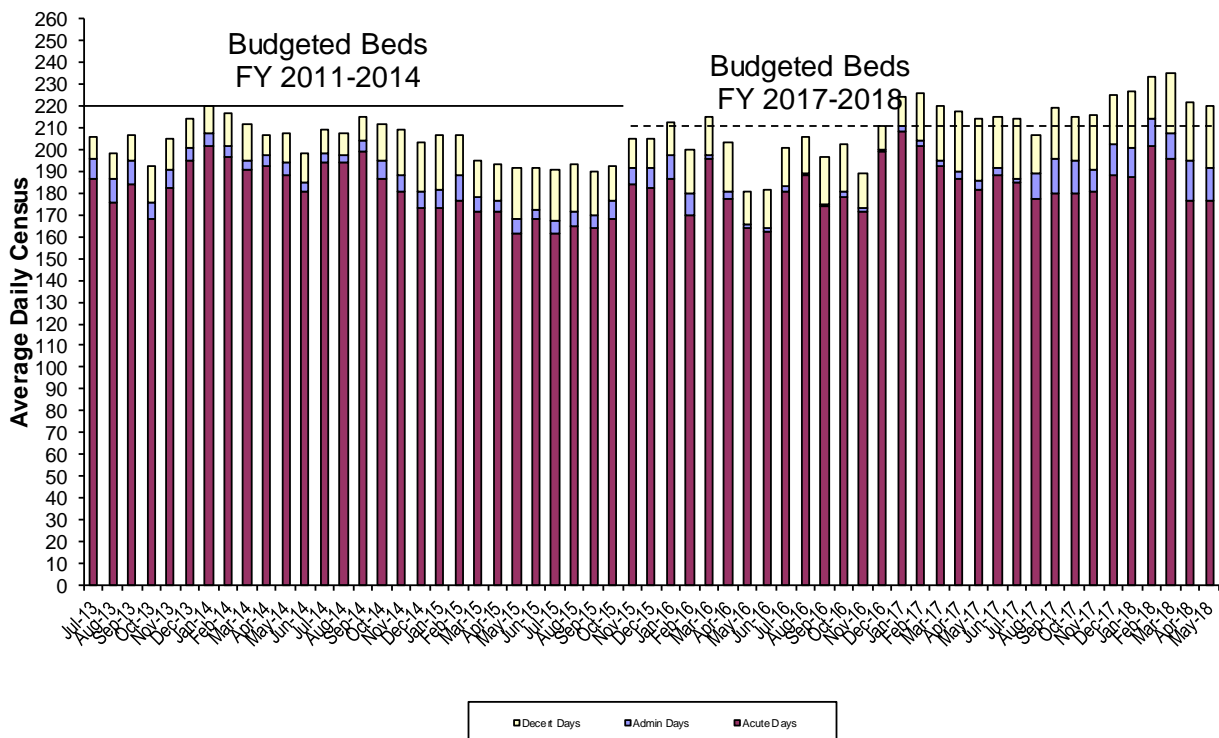
4A SKILLED NURSING UNIT

ADC for our skilled nursing unit was 28.34, which is 102.9% of our budgeted staffed beds and 96% of physical capacity.

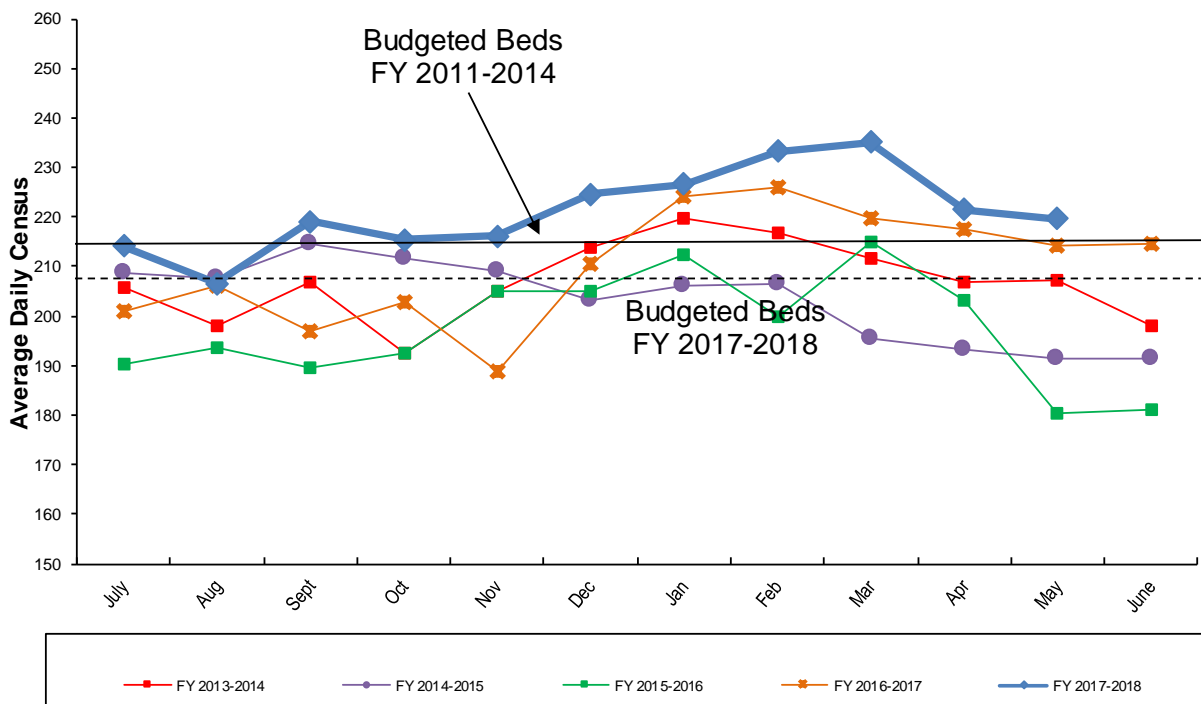
8 SALARY VARIANCE TO BUDGET BY PAY PERIOD REPORT FOR FISCAL YEAR 2017-2018

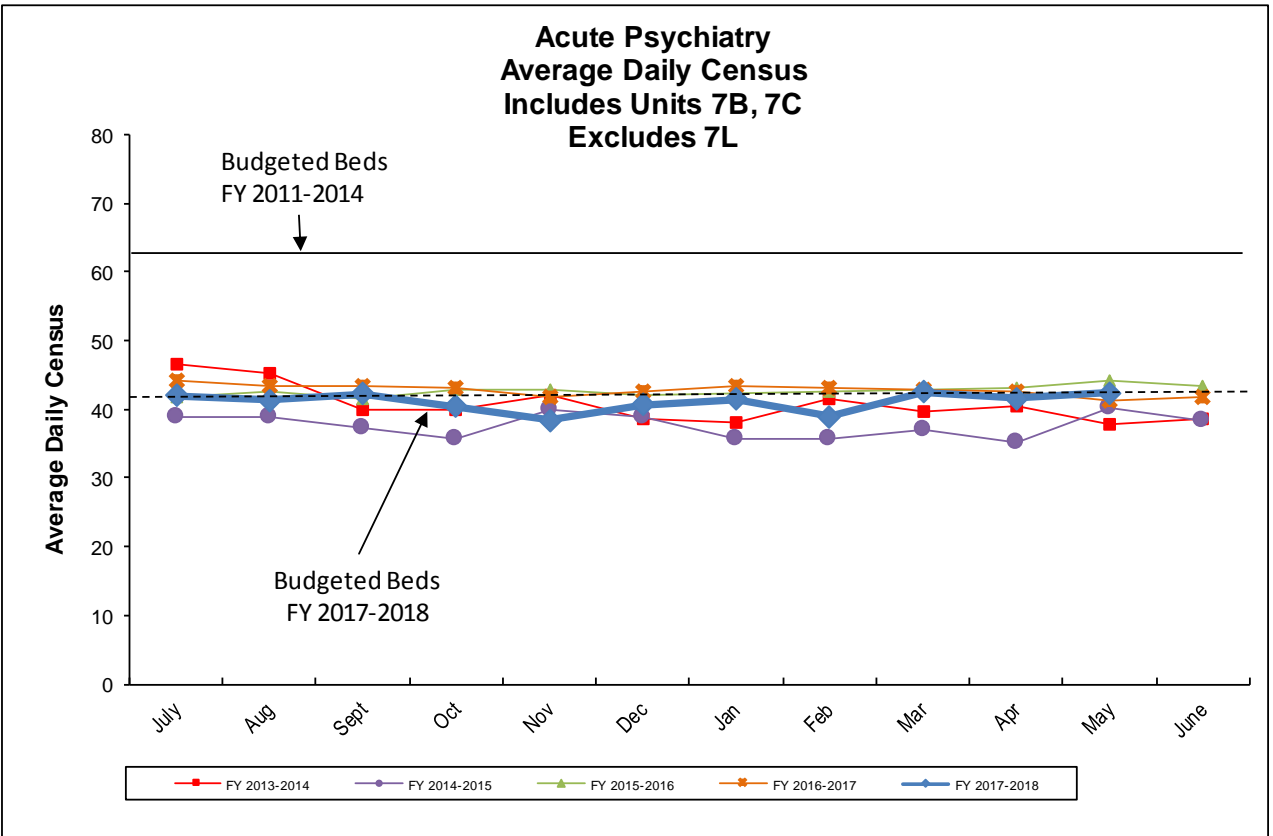
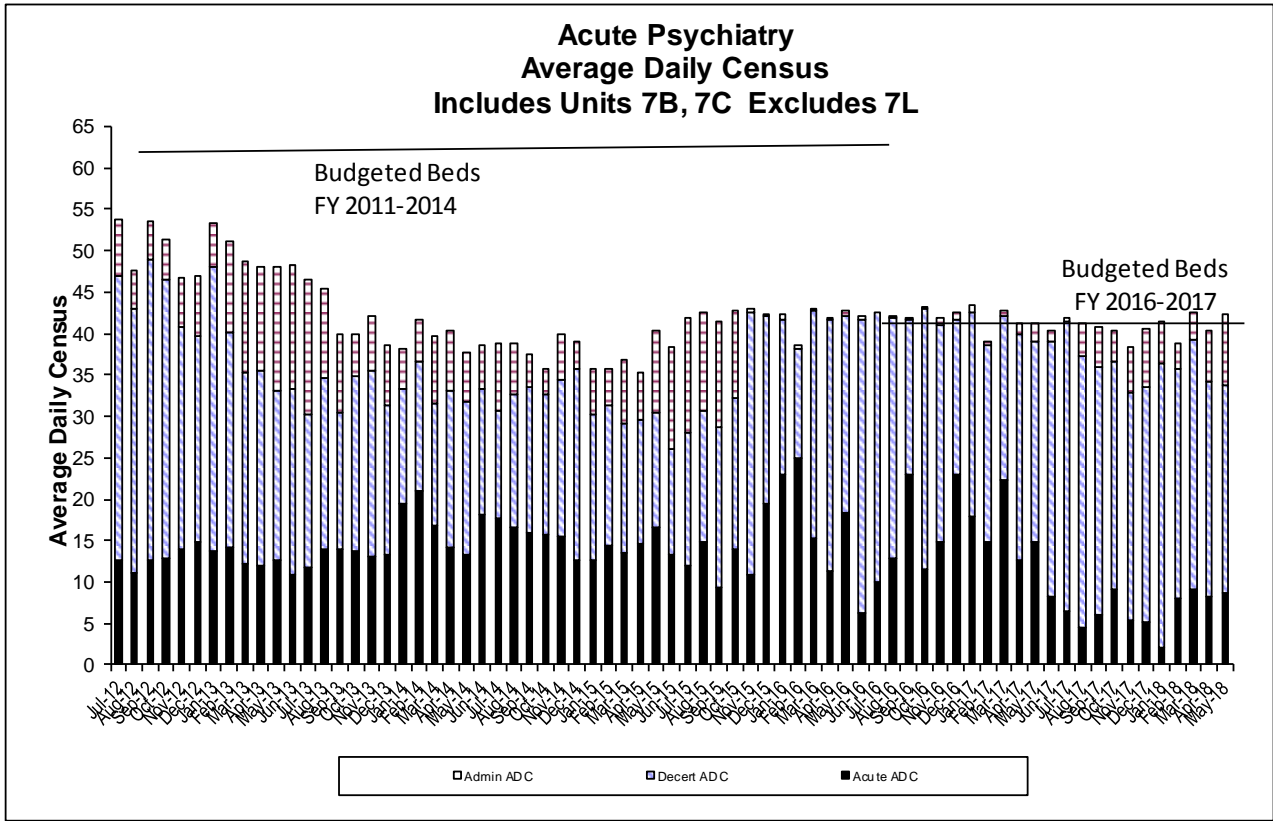
For Pay Period ending May 18, 2018, Zuckerberg San Francisco General recorded 4.51% variance between Actual and Budgeted salary cost – actuals were \$662,143 over budget. For variance to budget year-to-date, ZSFG has a negative variance of \$11,817,631 / 3.6%

Medical/Surgical

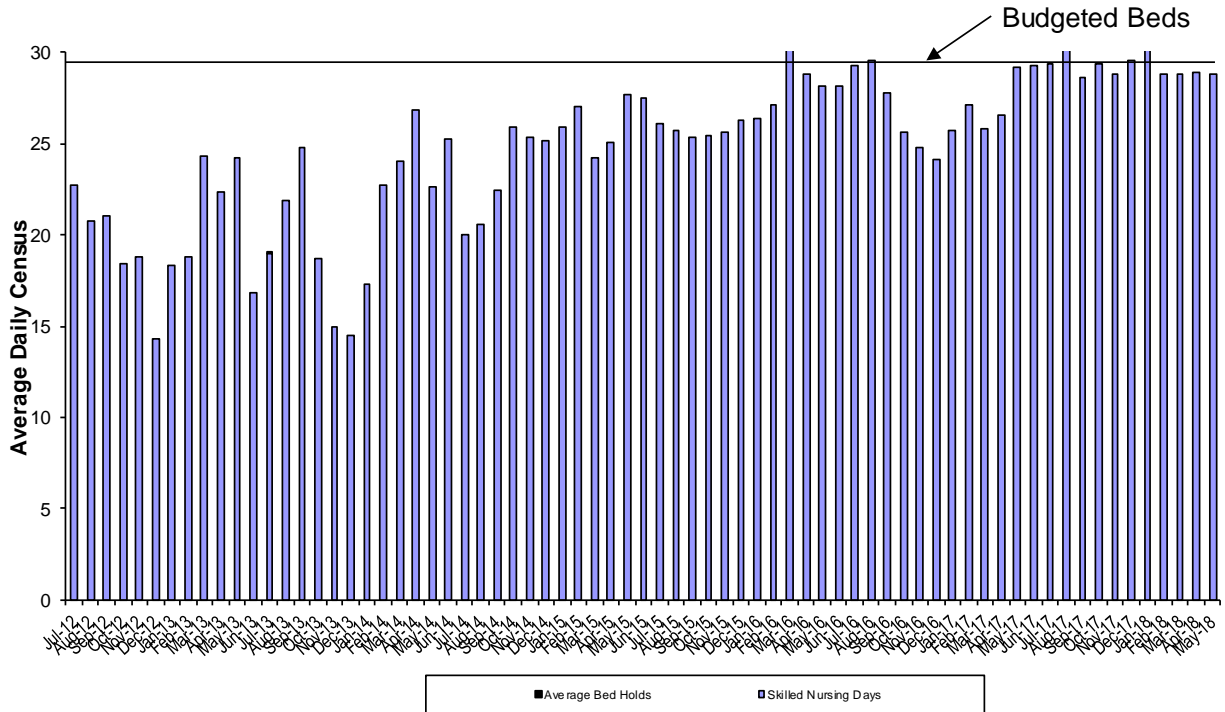


Medical/Surgical

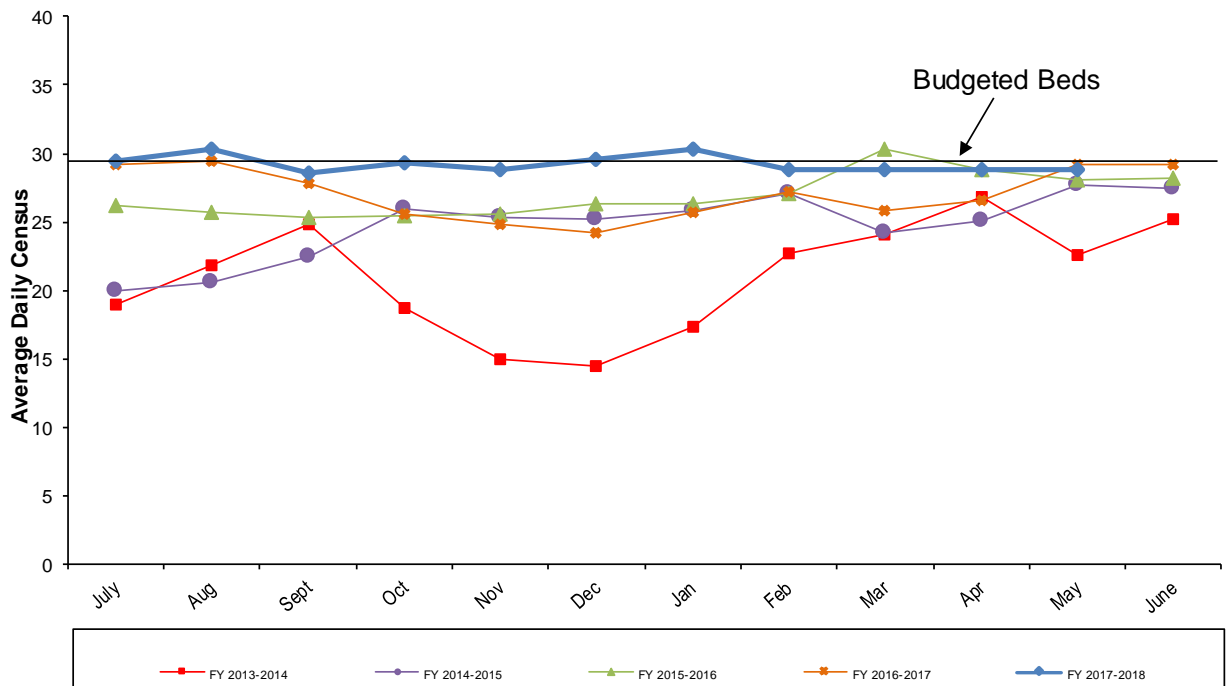




4A Skilled Nursing



4A Skilled Nursing



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

