

ZSFG CHIEF OF STAFF REPORT
Presented to the JCC-ZSFG on March 27 2018
03/12/18 Leadership MEC and 03/15/18 Business MEC

ADMINISTRATIVE/LEAN MANAGEMENT/IMPROVEMENT WORK:

EHR Implementation

Dr. Marks provided an overview of the ERH Implementation project to MEC. The presentation was intended to provide a high level review of the EHR Readiness Work, and a focused review of Phase 0 (Groundwork) and Phase 1 (Direction Setting) of the EPIC Implementation Project. Dr. Marks explained the scope of groundwork and direction setting sessions, and detailed the crucial roles of Champions and Subject Matter Experts (SMEs) in these Phases. To date, 506 SMEs have been identified by location, of which 128 are UCSF staff, mostly physicians. Dr. Marks pointed out the significant amount of time and engagement that will be asked from SMEs. Their participation and direct input will be critical to defining and adapting current workflows to EPIC Foundation. Members are asked to review their respective Department SME list and check in that they are available, and will attend the Direction Setting Sessions. Go live date is set on August 3, 2019.

CLINICAL SERVICE REPORT:

Dr. Villela highlighted FCM's vision which is to provide patient care that will lead to Healthy Families and Vibrant Communities. Highlights of ongoing work to fulfill its vision include:

Clinical Services:

- Family Health Center- Full Scope Primary Care (including reproductive health, office procedures and home care), Special Clinical Services , 43572 Annual Visits and 11852 Active Patient Panel in 201. Quality Improvement highlights include work on the following: Improving Access (particularly on drop-In visits seen on same day), Colorectal Cancer Screening rate, FHC Patient Advisory Council, and Care Transitions Coordination. The Care Transitions Coordinator works with every single patient discharged from the hospital to ensure compliance with medication and follow up appointments 7 days post discharge. Improvements in the 30 day readmission rates were noted since implementation of the Care Transitions Coordination Program.
- Family Medicine Inpatient Service – Admissions rate has gone up to 1822 in 2017 and Average LOS is 4.7 days. An email-based care transitions has been developed to improve patient outcomes and provider work experience. At ZSFG, discharged patients attending Primary Care follow up within 7 days has improved to 71% in 2016.
- Adult Urgent Care Center – The Urgent Care Center continues to work in collaboration with other departments to optimize patient flow in the hospital. Priorities for 2018 include Relocation to 1E and optimizing care in the new location, Developing People, and Implementing the new EHR.
- Skilled Nursing Facility (4A) – 4A is an interdisciplinary care short term skilled nursing facility. Volume statistics on Admissions and Discharges matches, with overall Occupancy rate at 95 to 98%. There is ongoing collaborative work with Dr. Todd May and Ms. Terry Dentoni regarding admissions with longer LOS.
- Prenatal Partnership Program – Work in collaboration with OB/GYN and CNM Services, to include development of various educational courses and training programs.
- Primary Care for Patients at Behavioral Health Center.

Educational Programs –

- Bridge Curriculum for 1st year students
- UCSF Nurse Practitioner Students at ZSFG
- FCM Residency Program – The FCM residency program is very popular and has been based at ZSFG since 1972. Statistics indicate: 36% of graduates entering SFHN in the last three years, 58% of graduates in last three years in areas of unmet need in CA, 67% of graduates in last three years in areas of unmet needs in US, 36% of current residents underrepresented in Medicine, and 78% of current residents speak a threshold second language.

- Step Up – ZSFG Training and Education Program for Underserved Population. More departments are joining STEP UP, which is a cross-departmental effort to align the different programs at ZSFG focused on improving training in care for vulnerable populations.

Community Engagement – FHC Community Liaisons, Summer Urban Health and Leadership Academy, Student Run Free Clinics, Medical Legal Partnership, Planned Parenthood, and FHC Mural Renovation at 25th Street and Potrero Avenue

Research Programs- Center for Excellence in Primary Care, Clinician Consultation Center, CTSI Community Engagement and Health Policy Program, Primary Care Transformation of Residency Teaching Clinics, Program in Woman Centered Contraception, and Social Determinants of Health.

In summary, challenges/opportunities include limitations of Family Health Center space, leadership transitions, and the electronic health record, and the Urgent Care Clinic move. The Service's strength lies on its 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 thanked Dr. Villela for her outstanding leadership and inspiring report. Members also expressed appreciation of the FCM Clinical Service Leadership and its collegial and collaborative work with other Clinical Services.