PATIENT CARE SERVICES REPORT
Submitted to the Joint Conference Committee, May 2018

By: Terry Dentoni, MSN, RN, CNL - ZSFG Chief Nursing Officer

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1. Professional Nursing for the Month of April 2018

Nursing Workforce Development and Education
Departmental Training Courses held this month included:
• Caring for Patients with Neurologic Injury course for CNAs and PCAs
• Multimodal Neurologic Monitoring training for ICU RNs
• *Stop the Bleed* classes for both clinicians and the community were coordinated and provided by the ZSFG Trauma Program and Emergency Department
• The Emergency Department’s innovative educational program, *First Five Minutes*, is now being adapted by Medical Emergency Response Team (MERT). Starting this month, MERT RNs will provide simulations throughout Medical-Surgical inpatient units to provide opportunities RNs to practice responding to a variety of emergent situations. The goal of these drills is to prepare staff to “Recognize, Act and Communicate” when they encounter urgent changes in patient condition.
• 2018 Nurses Week Education Symposium *Agents for Change: How Nursing can Impact Bias, Homelessness, and Addiction* was held May 7th. Presentations included:
  o Black/African American Health and Bias – The Role of Nursing: Ayanna Bennett, MD, Director of Interdivisional Initiatives
  o Homelessness, Health and Healthcare Delivery: Kate Shuton, BSN RN, Director of Shelter Health
  o Homelessness and Hospital-Acquired Conditions: Sasha Cuttler, PhD, RN, ZSFG CALNOC Coordinator
  o Youth and Young Adult Homelessness in SF: Matthew Verscheure, MS, Program Director at Larkin Street Youth Services
  o Harm Reduction and Buprenorphine in Treating Opioid Use Disorders: Hannah Snyder, MD, Addiction Medicine Fellow, UCSF at ZSFG
• The *2018 Stroke Update: Pre-hospital through Acute Interventions* was held on May 24th at ZSFG.

Nursing Professional Development
• Dana Nelson attended a national sterile processing conference where she gained knowledge for her new role managing the Sterile Processing Department.
• Robert Mertihen is now certified by the American Association of Critical Nurses as a CCRN.
• Patrick Russell, MICU RN, is now a wound care certified nurse.

Nursing Services Recruitment and Retention
**Maternal Child Health** Six 2320 RNs continue in their orientation to Labor & Delivery.
**Peri-Operative.** Four nurses are progressing in the OR orientation and training program. Plan to have a new graduate RN training program this Fall. Four scrub technicians that have started their orientation program after a successful recruitment partnership with Human Resources timed the recruitment period to the graduation of local scrub tech schools.
**Professional Nursing for the Month of April 2018…continued**

**Critical Care** Seven nurses will be completing the critical care training program this month (four for SICU and three in MICU). One experienced RN just finished their orientation on the night shift.

**Psychiatry** Three staff nurses have successfully completed their orientation and training.

**Emergency** Six RNs are completing the last half of their twelve week training program.

**Specialty Clinics** Welcomed Nina Caneda into her new role as Clinical Educator for specialty clinics.

**Care Coordination** Natasha Hamilton, MS, MA began as the Director of the Department of Care Coordination where she will oversee both Social Services and Utilization Management at ZSFG.

**Nurse Week Celebration and Awards**

Nurse Week Celebration and Award Ceremony was held at ZSFG May 10. A lavish breakfast was provided for night shift nursing staff on May 11. The following awards were presented this year:

**O’Connell Society Award** - This award recognizes a nursing leader who has strengthened the profession of nursing and the health of San Francisco residents. The 2018 O’Connell Society recipient is Piera Wong, CNS. In her role as Clinical Nurse Specialist, Piera diligently implements, monitors, and evaluates initiatives that impact patients across the care continuum, including her contributions to Pain Committee and advocacy for oncology nursing at ZSFG.

**Ambulatory Care Nursing Leadership Awards** – Recognize the outstanding professional performance in the ambulatory care setting. Recipients of this award exhibit commitment to the integration and collaboration of care across the Network, and embody the highest standards of integrity and respect for patients and staff. The 2018 recipient are:

- Lijun Li is receiving the Nursing Excellence Award. Juin was nominated by her peers for her commitment to the patients at Silver Avenue Clinic, and for her abilities as a compassionate leader and empathetic mentor.
- The Addressing Disparities in Health Care Award is being presented to Maria Gonzalez Gomez. As a nurse at Mission Mental Health and Behavioral Health Home at Castro-Mission Clinic, Maria has been instrumental in connecting patients with serious mental illness to primary care providers.

**Daisy Award** – this award recognizes the extraordinary work nurses do every day. It was established by the DAISY Foundation in memory of J. Patrick Barnes. ZSFG is proud to be a DAISY hospital. 2018 Daisy Awardees:

- Joan Goldberg: PACU RN recognized for her dedication to patient care and leadership
- Tina Gimenez: 7C RN who was nominated for her commitment to behavioral health nursing and interdisciplinary practice
- James Krackow: Opiate Treatment Outpatient program/Ward 93 RN who collaborates across disciplines and coordinates the Mobile Methadone Van program

**Friend of Nursing award** - recognizes an individual whose work has promoted, facilitated and supported the contribution that nursing makes to the ZSFG mission. The 2018 awardee is Max Bunuan.

**Dorothy Washington Scholarship** - provides monetary support for the professional development of nurses at Zuckerberg San Francisco General. The fund supports the development of culturally diverse nurse leaders prepared to care for the people of San Francisco. This was the vision of Dorothy Washington and a commitment she exemplified over her 35 years at SFGH. 2018 scholarships were awarded to:

- Rhea Fe Bustos, RN currently works in H42/H44 Med-Surg and is enrolled in the Masters in Science of Nursing, Clinical Nurse Leader program at USF.
- Lani Schofield, BSN, RN, PHS is a Charge Nurse in 7C Psychiatry and is completing her Masters in Science of nursing degree at USF.
- Melvic Senor will be graduating from the Licensed Vocation Nurse program at Unitek this Fall and plans to transition into the RN completion program after licensure. Melvic is currently a Unit Coordinator in the Labor and Delivery unit.
2. **Emergency Department (ED) Data for the Month of April 2018**

**Diversion Rate:** 54%

*ED Diversion = 340 hours (47%) + Trauma Override 51 hours (7%)*

**Total ED Encounters:** 6803

**ED Admissions:** 1047

**ED Admission Rate:** 15.39%

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**Emergency Department Total Census with Activities**

**JCC Diversion Report 2018**

**April | 2018**
3. Psychiatric Emergency Service (PES) Data for the Month of April 2018

Overview:

On February 1, PES in collaboration with the Progress Foundation initiated a Pilot for Diversion of ADU Candidates from PES to DUCC. Our data suggests that the test has been successful.

In April, PES completed 664 patient encounters. This is higher than our average number of encounters per month in 2017 (n = 637). Despite the increased volume, the Condition Red/Diversion Rate decreased from 7.4% in March to 5.1% in April.

The median length of stay also declined from 13.3 hours in March to 12.3 hours in April. The Leadership Team opted to disclose the median values because they may be less sensitive to the effects of outliers with protracted stays.

As a result, PES was more accessible and accepted 89% of all appropriate transfer requests from other hospitals for emergency psychiatric assessments in the month of April.
Psychiatric Emergency Service (PES) Data for the Month of April 2018…continued

ZSFG PES Condition Red

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<td>2016</td>
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<td>36%</td>
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<td>47%</td>
<td>51%</td>
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<td>33%</td>
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<td>2017</td>
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<td>31%</td>
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<td>2018</td>
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ZSFG PES Average Length of Stay

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Psychiatric Emergency Service (PES) Data for the Month of April 2018…continued

**ZSFG PES Median Length of Stay**

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<th>Year</th>
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<tr>
<td>2018</td>
<td>16</td>
<td>14.6</td>
<td>13.3</td>
<td>12.3</td>
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**ZSFG PES Admission Rates**

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<tr>
<td>2016</td>
<td>11.6%</td>
<td>12.3%</td>
<td>11.9%</td>
<td>8.6%</td>
<td>10.9%</td>
<td>9.5%</td>
<td>7.8%</td>
<td>11.6%</td>
<td>10.5%</td>
<td>9.7%</td>
<td>7.4%</td>
<td>7.3%</td>
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<td>2017</td>
<td>6.3%</td>
<td>8.7%</td>
<td>10.0%</td>
<td>8.9%</td>
<td>11.3%</td>
<td>12.6%</td>
<td>10.9%</td>
<td>11.1%</td>
<td>11.2%</td>
<td>10.9%</td>
<td>8.2%</td>
<td>13.1%</td>
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<tr>
<td>2018</td>
<td>8.7%</td>
<td>9.5%</td>
<td>9%</td>
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4. Request for Inter-Facility Transfer to PES from other Hospitals

Request for Inter-Facility Transfer to PES from other Hospitals

A priority of PES is to improve the timeliness and appropriateness of inter-facility transfers from referring hospitals. The following three types of PES referrals have been observed: Accepted and Arrived, Accepted and Cancelled, and Inappropriate Referral.

*Accepted and Arrived Referrals* refer to patients that have been approved by PES for admission and are transferred and admitted to PES. The transfer of these patients has been authorized by PES based on EMTALA regulations as well as the communication of clinical condition between the sending and the receiving physicians.

*Screened Appropriate but Cancelled Prior to Acceptance* refers to patients that have been screened by a triage nurse and have preliminary approval, but the paperwork has not been reviewed by a physician. Their transfer was then cancelled by the referring facility. This cancellation could be because the referring hospital has decided to place the patient on their own psychiatric unit or because the patient has cleared psychiatrically and the 5150 hold has been dropped.

*Inappropriate Referrals* refer to patients identified through the PES screening process to be inappropriate for transfer and admission to PES for evaluation and disposition. Common reasons for PES to decline transfer of a patient from a referring hospital are medical status (not medically stable for transfer) and insurance status (e.g., private insurance or out of county Medi-Cal).

![Disposition of PES Referrals from Other Hospitals](image)