

ZSFG CHIEF EXECUTIVE OFFICER'S REPORT

Presented to the JCC-ZSFG on November 27, 2018

By Susan Ehrlich, ZSFG Chief Executive Officer

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1 CARF SURVEY

The Commission on Accreditation of Rehabilitation Facilities (CARF) survey of the Opioid Treatment Outpatient Program (OTOP) is complete. The surveyors provided ZSFG staff with an exit conference including a description of each category they assessed the OTOP Program against.

The survey indicated NO recommendations for improvement. Their feedback described what we do here as "Best Practice." They commented positively on the integration with other services at ZSFG and in the community. They described the calm environment created by the staff as being an integral part of the success many experience accessing services. They were complementary about the clinical environment, both the architecture and state of repair of Building 80/90, and the care and creativity taken to decorate information and affirmation boards throughout the facility. They also commented positively about the innovative use of grants, especially the Yoga program. The survey team noted that staff were well-supported by leadership, and appreciated the daily staff meetings that set the tone for each day.

The surveyors felt OTOP would be "survey ready" all the time, not just ahead of a survey.

2 AIR QUALITY

As the Camp Fire near Chico continued to expand, San Francisco’s air quality deteriorated. We have had Air Quality in the red (“unhealthy”) range from Friday, November 9 through Wednesday, November 14. By late in the day on Thursday, November 15, we moved into the purple (“very unhealthy”) range. At Purple levels, it is recommended that everyone stay indoors and avoid exposure to the outside air.

Air Quality Index Levels of Health Concern	Numerical Value	Meaning
Good	0 to 50	Air quality is considered satisfactory, and air pollution poses little or no risk.
Moderate	51 to 100	Air quality is acceptable; however, for some pollutants there may be a moderate health concern for a very small number of people who are unusually sensitive to air pollution.
Unhealthy for Sensitive Groups	101 to 150	Members of sensitive groups may experience health effects. The general public is not likely to be affected.
Unhealthy	151 to 200	Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects.
Very Unhealthy	201 to 300	Health alert: everyone may experience more serious health effects.
Hazardous	301 to 500	Health warnings of emergency conditions. The entire population is more likely to be affected.

Our 911 system and hospitals, including ZSFG, have not seen a significantly increased volume. This suggests that people are following the advice to remain indoors.

City agencies, including DPH, working together with community organizations have reached out to patients with known respiratory conditions to encourage them to make sure their medication is up to date and to ensure they know how best to protect themselves during this time of poor air quality. The Human Services Agency is working with community agencies and partners to get information out and make sure vulnerable people are safe. The Department of Homelessness and Supportive Housing has expanded their outreach to those on the street, offering water, masks and transportation to shelters, where 75 additional beds have been added in response to the air quality. At Public Health, we are outreaching to hospitals, community agencies, and critical partners to coordinate and deliver services.

3 COMMISSION EMPLOYEE RECOGNITION

At its annual meeting on the ZSFG campus, the San Francisco Health Commission presented several awards to employees and teams, recognizing teams and individuals providing outstanding service not only at ZSFG but throughout the San Francisco Health Network and Department of Public Health. The awardees represent the diverse, excellent and compassionate care we provide to our patients.

Awardees included:

- Baby-Friendly Team (pictured)
- Health Information Services Department
- Ben Mellott (pictured)
- Department of Pharmacy Drug Shortage Team
- Urgent Care Team
- Street Violence Intervention Program (pictured)





4 PATIENT FLOW REPORT FOR OCTOBER 2018

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

MEDICAL SURGICAL, INTENSIVE CARE UNIT & MATERNAL CHILD HEALTH

Average Daily Census was 229.19 which is 113% of budgeted staffed beds level and 91% of physical capacity of the hospital. 18.65% of the days were lower level of care days: 6.04% administrative and 12.61% decertified/non-reimbursed days.

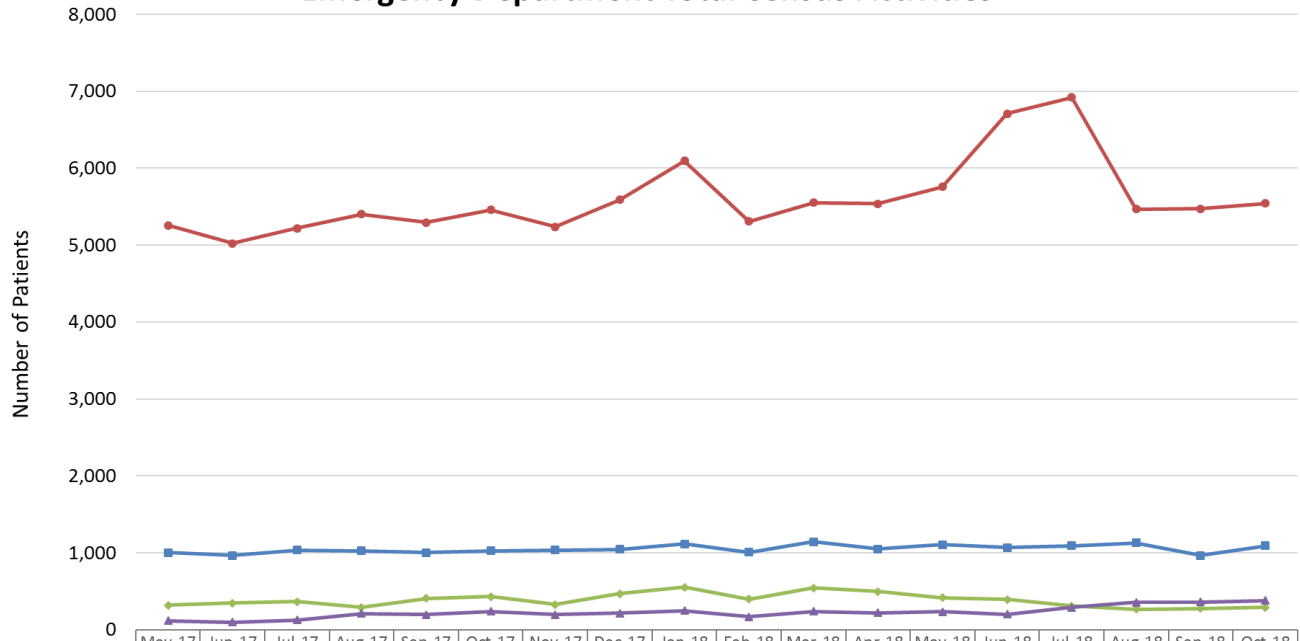
ACUTE PSYCHIATRY

Average Daily Census for Psychiatry beds, **excluding 7L**, was 42.58, which is 96.8% of budgeted staffed beds and 63.6% of physical capacity (7A, 7B, 7C). Average Daily Census for 7L was 6.55, which is 93.6% of budgeted staffed beds (n=7) and 54.6% of physical capacity (n=12). Utilization Review data from the INVISION System shows 79.62% non-acute days (62.58% lower level of care and 17.05% non-reimbursed).

4A SKILLED NURSING UNIT

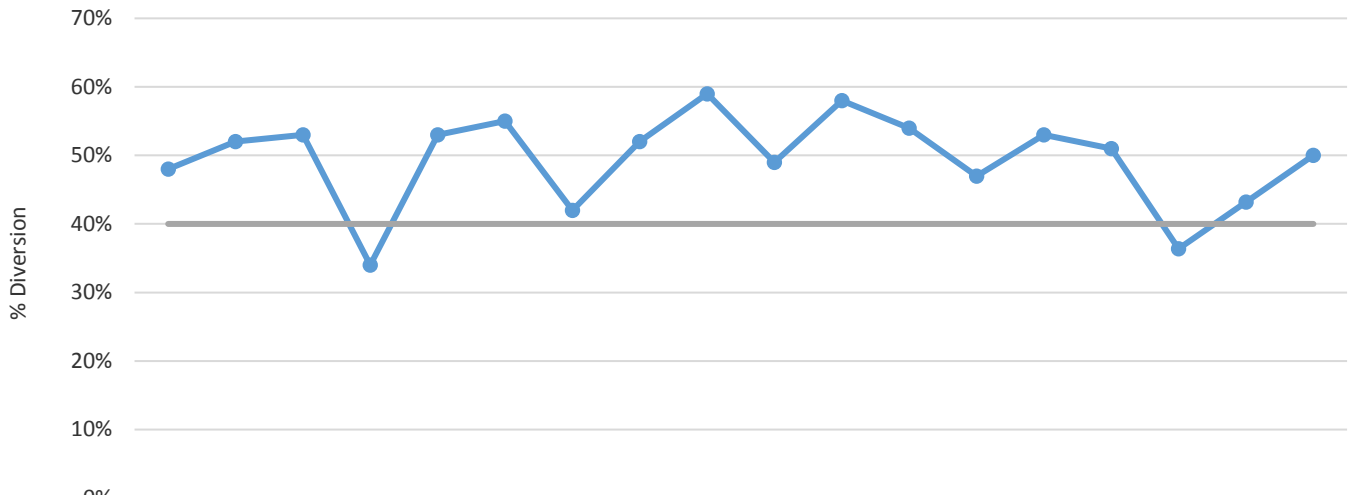
ADC for our skilled nursing unit was 29.19, which is 104.25% of our budgeted staffed beds and 97.30% of physical capacity.

Emergency Department Total Census Activities



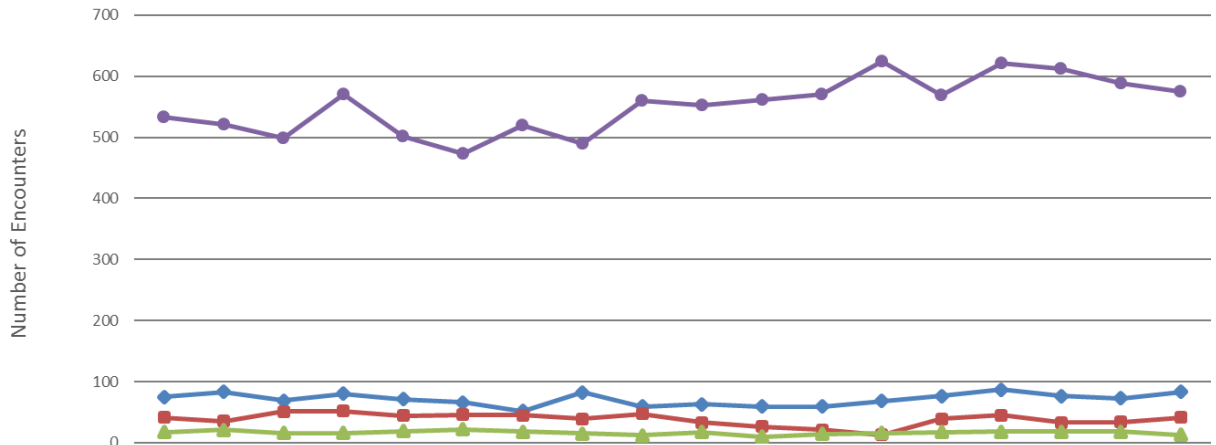
	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Admissions	1,001	963	1,034	1,023	1,000	1,027	1,035	1,042	1,112	1,007	1,141	1,047	1,105	1,067	1,090	1,127	966	1,092
Seen in ED and DC'd	5,257	5,022	5,217	5,401	5,292	5,459	5,237	5,590	6,093	5,307	5,552	5,538	5,756	6,707	6,919	5,467	5,472	5,542
LWBS/LWBT	319	346	366	291	405	432	325	467	551	396	543	498	415	395	310	267	275	290
Triage/Referred Out	115	97	128	211	196	240	194	216	246	167	236	218	234	200	289	356	359	380

JCC Diversion Report



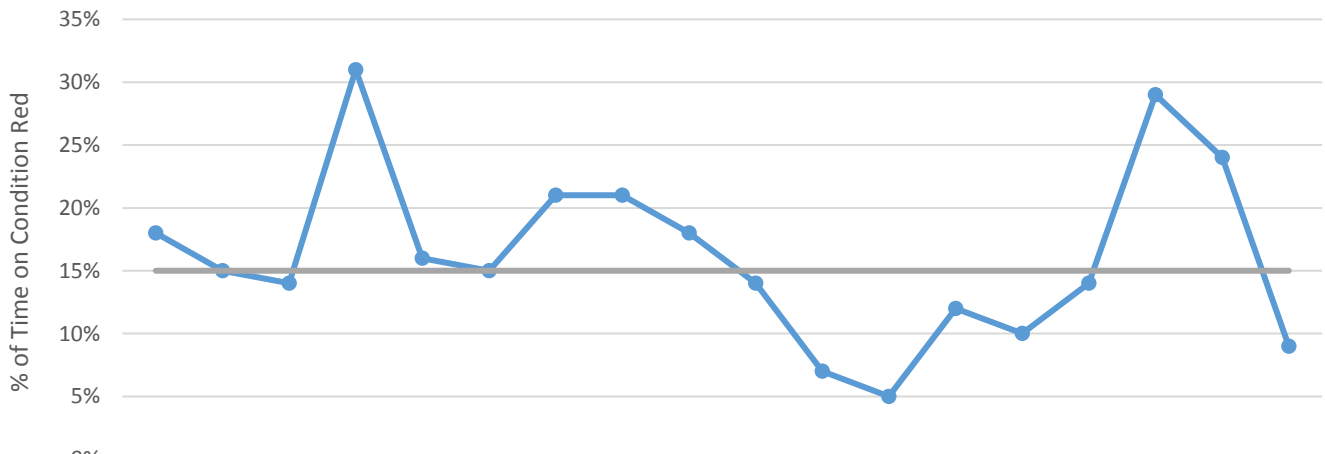
	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
ED	48%	52%	53%	34%	53%	55%	42%	52%	59%	49%	58%	54%	47%	53%	51%	36%	43%	50%
Target	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%

Psychiatric Emergency Services Activities



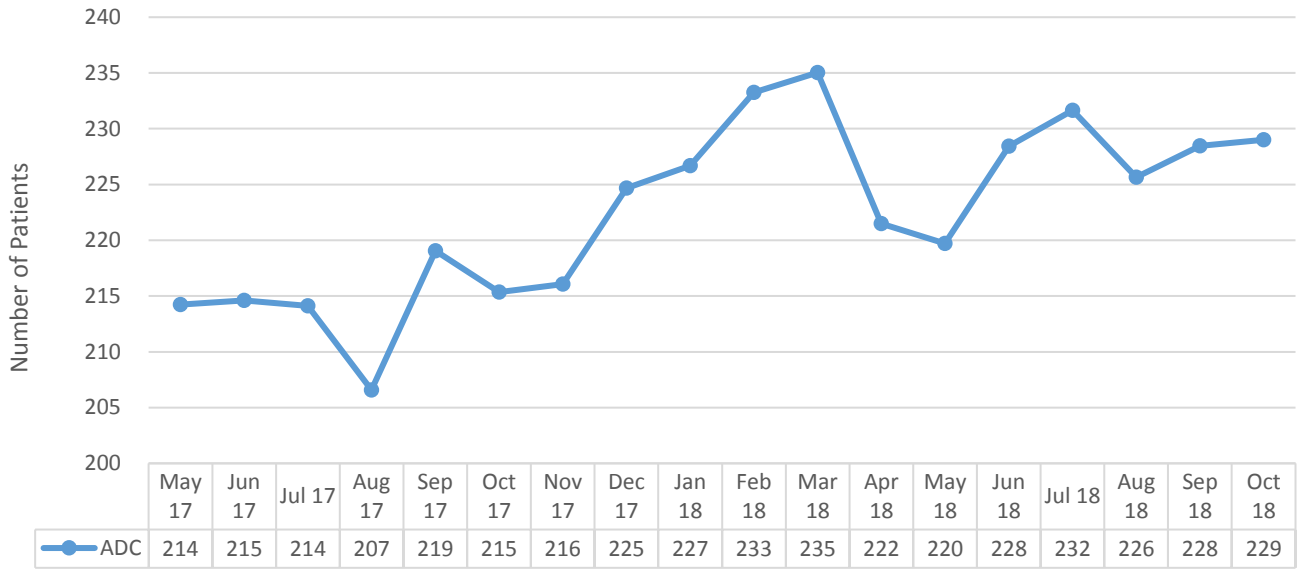
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Admitted to 7B	75	83	69	80	71	66	52	82	59	63	59	59	68	76	87	76	73	83
DUCC	41	35	51	52	44	46	45	39	47	33	26	21	13	39	45	33	34	41
Transferred to private hospital	17	21	16	16	19	22	18	15	12	17	10	14	16	17	18	18	18	13
Discharged to Community	533	521	498	570	502	473	519	490	560	553	561	570	624	569	621	612	588	575

PES Condition Red

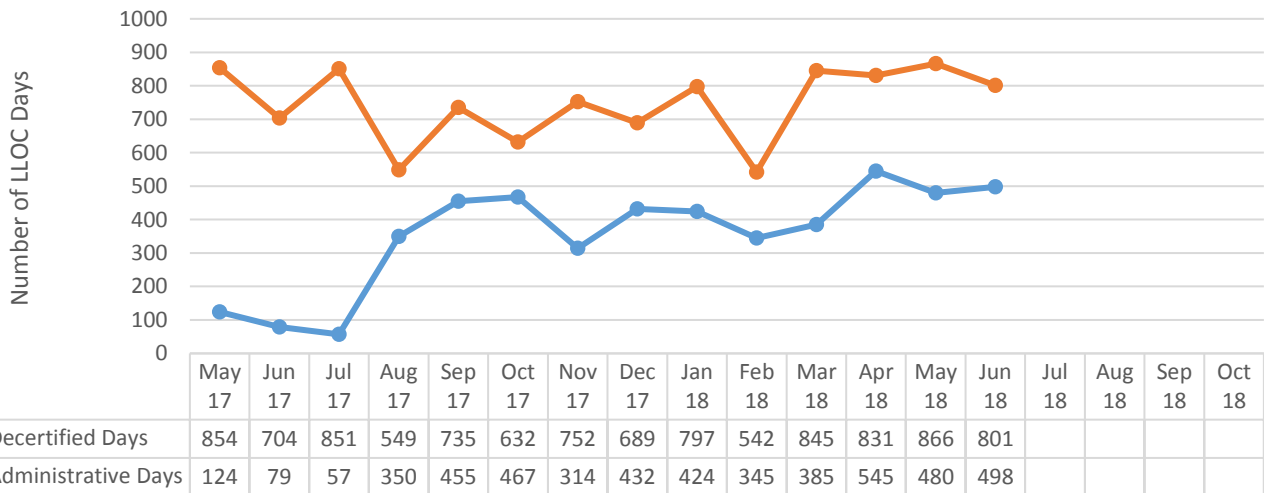


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PES	18%	15%	14%	31%	16%	15%	21%	21%	18%	14%	7%	5%	12%	10%	14%	29%	24%	9%
Target	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%

Medical Surgical, ICU, & MCH Midnight Average Daily Census

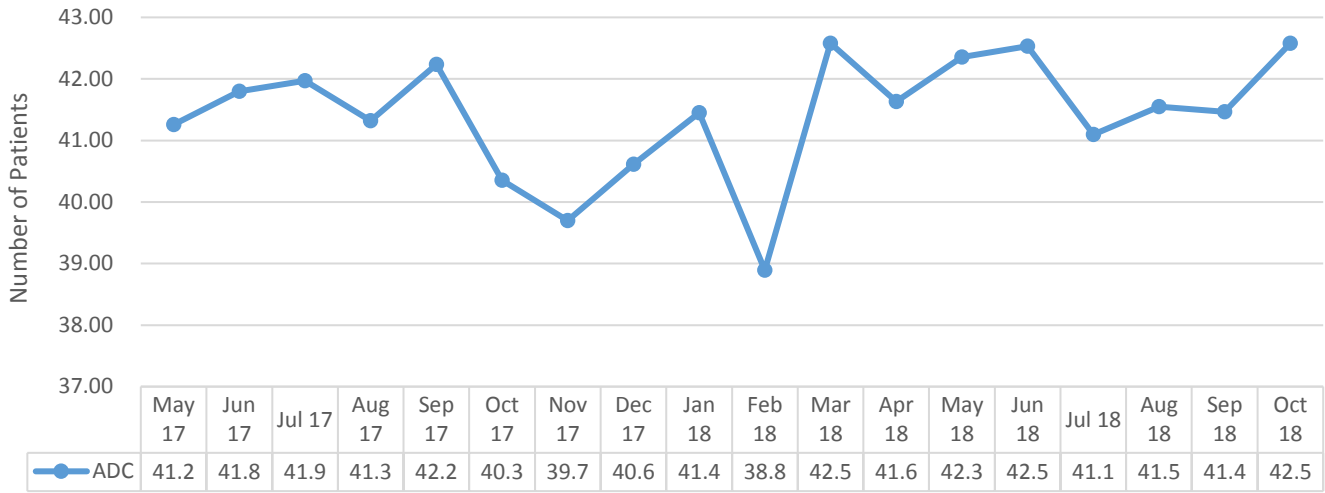


Medical Surgical Lower Level of Care Days*

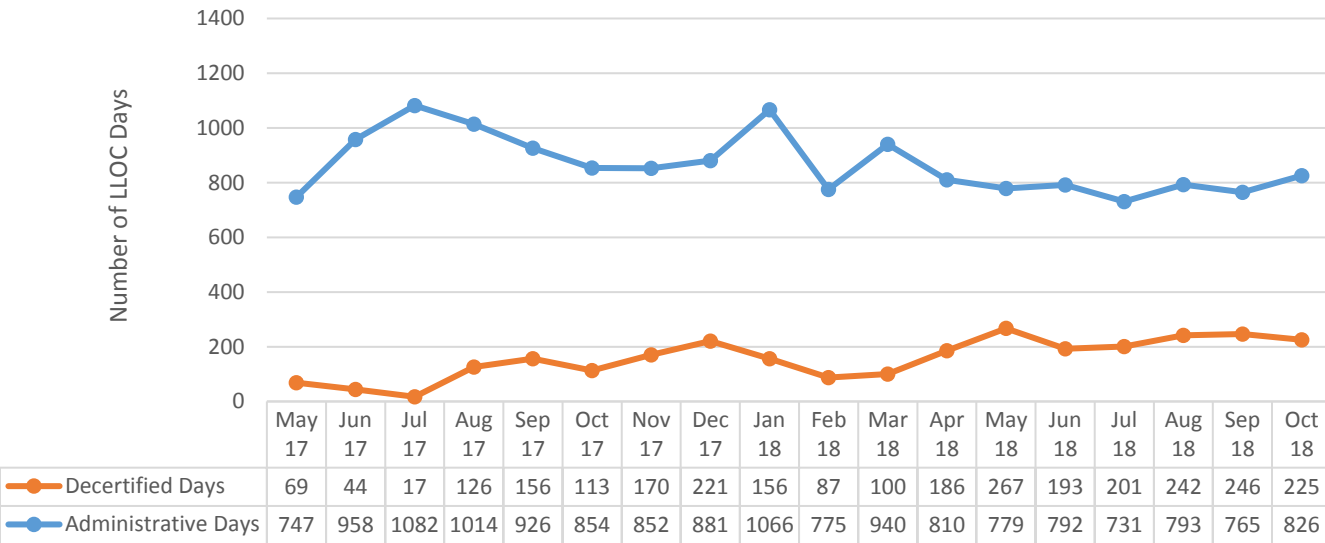


*Data currently being updated and will be reported January 2019

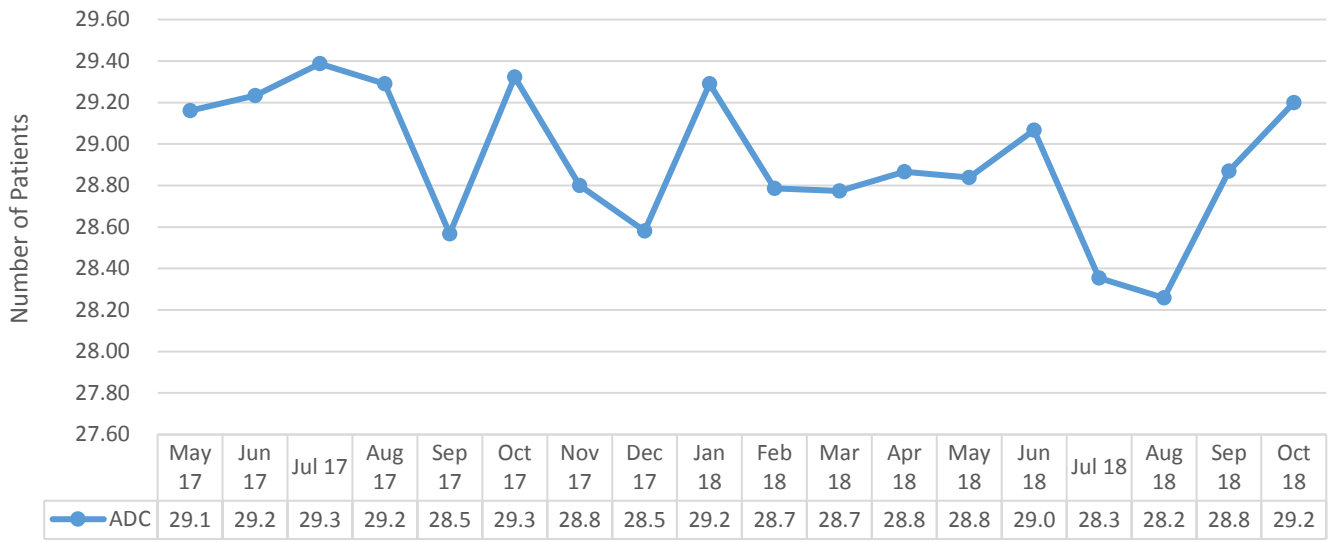
Acute Psychiatry (7B and 7C) Midnight Average Daily Census



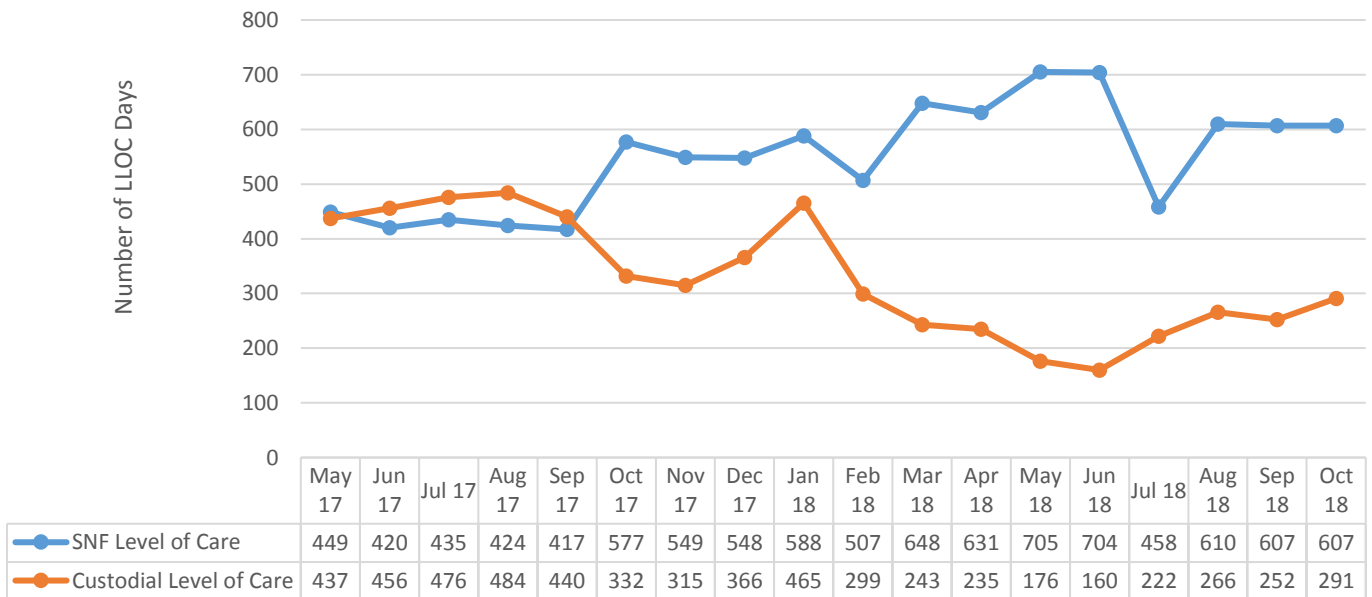
Acute Psychiatry (7B and 7C) Lower Level of Care Days



Skilled Nursing Facility Midnight Average Daily Census



Skilled Nursing Facility Lower Level of Care Days



5 SALARY VARIANCE TO BUDGET BY PAY PERIOD REPORT FOR FISCAL YEAR 2018-2019

For Pay Period Ending October 05, 2018, Zuckerberg San Francisco General recorded an unfavorable 3.58% salary variance between Actual and Budget – specifically, actuals were \$523,436 over budget. For Fiscal Year 2018-2019 year-to-date variance through PPE October 05, 2018, ZSFG has an unfavorable variance of 1.73% / \$1,800,192 over budget.

