

SF Behavioral Health Center Adult Residential Facility

San Francisco Department of Public Health
SF Health Network Transitions Division

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October 1, 2019



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Update for the Health Commission Behavioral Health Center



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- Background on the Behavioral Health Center
- Overview of Adult Residential Facility
- DPH proposal to re-assign beds
- Hummingbird Place expansion
- Where we are now
- Next steps



Behavioral Health Center Background



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SF Behavioral Health Center (SFBHC) provides locked subacute inpatient treatment and residential care for adults and seniors who have behavioral health needs

Third floor: Mental Health Rehabilitation Center (MHRC) 47 beds

Second floor: Residential Care Facility for the Elderly (RCFE) 59 beds

First floor: Adult Residential Care Facility (ARF) 55 beds

-14 were repurposed for Hummingbird in Feb 2019, leaving 41

-Hummingbird 29 beds (15 + 14)



Behavioral Health Center



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MHRC: A locked sub-acute treatment facility for behavioral health clients

RCFE: A "Board & Care" similar to the ARF, for adults 60 and over

Hummingbird Place: innovative psychiatric respite with day programs and overnight stays for patients who have been in behavioral health crises and are contemplating their next step on the road to recovery



Adult Residential Facility



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- Provides 24-hour-a-day non-medical care and supervision to adults 18-59 years who have severe mental illnesses that are stable yet are still in need of care and supervision
- Services include: housekeeping, supervision, personal care assistance, and help with medications that residents self-administer
- Residents are referred to the ARF from acute care services, locked subacute and other board and cares
- Licensed by Community Care Licensing under California Department of Social Services



Adult Residential Facility What happened?



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ARF challenges over recent years:

- Medication errors, resident safety, resident respect
 - Multiple State citations and plans of correction from 2015-2018
 - Noncompliance conference due to multiple and repeated citations
 - Non-compliance Plan of Correction 2018
- Staffing concerns
- At risk of losing license



Actions Taken for Resident Safety



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- Resident safety and respect
 - Plans of Correction (2015 - 2018)
 - Staff trainings and audits (2015-ongoing)
 - Staff coaching and counseling (2015-2018)
- Staffing concerns
 - HR meetings to focus on staff vacancies (Jan 2017-ongoing)

DPH decision to suspend admissions in 2018 until able to ensure resident safety and demonstrate quality improvement. Current census: 32.



ARF Bed Suspense



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DPH asked the state to suspend (not relinquish) 27 ARF beds in May 2019

- State approved
- Combined with previous Hummingbird Place expansion (14 beds), there are 41 out of 55 licensed ARF beds in suspense
- 14 ARF beds remain for clients
- 18 ARF residents offered relocation from first floor to second floor or a different placement based on preference

Key issues considered in the decision to suspend beds:

- Resident safety and regulatory compliance challenges
- Staff conduct challenges
- Hiring challenges



DPH Proposal to re-assign beds



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- Re-assign beds in the BHC and allow vacant space on first floor to be used for care of homeless clients
- No residents would be evicted
- No DPH staff would lose employment
- The ARF improvements could continue
- The ARF is not closed



Hummingbird Place Expansion



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Hummingbird Place opened in 2017 with 15 beds, and expanded by 14 beds in February 2019

- Served more than 500 clients
- Offers discharge destination from PES for patients not currently accepting voluntary treatment
- ~30% of Hummingbird referrals are from PES
- Clients are homeless with behavioral health crises
- Hummingbird fills a critical gap in our system



Communication with Union, Staff, and Residents



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- Union received notification and offer to meet (July)
 - Listening session 10/1
- Staff were informed at meetings (July)
- Residents were informed with letters and one-on-one conversations (August)

DPH did not do an adequate job communicating with staff and residents

- Result: rumors, misinformation, anxiety, fear
- Improve our communications:
- Director's Message to DPH staff 9/16
- Director's Statement to SF community 9/20
- Health Commission 10/1



Where we are now and next steps



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- Changes at the BHC are on hold while the Mayor and Board of Supervisors talk about how to proceed in a way that accomplishes our shared goals of resident safety, stability and expanded access to services.
 - All residents have a choice, and if any prefer to move to an equivalent facility in the community or at the BHC, we will work with them
 - No DPH staff at the BHC are losing their jobs
 - No further action or decisions on bed re-assignment until the City deliberates
 - DPH Performance Improvement Plan



DPH Improvement Plan



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- Resident safety is our top priority
- Director of Health called for a Performance Improvement Plan for the ARF
- Currently in development, will occur regardless of the bed allocation decisions
- We will achieve a BHC with culture, staffing and safety at the highest level for all who receive care there



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Thank you