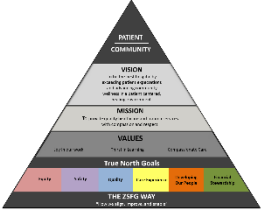


# Hospital Operations & Patient Care Report

Presented to the JCC – ZSFG on September 24, 2019

ZSFG Executive Team Report

## Report Updates



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## **DEVELOPING OUR PEOPLE**      1. Environmental Services Week

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During the week of September 8<sup>th</sup> , ZSFG celebrated National Health Care Environmental Services Week. According to the Association for Health Care Environment, "Each year, National Health Care Environmental Services Week is the opportunity to show appreciation and recognition for the extraordinary teamwork required to care for the complex health care environment." Twenty-four hours a day, seven days a week, Porters on campus clean the environment and prevent infections, within the walls of the hospital. As a department whose work often goes unnoticed, yet is extremely vital to all ZSFG staff, Environmental Services is very deserving of this week-long recognition.

ZSFG would like to express its greatest appreciation to each member of the Environmental Services team on campus for continuously making ZSFG a safe place to serve our patients.

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## **QUALITY**      2. Joint Commission Biannual Laboratory Survey

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On July 22, 2019, surveyors from the Joint Commission visited ZSFG to complete their biannual laboratory survey. Out of the 1,305 standards that Laboratory and Pathology were surveyed against, the Joint Commission only discovered 10 findings. Furthermore, of those 10 findings, none were considered high risk or having widespread impact. One surveyor commented, "I've never seen an organization with better communication skills between departments. I know this means you are taking great care of your patients."

Congratulations to the Quality and Regulatory team, and the Pathology and Laboratory departments on an incredibly successful survey, especially amidst an extremely trying time of Epic implementation preparation!

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## **QUALITY**      3. Transition to Epic Stabilization

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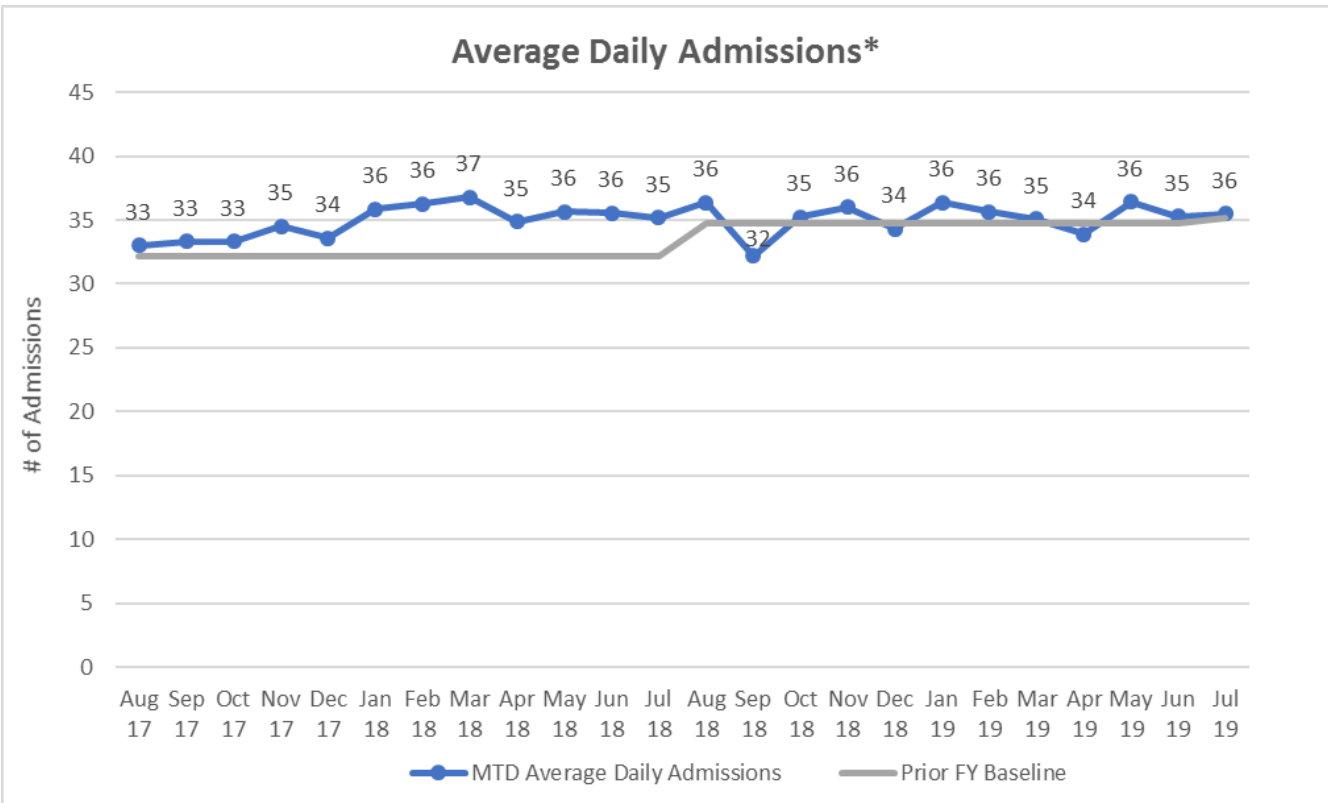
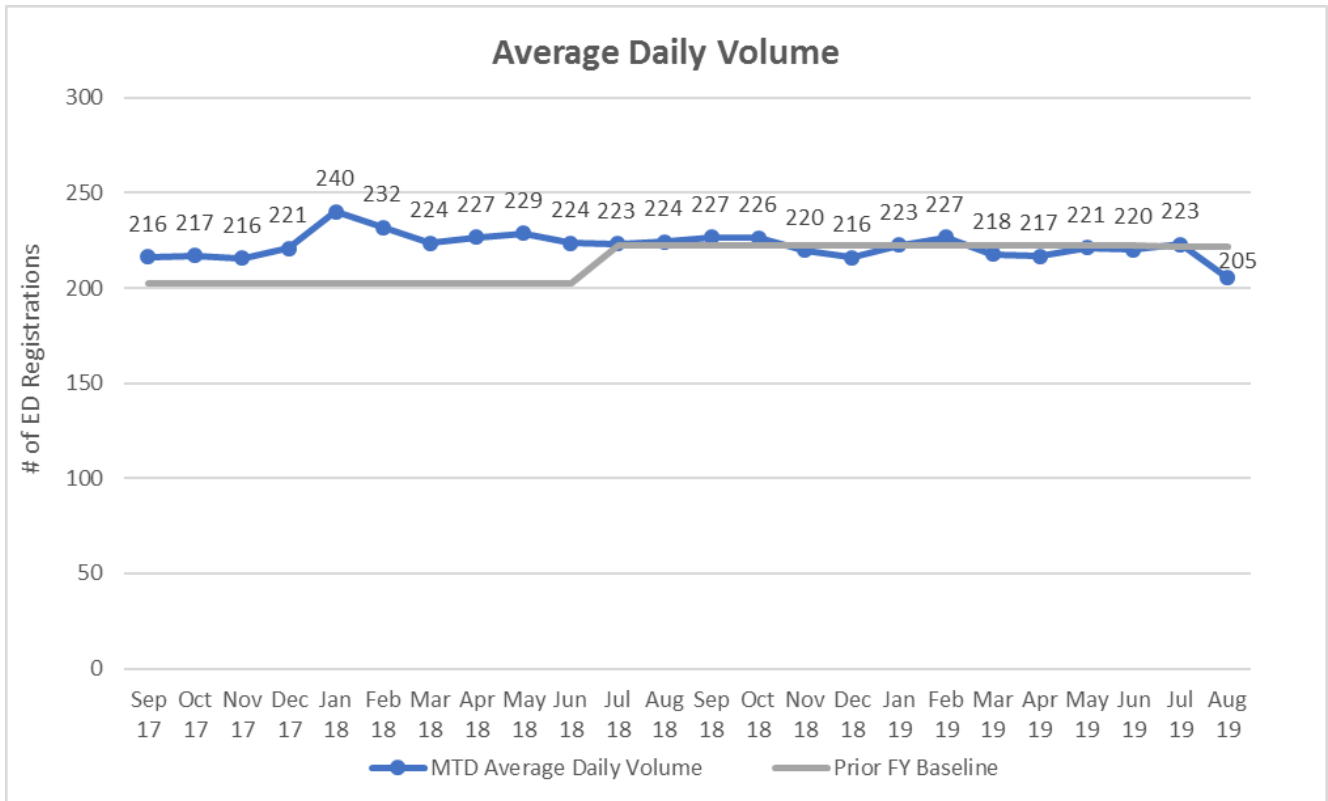
On Wednesday, August 21<sup>st</sup>, ZSFG shut down the Operations Command Center after having reached its immediate goal for Epic Activation. This shut down signified the transition from the activation phase to the stabilization phase, which meant a shift in top issues from Build to Workflows. This substantial achievement did not mean, however, that issue resolution was complete. It instead allowed ZSFG to reprioritize tickets through Daily Management Systems, Domain Structures, and partnerships between IT and departments across campus.

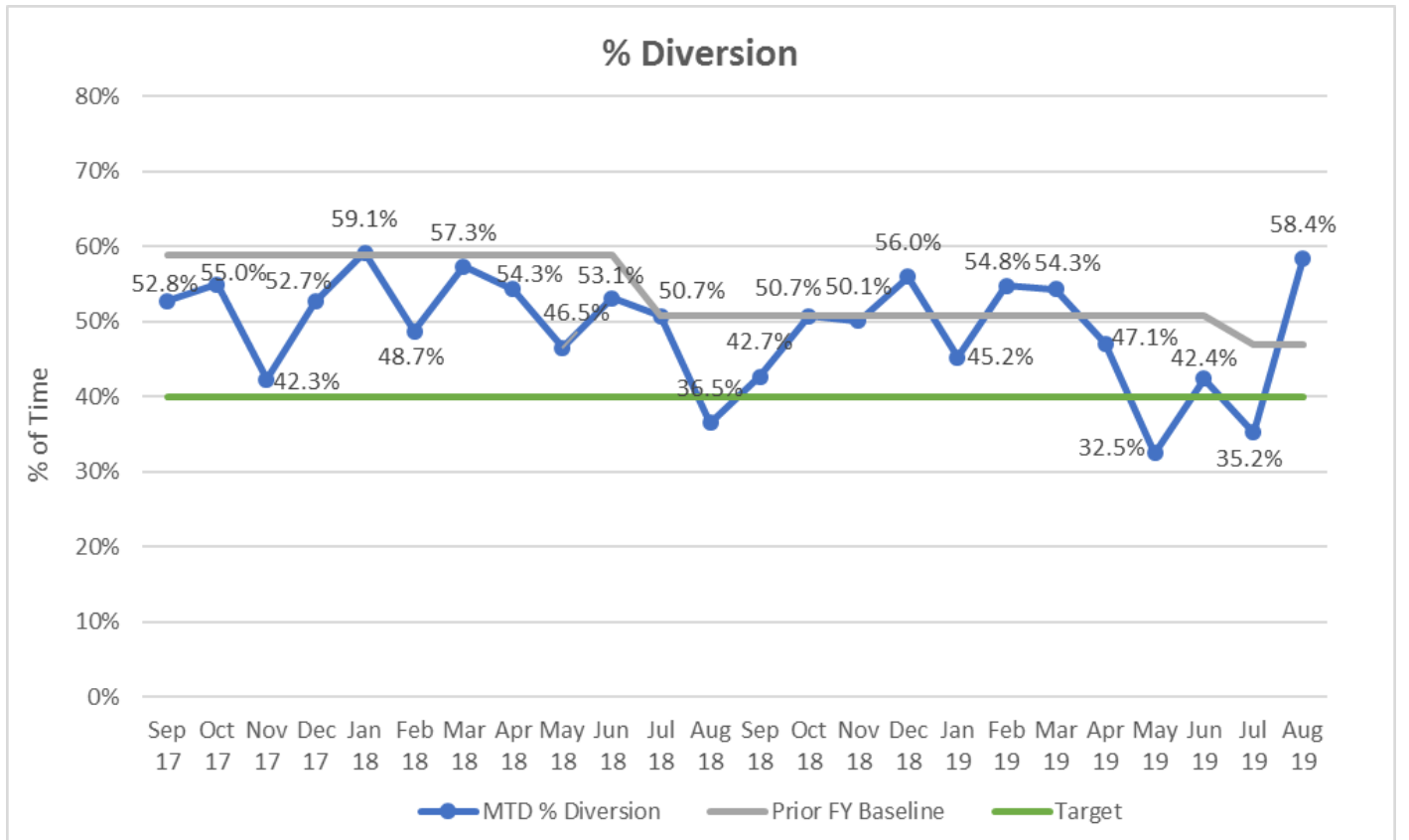
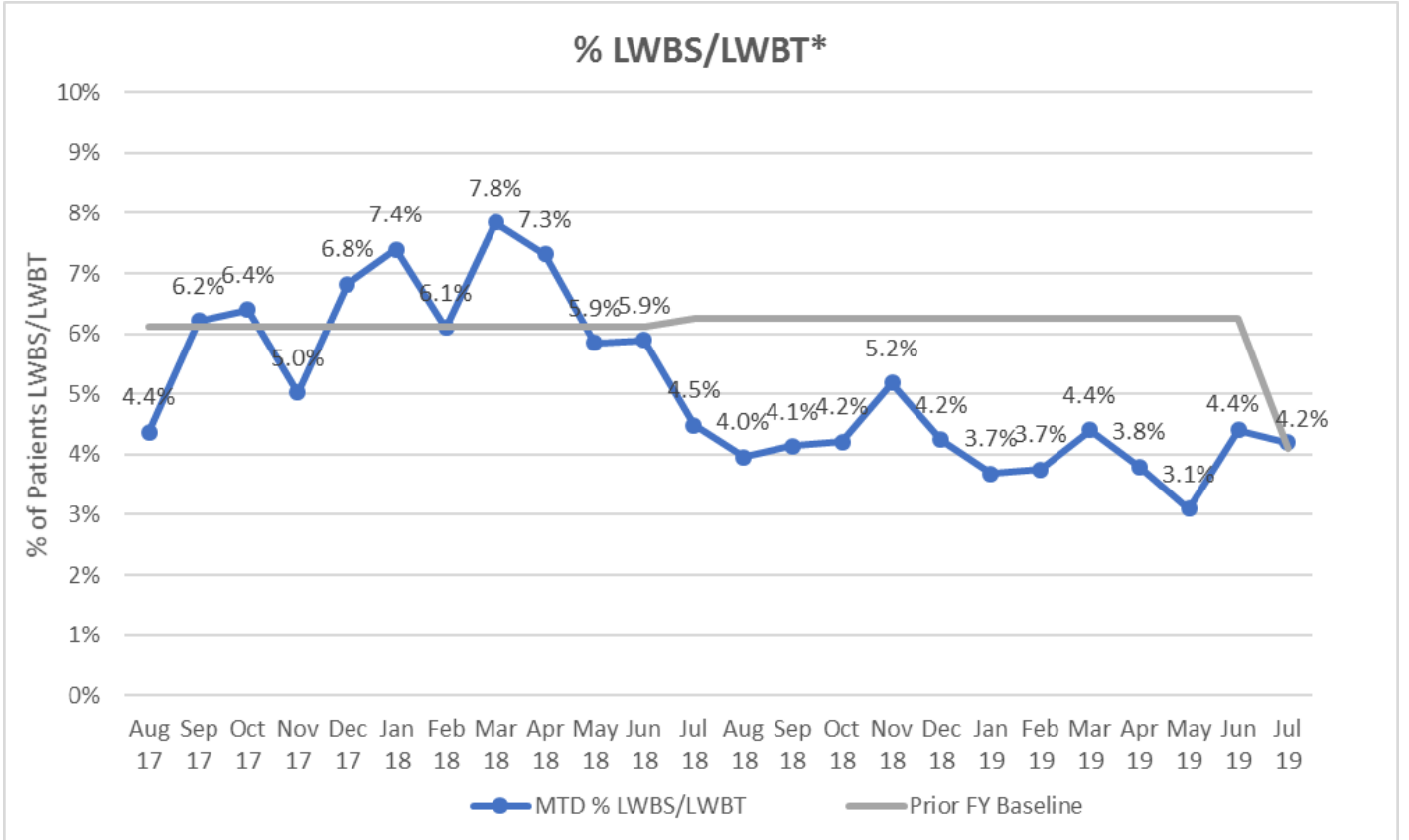
In order to ensure successful stabilization, standard work was created around a stabilization decision process. This process included the following steps: (1) End users identify the type of issue at hand (workflow gap, HVT gap, etc.); (2) Assign "primary" domain ownership and identify all impacted domains; (3) the primary domain leads coordinate understanding and problem-solving activities; (4) domain executive sponsors prioritize and approve final decision; and (5) stabilization changes planned, built, tested, and implemented with learning and communications.

Congratulations to all staff on a successful Epic go-live and many thanks for the continued patience and perseverance through this transition to Epic Stabilization.

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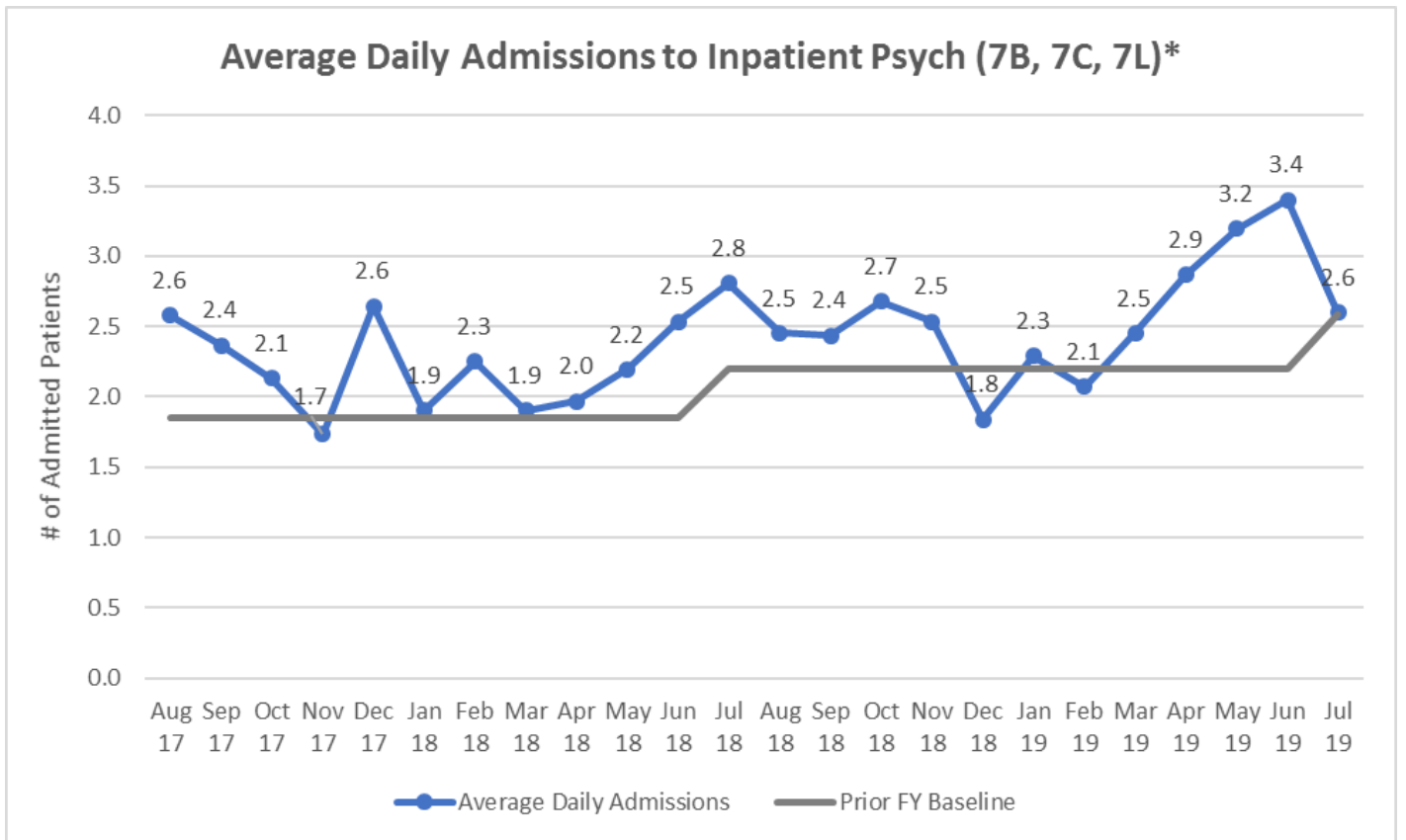
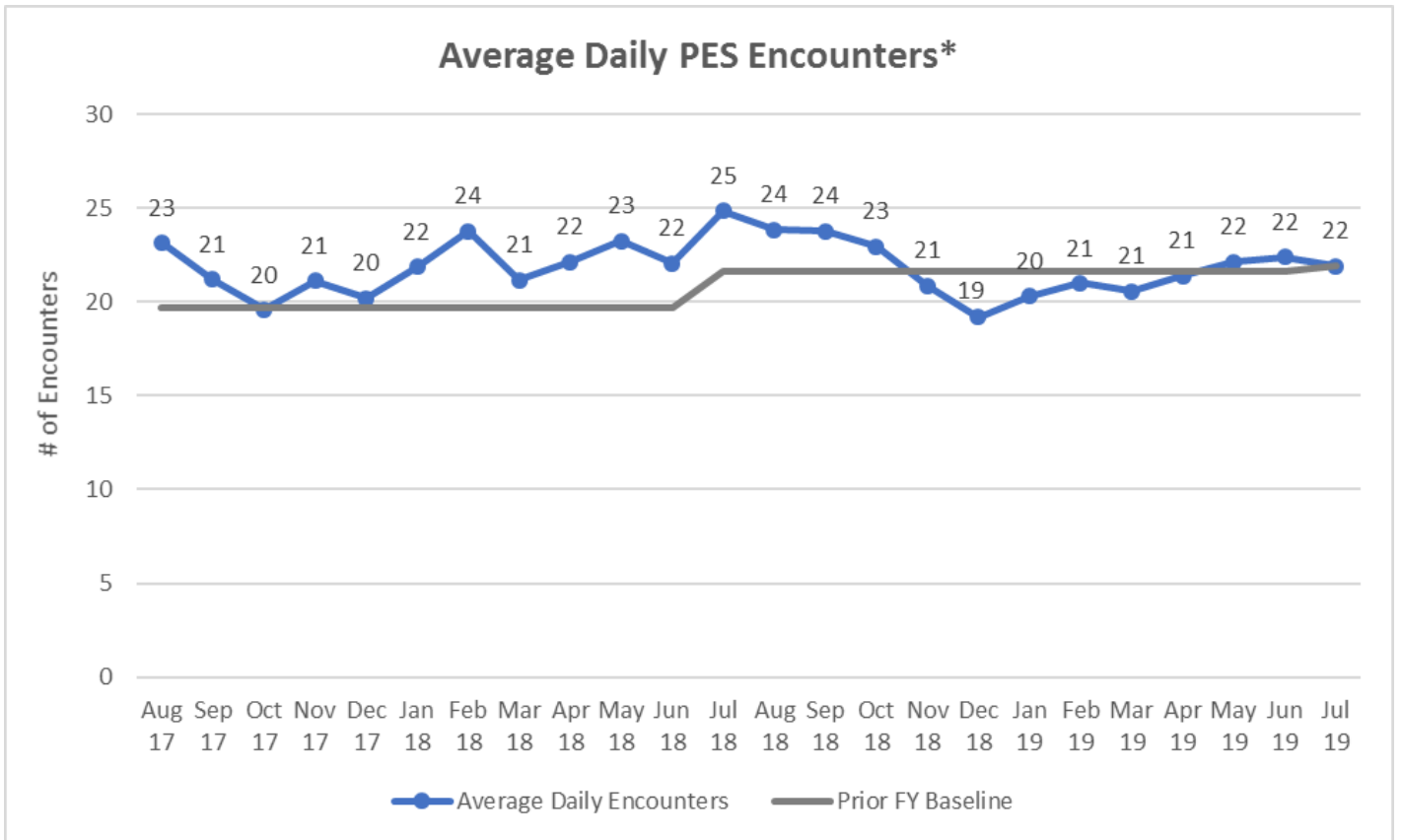
# QUALITY      Emergency Department Activities



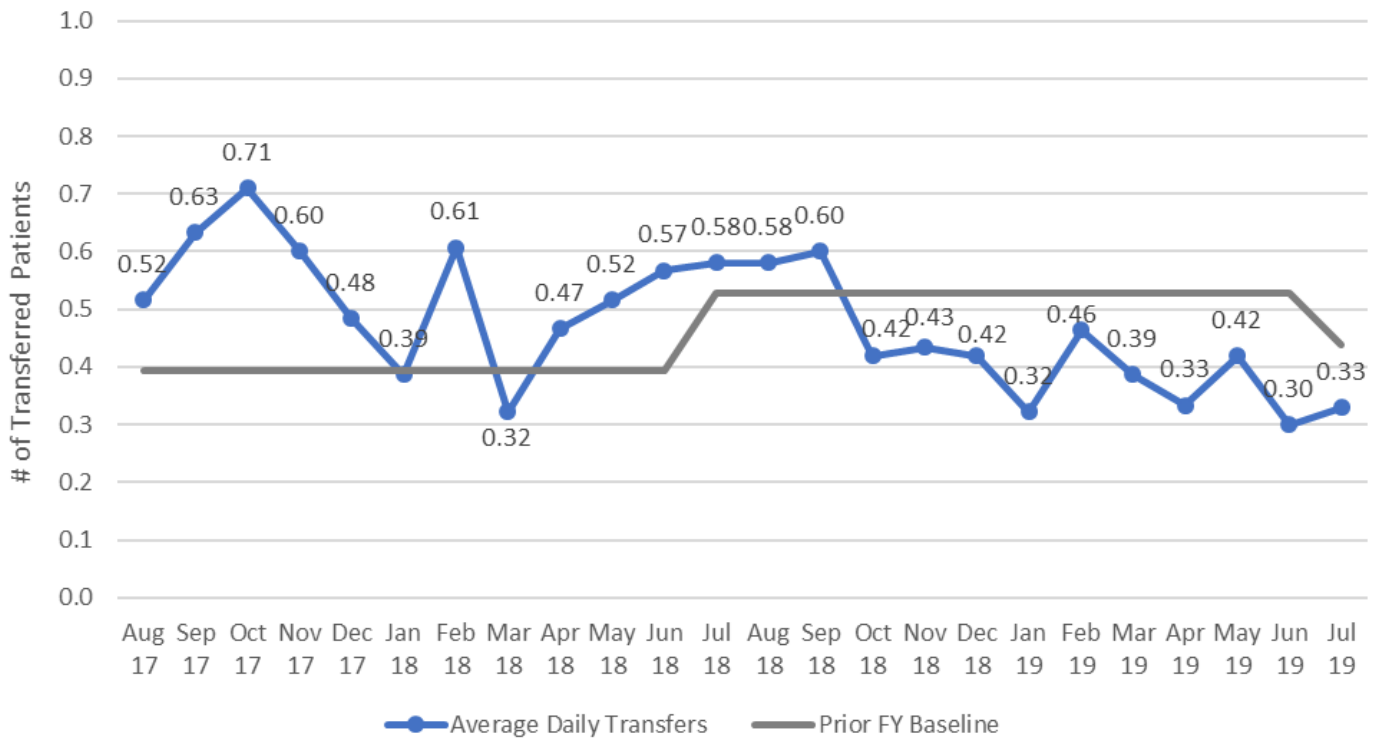


\*Charts have not been updated with August data due to invalid data from Epic cut over

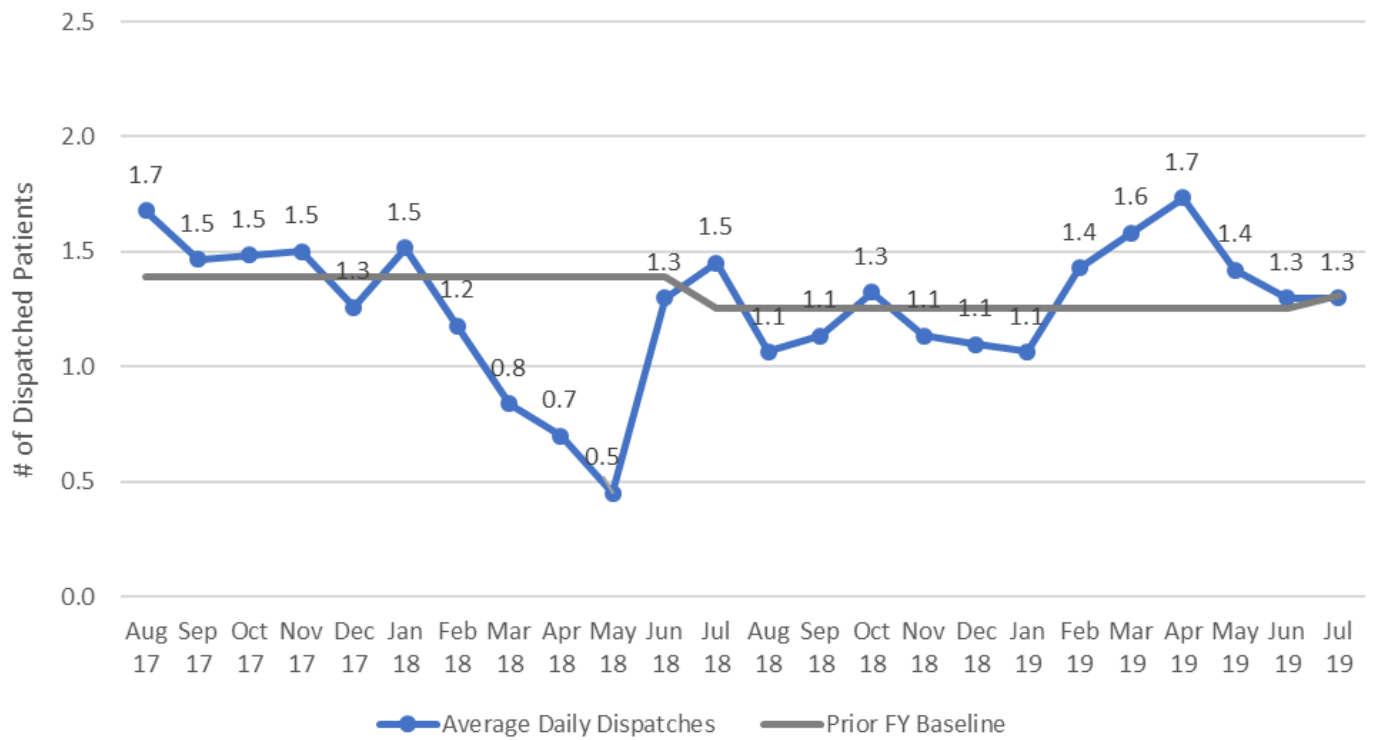
# QUALITY Psychiatric Emergency Services Activities

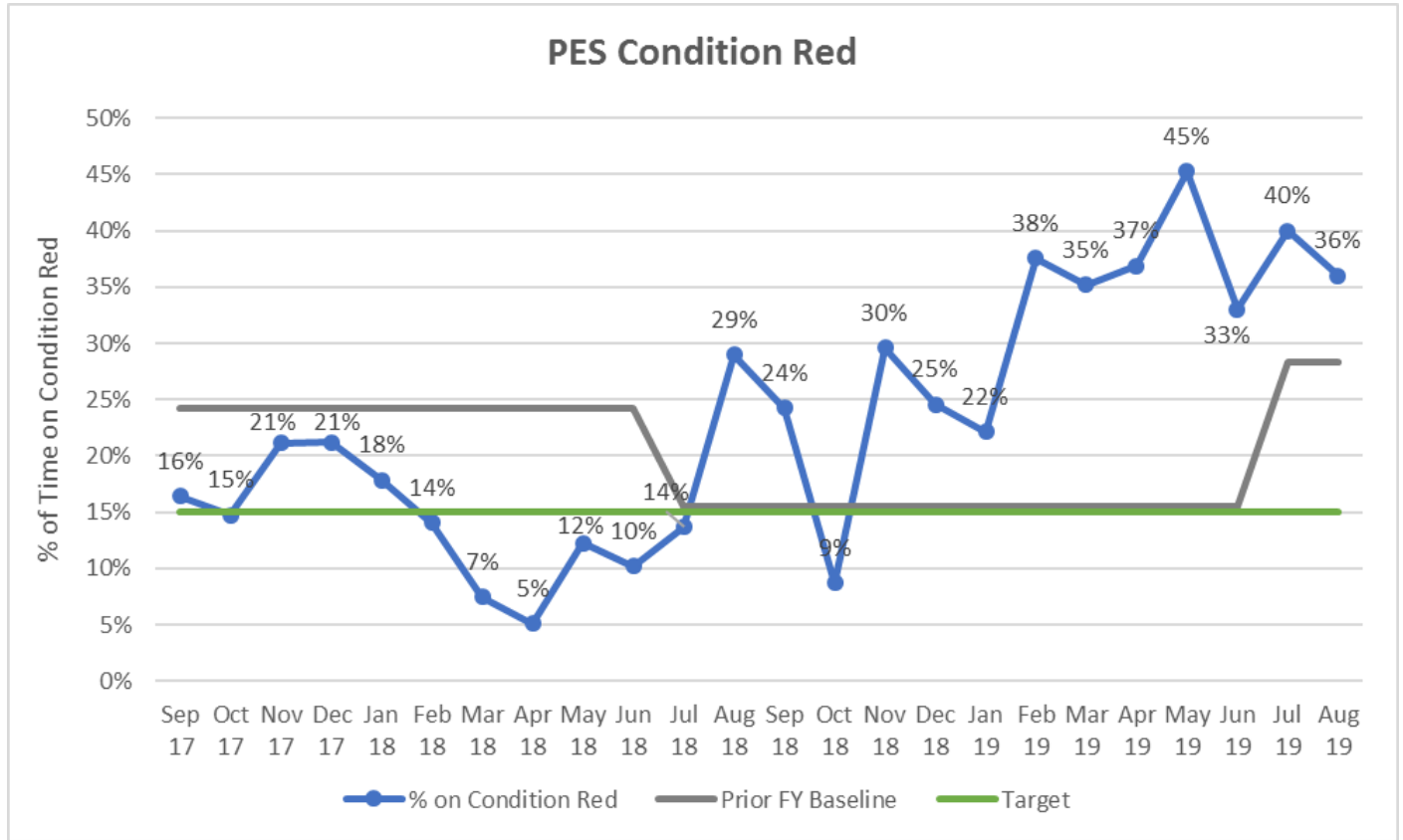
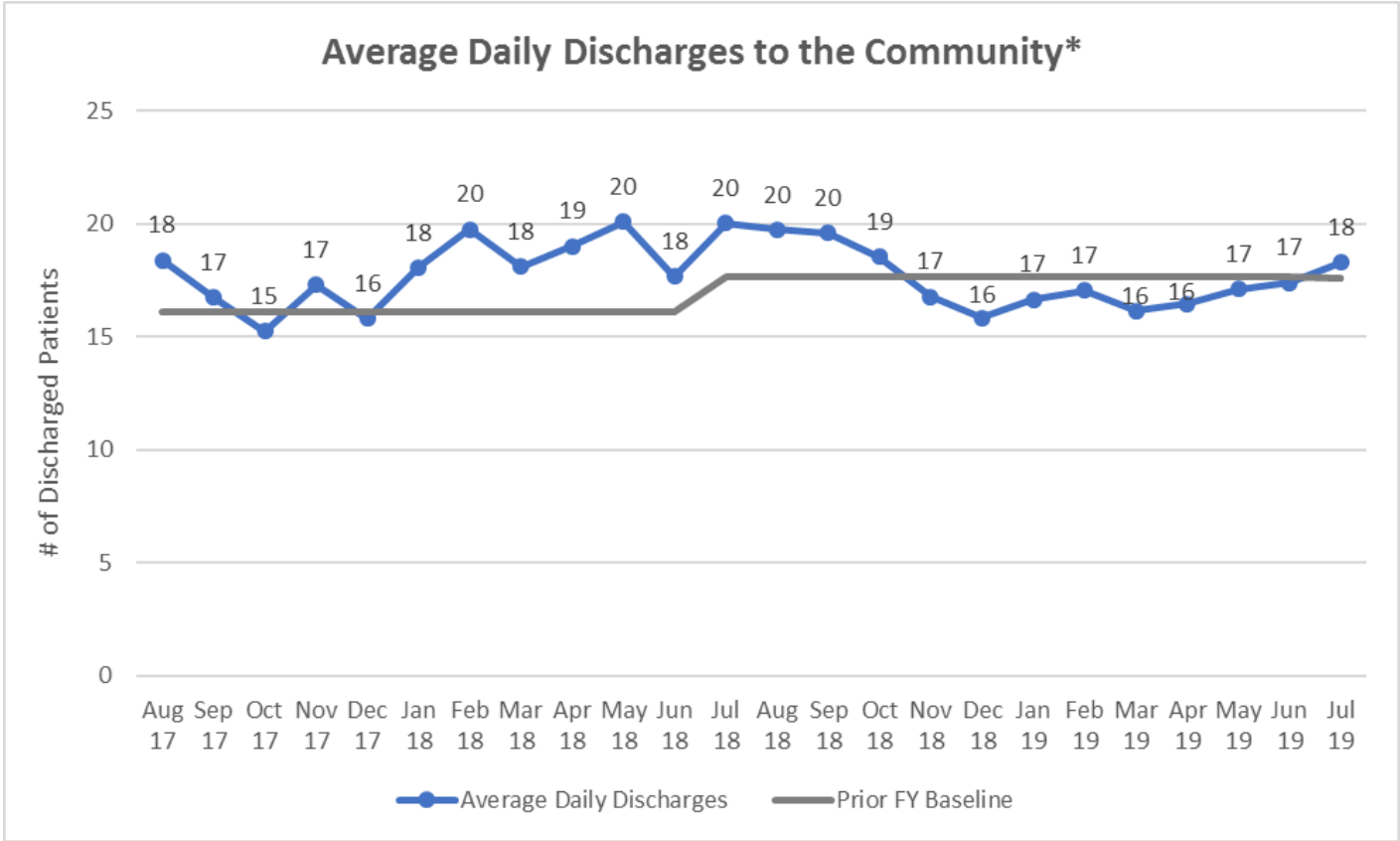


### Average Daily Transfers to Private Hospital\*



### Average Daily Dispatches to Dore Urgent Care Clinic (DUCC)\*

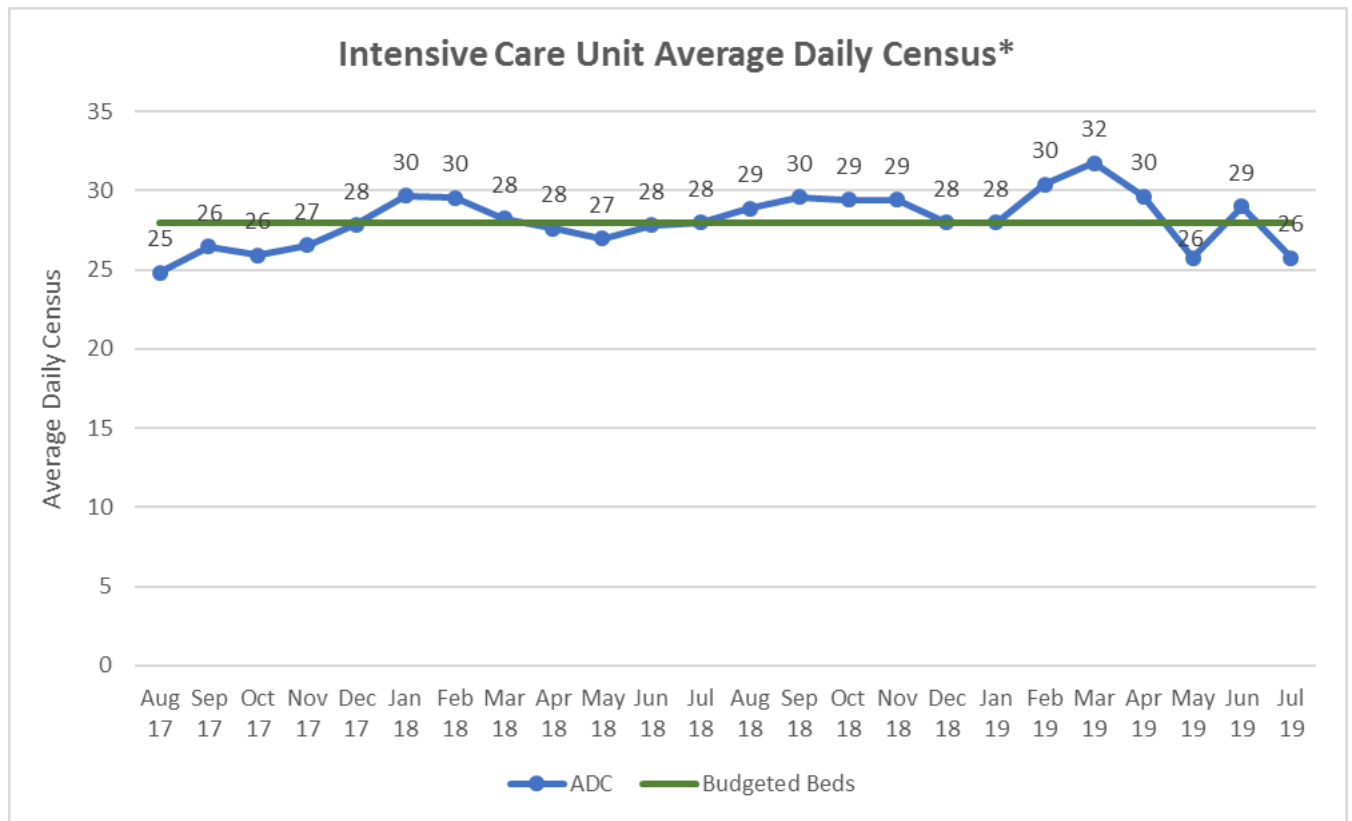
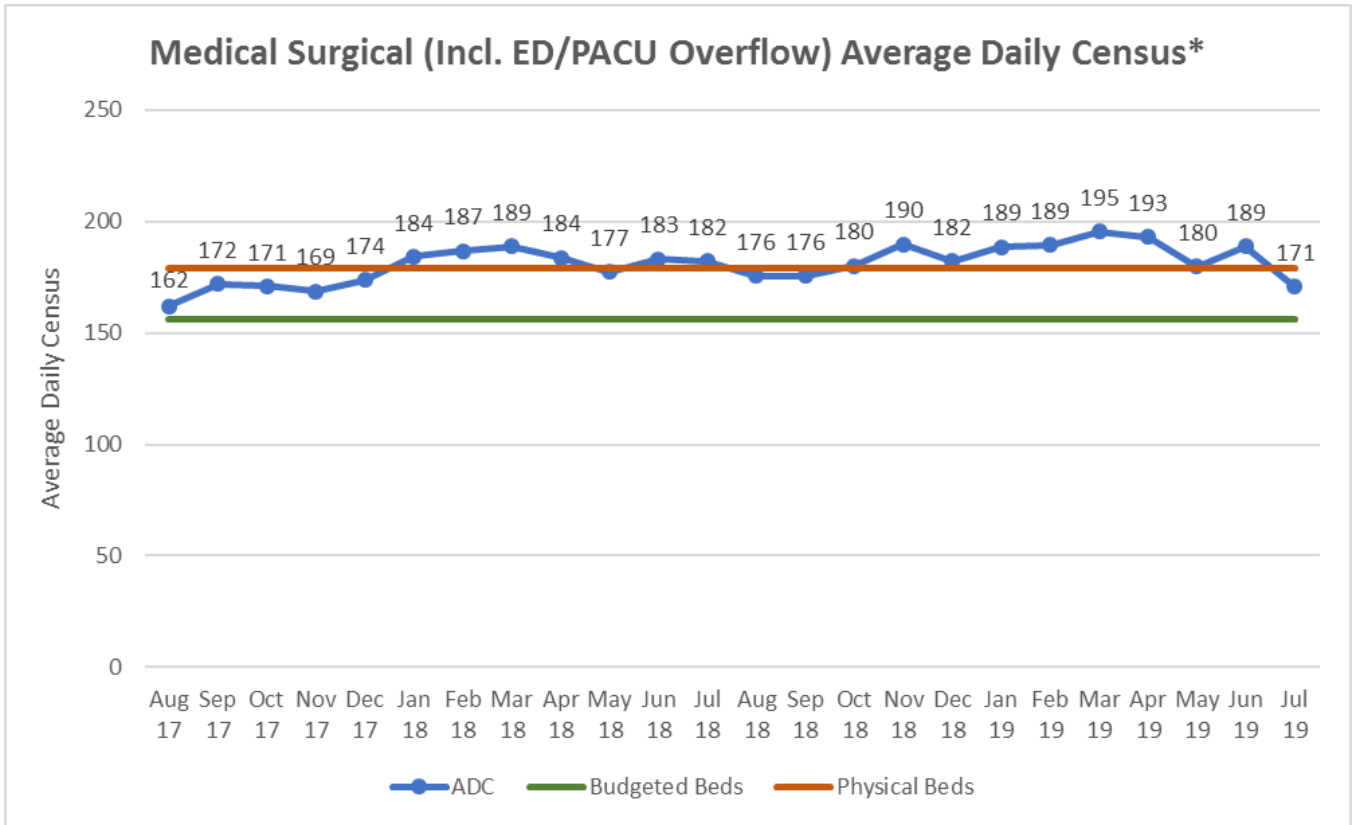




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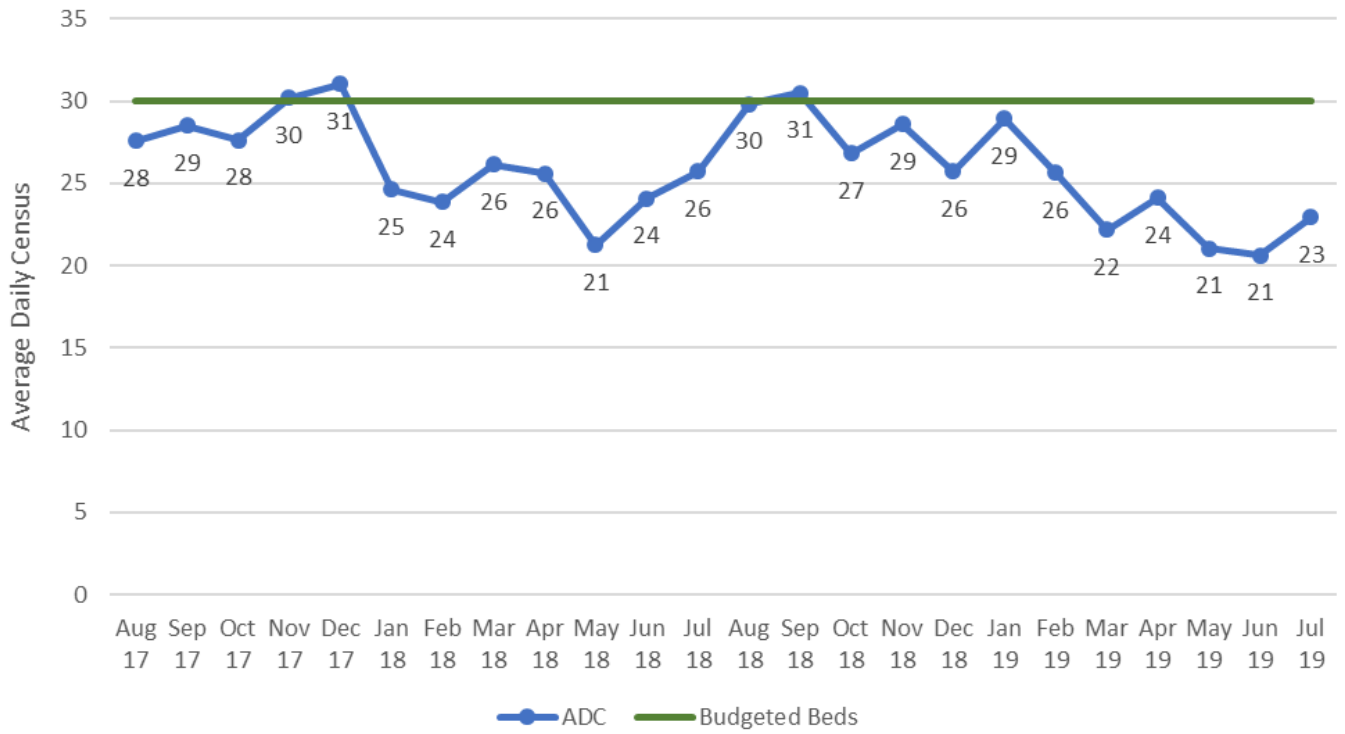
# QUALITY Average Daily Census\*

\*No August data due to invalid data from Epic cut over

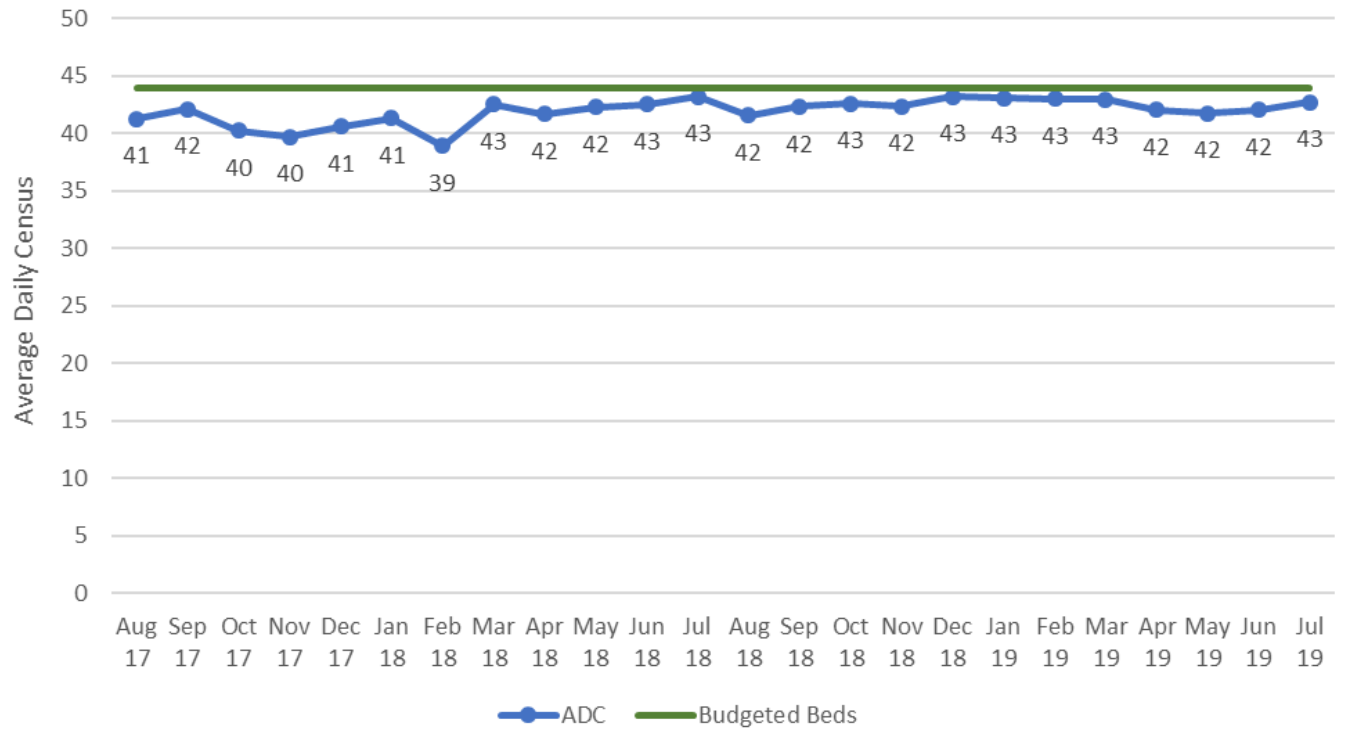


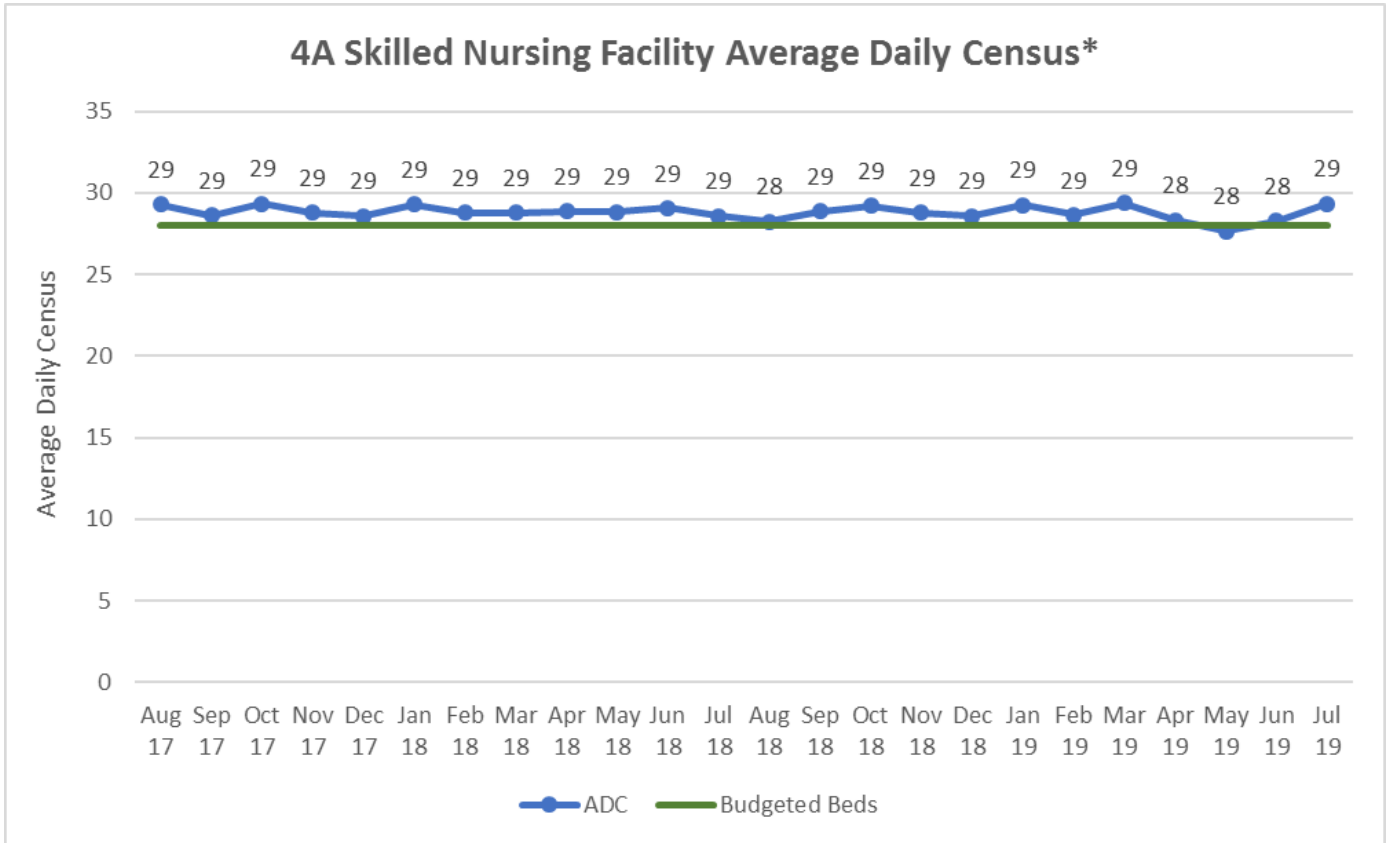


### Maternal Child Health Average Daily Census\*



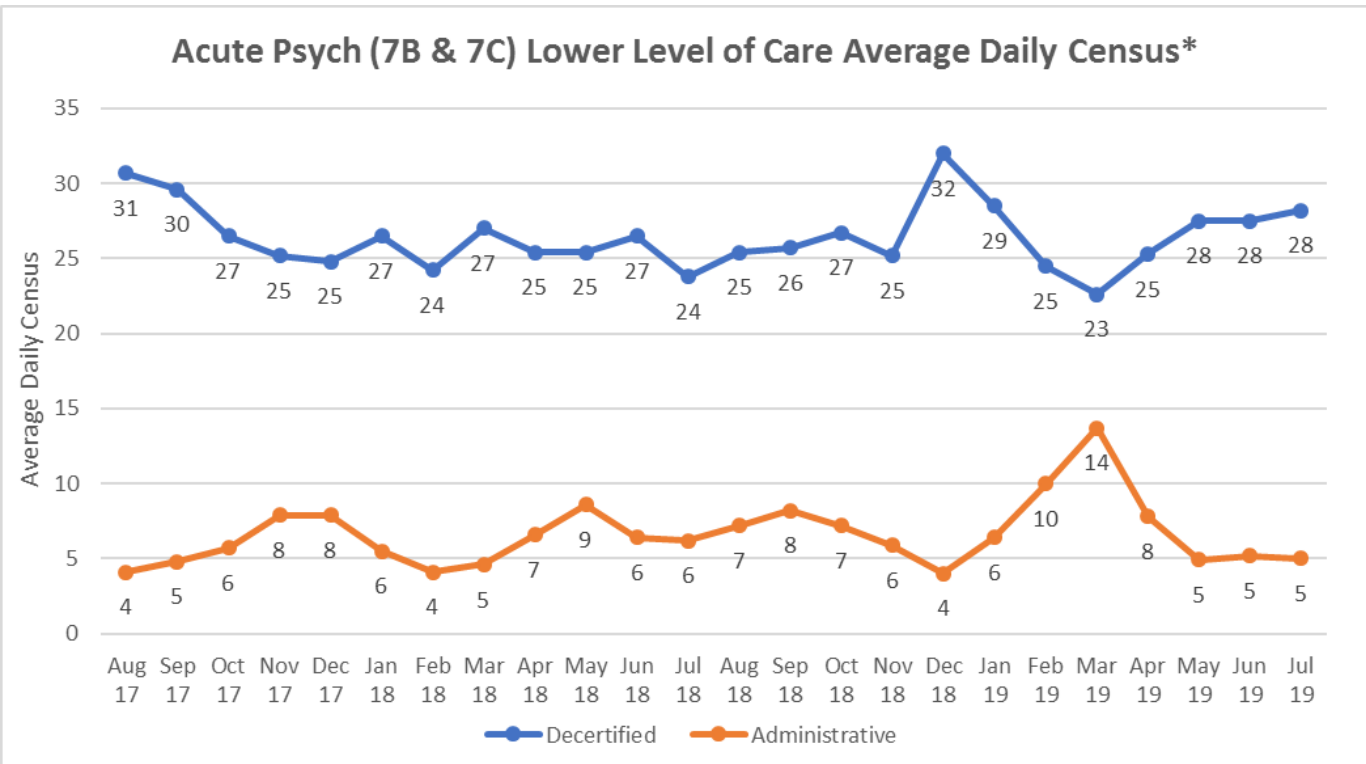
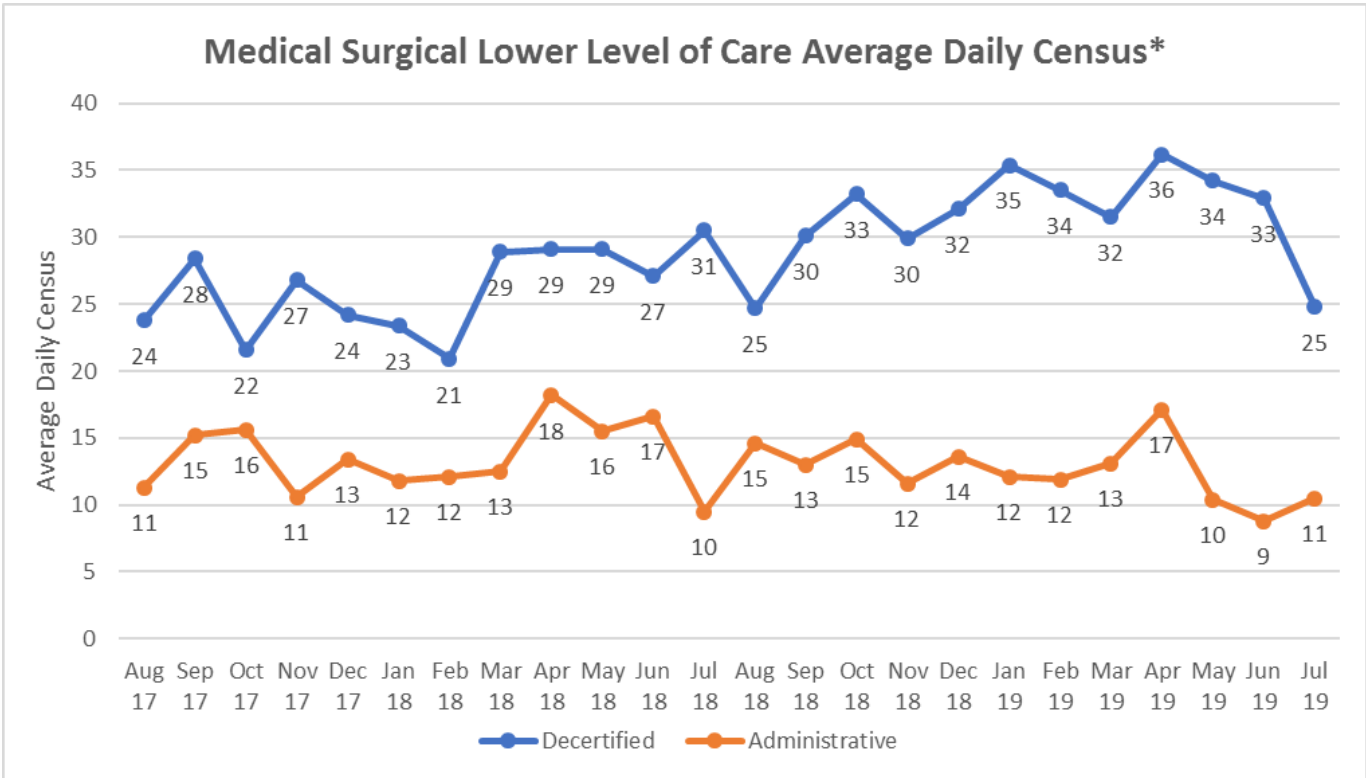
### Acute Psychiatry (7B & 7C) Average Daily Census\*

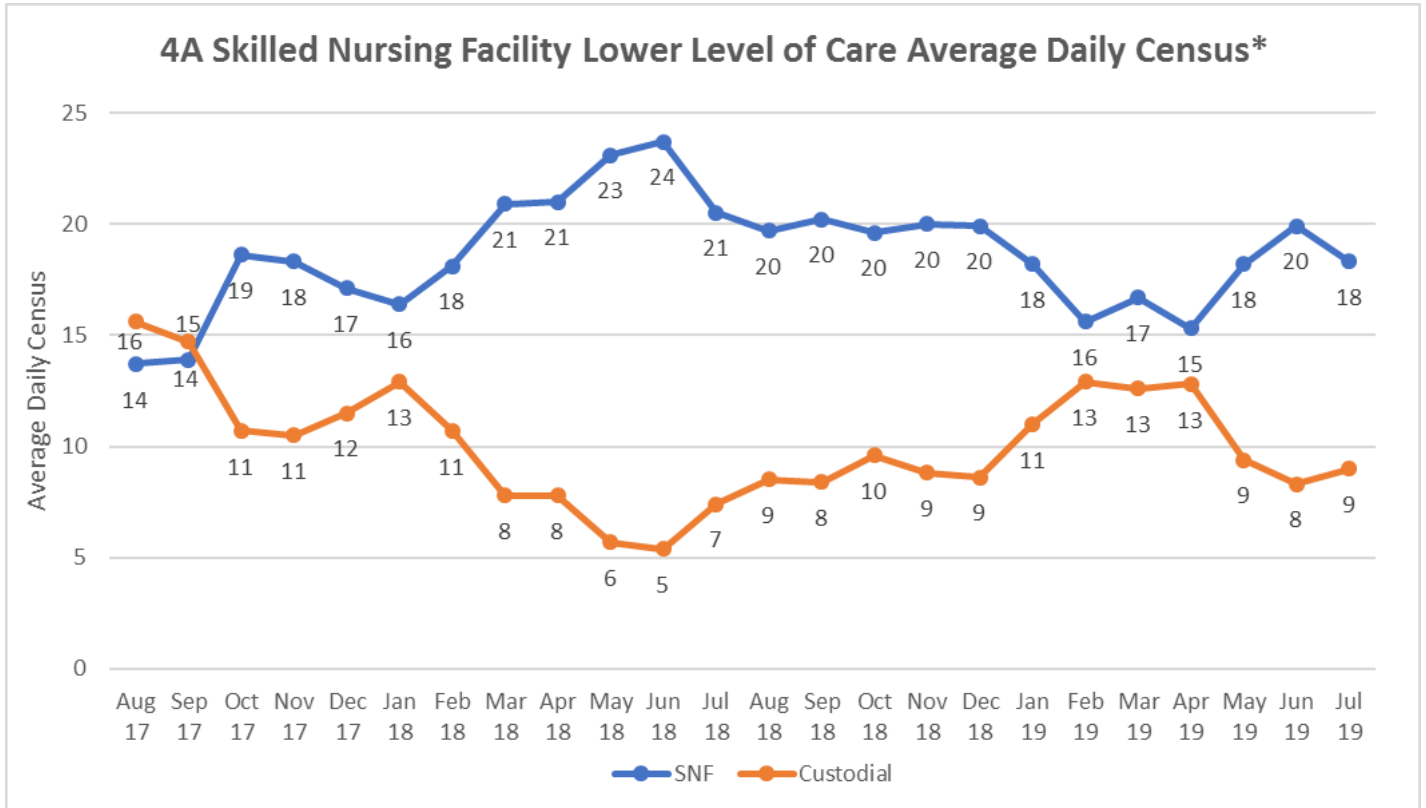




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# QUALITY Lower Level of Care Average Daily Census





\*Charts have not been updated with August data due to invalid data from Epic cut over

# Financial Stewardship Salary Variance

For Pay Period Ending (PPE) August 23, 2019, Zuckerberg San Francisco General recorded an unfavorable 3.47% salary variance between Actuals and Budget – specifically, actuals were \$530,633 over budget. For Fiscal Year 2019-2020 year-to date variance through PPE August 23, 2019, ZSFG has an unfavorable variance of 2.39% / \$1,477,173 over budget.

