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Department of Public Health**



Grant Colfax, MD
Director of Health

Mark Morewitz, M.S.W.
Executive Secretary

TEL (415) 554-2666

FAX (415) 554-2665

Web Site: <http://www.sfdph.org>

MINUTES

**JOINT CONFERENCE COMMITTEE FOR
ZUCKERBERG SAN FRANCISCO GENERAL
HOSPITAL AND TRAUMA CENTER
Tuesday February 25, 2020 3:00 p.m.
1001 Potrero Avenue, CARR Auditorium
San Francisco, CA 94110**

1) CALL TO ORDER

Present: Commissioner Laurie Green, M.D.
Commissioner Dan Bernal

Excused: Commissioner Edward A. Chow, M.D., Chair

Staff Present: Susan Ehrlich MD, Naveena Bobba MD, Karrie Johnson, Leslie Safier,
Basil Price, Jennifer Boffi, Tosan Boyo, LukeJohn Day MD,
Mike Gerchow, Troy Williams, Dan Schwager, Terry Dentoni,
Jim Marks MD, Kim Nguyen, Casie Aniya, Claire Horton MD, Jessica To, Chris Ross

The meeting was called to order at 3:19pm.

**2) APPROVAL OF THE MINUTES OF THE FEBRUARY 25, 2019 ZUCKERBERG
FRANCISCO GENERAL JOINT CONFERENCE COMMITTEE MEETING**

Action Taken: The Committee unanimously approved the February 25, 2020 meeting minutes.

3) REGULATORY AFFAIRS REPORT

Troy Williams, Chief Quality Officer, presented the item.

Commissioner Comments:

Commissioner Chow thanked Mr. Williams for the report.

4) QUALITY MEASURE UPDATE

Leslie Safier, Director, Performance Improvement, presented the item.

Commissioner Comments:

Commissioner Chow asked for more information regarding the HBIP measures. Ms. Safier stated that these are psychiatric measures and noted that during the initial EPIC implementation, appropriate documentation decreased because the LCR data was not available.

Commissioner Chow suggested the for the HBIPS-2 measure that ZSFG set the goal to a realistic goal.

Commissioner Green asked how the ED-2 measure of median time relates to ED volume. Ms. Safier stated that measure is not adjusted by volume. Dr. Ehrlich stated that the measure relates to inpatient volume not ED volume. Dr. Jim Marks stated that the most relevant data to use for comparison is the quarter from the year before because the seasons have an impact on the inpatient census.

5) TRUE NORTH SCORECARD

Jessica To, Quality Data Center Manager, and Chris Ross, Interim Strategic Planning Manager, presented the item.

Commissioner Comments:

Commissioner Chow asked for more information for the “Financial Stewardship: Capital Projects Building 5” item. Mr. Boyo, stated that the rehabilitation unit is being moved to a different floor and the contractors current scope of services does not fulfill the project need. The ZSFG team has learned to screen projects differently to limit the possibility of this occurring again.

Commissioner Chow asked for more information regarding this situation. Mr. Boyo stated that usually a unit vacates for a move to a temporary space. For this project, the construction is being done while the unit stays open; therefore, there are some construction interruptions due to staff and patient issues. Dr. Ehrlich stated that EPIC implementation has impacted the progress of all of the projects. She added that staff have had to reconstruct data reports from legacy systems which has been a complicated process. She expects ZSFG to reach pre-EPIC implementation performance rates on these measures.

Commissioner Green noted that the performance looked good until January. Ms. To stated that until January, the reports were still using legacy-system data. She noted that for those measures not on target, the workflow will have to change in an effort to close the gap. Dr. Ehrlich added that data is needed to do improvement work to reduce the gap before June 30, 2020.

6) ZSFG CHIEF EXECUTIVE OFFICER'S REPORT

Susan Ehrlich, MD, Chief Executive Officer, presented the item.

Commissioner Comments:

Commissioner Green noted that the Behavioral Emergency Response Team (BERT) is available during the day and asked if night shift options will be available. Dr. Ehrlich stated that she hopes to begin nighttime BERT shifts in the summer.

Commissioner Chow stated that he looks forward hearing future plans for improving the “left without being seen” and diversion rates. Dr. Ehrlich stated that ZSFG is waiting for feedback from CDPH before adjusting its CareStart workflows, which will impact both measures.

7) ZSFG EMERGENCY DEPARTMENT REPORT

Terry Dentoni, Chief Nursing Officer, presented the item.

Commissioner Comments:

Commissioner Green asked for information regarding the percentage of employees who responded to the employee engagement survey. Dr. Ehrlich stated that the survey was conducted in March 2019; because of EPIC implementation, the report back to employees has been delayed. She added that Press-Ganey recommend surveying employees every two years which gives ZSFG time to develop countermeasures. She noted that Survey Monkey can be used to check on specific performance of counter measures.

Commissioner Chow asked how ZSFG will evaluate the ED Newsletter. Ms. Dentoni stated that a satisfaction survey will like be conducted and a baseline will be taken around issue 9.

Commissioner Green thanked Ms. Dentoni and the ED staff for developing the newsletter, which can be a tool to strengthen teams and collaboration.

8) WORKPLACE VIOLENCE TOWN HALL UPDATE

Tosan Boyo, Chief Operating Officer, presented the item.

9) ZSFG HIRING AND VACANCY REPORT

Karrie Johnson, Departmental Personnel Officer, DPH, presented the item.

10) MEDICAL STAFF REPORT

Claire Horton, MD, Chief of Staff presented the report.

Commissioner Comments:

Action taken: The following item were unanimously approved:

- Cardiology Privilege Revisions
- Ophthalmology Privilege Revisions

11) OTHER BUSINESS

This item was not discussed.

12) PUBLIC COMMENT

There was no general public comment.

13) CLOSED SESSION

- A) Public comments on All Matters Pertaining to the Closed Session
- B) Vote on whether to hold a Closed Session (San Francisco Administrative Code Section 67.11)
- C) Closed Session Pursuant to Evidence Code Sections 1156, 1156.1, 1157, 1157.5 and 1157.6; Health and Safety Code Section 1461; and California Constitution, Article I, Section 1.

CONSIDERATION OF CREDENTIALING MATTERS

CONSIDERATION OF PERFORMANCE IMPROVEMENT AND PATIENT SAFETY REPORTS AND PEER REVIEWS

RECONVENE IN OPEN SESSION

1. Possible report on action taken in closed session (Government Code Section 54957.1(a)2 and San Francisco Administrative Code Section 67.12(b)(2).)
2. *Vote to elect whether to disclose any or all discussions held in closed session (San Francisco Administrative Code Section 67.12(a).)*

Action Taken: The Committee approved February 2020 Credentialing Report and Performance Improvement and Patient Safety Report. The Committee voted not to disclose other discussions held in closed session.

14) ADJOURNMENT

The meeting was adjourned at 5:27pm.

DRAFT