

PATIENT CARE SERVICES REPORT
 Submitted to the Joint Conference Committee, May 2010
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1. April 2010 2320 RN VACANCY RATE: Overall 2320 RN vacancy rate for areas reported is 2.1%

AREA	RN VACANCY RATE	NO. VACANT FTE	TRAINING PROGRAMS
Med/Surg (includes 4A/SNF unit and 4B/Stepdown unit)	0.1%	0.2 FTE	
Critical Care (Includes 4E/5E/5R)	3.79%	4.0 FTE	Ongoing recruitment for experienced RNs.
Perinatal (includes 6C Birth Center & 6H Infant Care Center)	0.76%	0.6 FTE	
Perioperative (includes OR/PACU/Surgi-center)	2.89%	1.6 FTE	Recent RN retirement in Surgery-center – ongoing recruitment to fill recent vacancy.
Emergency	11.13%	7.8 FTE	Ongoing recruitment for experienced RNs. In addition, a training program is being planned for the summer for new graduate RNs.
Psychiatry (includes PES & acute inpatient units only)	0%	0 FTE	
Behavioral Health Center	0%	0 FTE	
Clinics (includes Specialty clinics/ hospital based Primary Care).	0%	0 FTE	
TOTALS	2.1%	14.2 FTE	

2. SFGH Ratio Staffing Data: By Number of Shifts – 04/01/10-04/30/10f

	Critical Care	PACU	Step-Down	Medical Surgical	Telemetry	Pediatrics	Perinatal	Psychiatry	ED
	1:2	1:2	1:3	1:5	1:4	1:4	Varies	1:6	Varies
Area unable to meet minimum ratios	0	0	0	0	0	0	0	0	0
Area unable to cover breaks	0	0	0	0	0	0	0	4	0
Surgeries postponed related to ratios	0	0	0	0	0	0	0	0	0
Admissions held related to ratios	0	0	0	0	0	0	0	0	0
Beds closed / ED zone closed related to ratios	0	0	0	0	0	0	0	0	0
ED diversion related to ratios	0	0	0	0	0	0	0	0	0

3. Professional Nursing Practice- April 2010

Recruitment: defer to vacancy report.

Retention/Professional Development:

60 medical-surgical RNs participated in the ANCC Medical-Surgical review course on May 3 & 4 at SFGH. Participants received continuing education credit and will sit for the certification exam by the end of 2010. Professional certification is one method that RNs use to demonstrate competency. Organizations with higher numbers of certified RNs have better patient outcomes.

SFGH Nurse's week celebration is planned for May 12. The day's events will include a presentation by Dr Edward O'Neal of the UC Center for the Health Professions, and a reception in the SFGH cafeteria honoring awardees for the Daisy award, the O'Connell Society award, the SFGH Friends of Nursing award and the Mildred Crear award.

Nursing Excellence:

Two sessions of the Positive Conversations fundamentals workshop were conducted in April with approximately 100 staff attending. The three hour course is being taught by “peer professionals,” staff RNs who will be available to help negotiate difficult peer to peer conversations. The goal of the trainings is to reduce “toxic interactions” in the work environment, improving both worker satisfaction and patient care.

The first Shared Governance Design Team meeting was held on April 29. There are 12 members of the team including staff nurses from medical-surgical, 6G, psychiatry, perinatal and the ED. Four participants of the Magnet Steering Committee are on the design team including Sharon Wicher, CNO. The team spent the day reviewing the SFGH nursing vision, reviewing the concepts guiding shared governance, and understanding the concept and implementation of a nursing professional practice model. Roxanne Holm RN of John Muir Hospital joined the group to discuss the John Muir shared governance structure and process. The next Design Team meeting is planned for May 26. The team will analyze the current nursing structure at SFGH and begin designing the new nursing shared governance structure.

Integrated Nursing Leadership Program (INLP) initiatives Update

Sepsis Project

The SFGH INLP sepsis team continues to advance this project with a focus on prevention and improved sepsis management. Physician champions Dr. Michael West M.D. Chief of Surgery and Dr. Reena Duseja MD, Emergency Department, joined as project leads along with Terry Dentoni, RN, MSN,CNL, Irin Blanco, RN, BS, MS, NP, Maggie Rykowski, RN, MS and Rosalinda Calderon, RN. The interdisciplinary team includes staff RN's, pharmacist and health system personnel.

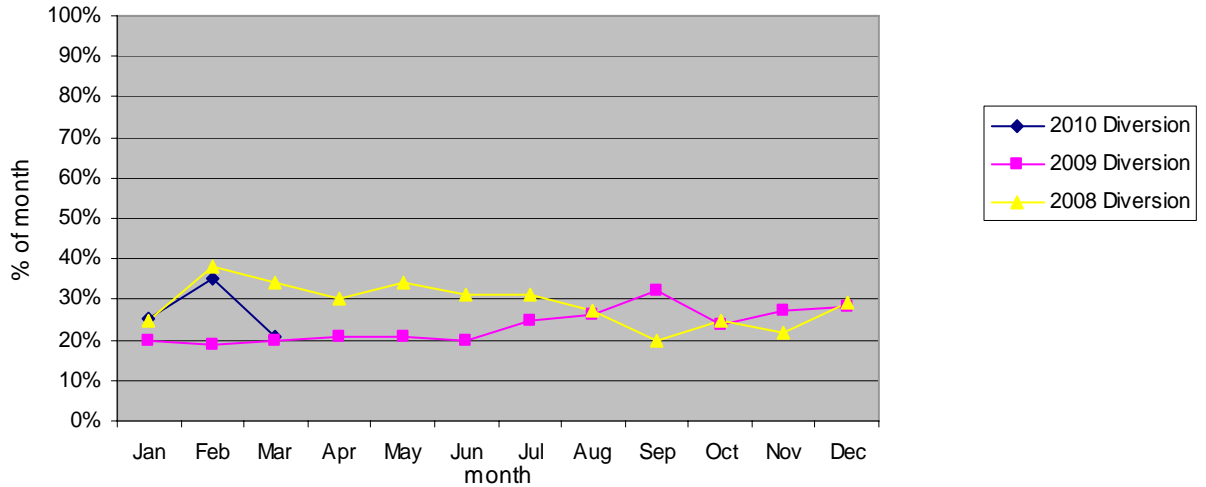
Medication Safety Project

The SFGH INLP Medication Safety Team placed second in the Advance for Nurses Magazines recognition program for Best Nursing Team 2010. This project brings about a culture change for our nurses through the implementation of CalNOC best practice tool for medication administration.



4. ED Diversion Report-April 2010

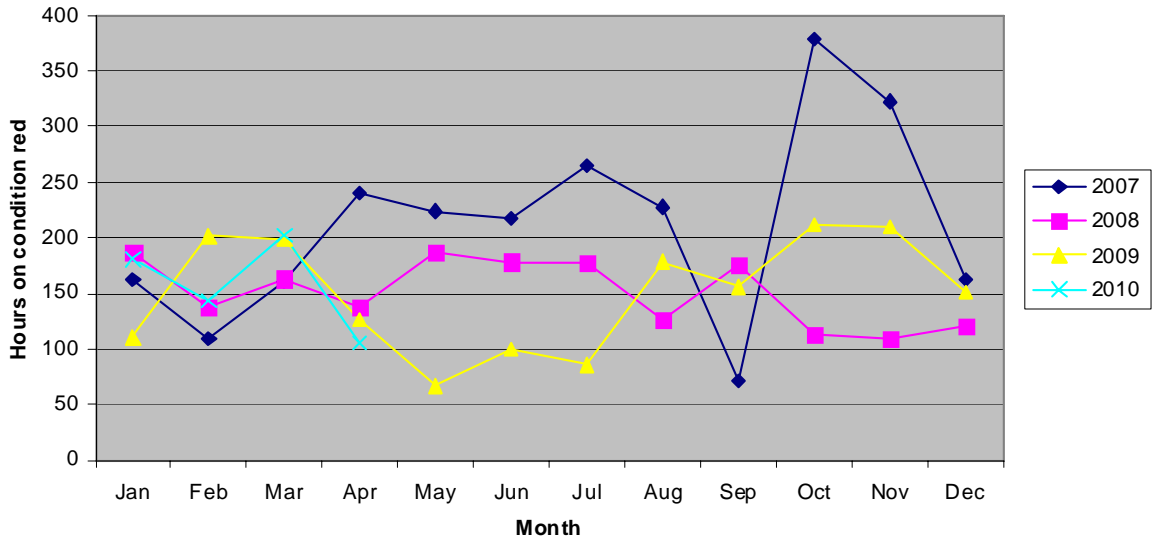
Emergency Department Diversion March 2010



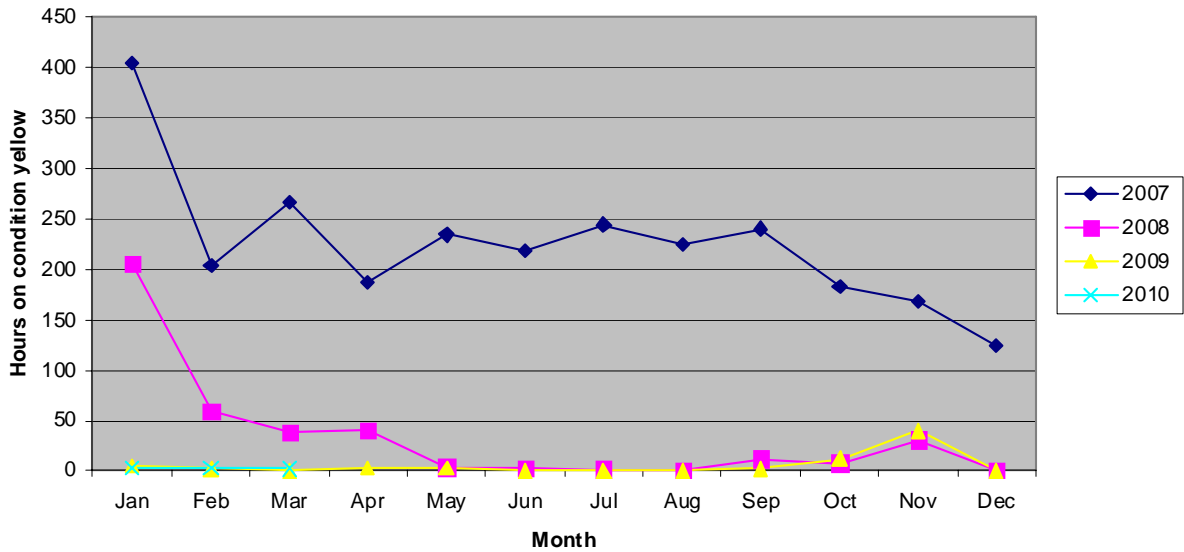
The Emergency Department had a diversion rate total of 21% (154 hours) for the month of April 2010. The ED used 4% (28) hours of Trauma Override during EMSA Diversion suspension. The ED encounters for the month of April were 4327 patients, 766 of which were hospital admissions. A 7% decrease in encounters and 12% decrease in admissions were noted when compared with March data.

5. PES Report-April 2010

PES Condition Red



PES Condition Yellow



PES had 526 encounters in April 2010, which was up from the 514 encounters in March. A total of 142 patients were admitted to SFGH inpatient psychiatric units in April 2010, which was up from 140 in March. During April, a total of 384 patients were discharged from PES: 24 to ADUs, 17 to other psychiatric hospitals, and 343 to community/home.

PES was on Condition Yellow for a total of 2.1 hours in April and 0.0 hours in March.

There was a decrease in Condition Red hours from March to April. PES was on Condition Red for 105.1 hours during 12 episodes in April. The average length of Condition Red was 9.41 hours. In March, PES was on condition Red for 202.6 hours, during 23 episodes, averaging 9.23 hours.

The average length of stay in PES was 21.20 hours in the month of April, a decrease from 23.24 hours in March.