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MINUTES

JOINT CONFERENCE COMMITTEE FOR SAN FRANCISCO GENERAL HOSPITAL

Tuesday, July 14, 2009
3:00 p.m.
1001 Potrero Avenue, Conference Room 2A6
San Francisco, CA 94110

1) CALL TO ORDER

Commissioner Chow called the meeting to order at 3:00 p.m.

Present: Commissioner Edward Chow, M.D., Chair
Commissioner David J. Sanchez, Jr., Ph.D., Member
Commissioner Catherine Waters, R.N., Ph.D., Member

Staff: Sue Carlisle, M.D., Sue Currin, Valerie Inouye, Kathy Jung, Todd May, M.D., Kathy Murphy, Marti Paschal, Roland Pickens, Baljeet Sangha, Dan Schwager, Troy Williams

2) APPROVAL OF THE MINUTES OF THE JUNE 9, 2009 SAN FRANCISCO GENERAL HOSPITAL JOINT CONFERENCE COMMITTEE MEETING

Action Taken: The Committee approved the minutes of the June 9, 2009 San Francisco General Hospital Joint Conference Committee.

3) HOSPITAL ADMINISTRATOR'S REPORT

Sue Currin, CEO, presented the report.

SFGH Rebuild Update

The SFGH rebuild continues in the site readiness phase, with the rerouting of underground utilities to ensure that the current campus will continue to operate during construction. The Rebuild Team continues its community relations efforts with the third neighborhood newsletter sent to approximately 2,000 neighboring residents and merchants, posted on the rebuild web site and emailed to community and civic organizations.

SFGH is planning a groundbreaking ceremony for the fall, which will be preceded by town hall meetings for staff and community members, updating them on the latest developments and providing information on the health care services that will be delivered in the new hospital. The staff town hall meeting will be Tuesday, August 4, 12 noon – 1:00 p.m.; the community town hall meeting will be Thursday, August 6, 6:30 – 8:00 p.m. Both meetings will be held in Carr Auditorium.

MRI Trailer

On June 26, 2009, SFGH was notified by the California Department of Public Health that the MRI Trailer passed inspection and approval was granted to begin immediate occupancy and operation of the trailer. SFGH can now proceed with the demolition of the one in-house MRI and its replacement with a new upgraded in-house MRI unit, which is scheduled to be completed by September. The operation of 2 state of the art MRI units (in-house + Trailer) will greatly enhance service offerings and help to finally eliminate the backlog of Out-Patient/Non-Urgent MRI appointments and wait times (days until next available appointment) which are currently:

MRI SERVICE	NEXT OPENING	# OF DAYS TO NEXT APPOINTMENT
MRI SPINE NO GAD (no contrast)	8/11/2009	70
MRI SPINE W GAD (with contrast)	8/10/2009	69
MRI NECK/ABD/PELVIS	8/17/2009	76
MRI HEAD NO GAD (no contrast)	9/3/2009	93
MRI HEAD W GAD (with contrast)	8/10/2009	69

NICHE Certification

San Francisco General Hospital and Trauma Center has earned NICHE (Nurses Improving Care for Healthsystem Elders) designation, becoming the third hospital in the Bay Area to participate in a national program to improve care for older hospitalized adults. Recognizing the national scarcity of geriatric-trained nurses, NICHE aims to improve care of older people by strengthening approaches to core clinical issues such as falls, restraint use, pain, skin breakdown, wounds, use of advance directives and family involvement in decision-making. Additionally, NICHE aims to make the physical and social environment friendlier for the older adult patient.

A growing number of SFGH patients are over the age of 65 and, as such, face a variety of health risks specific to elders. To meet the challenges of our aging population, SFGH will undertake a number of steps to recognize and prevent or treat these health problems. In the first phase of the program, the hospital has already begun providing additional education to a core group of 80 “Geriatric Resource Nurses,” who will become leaders and role models to their peers on the inpatient units.

The new NICHE designation dovetails with the hospital’s Acute Care for Elders (ACE) unit that opened in 2007. The ACE unit is the only one of its kind in California, and one of two on the west coast (Virginia Mason Medical Center in Seattle, WA has a 23-bed ACE unit). It is a busy and growing program that uses an interdisciplinary team to provide patient-centered care to hospitalized older adults with a focus on returning patients home. The ACE program is expanding from 12 to 24 beds and will include patients requiring specialized cardiac care starting this fall. The ACE model has been proven to increase patient and staff satisfaction and, most importantly, improve the older adult’s quality of life through its coordinated holistic approach.

SFGH thanks the Gordon and Betty Moore Foundation for providing the funds to reduce readmissions for patients 65 or older, expanding the ACE program to the telemetry/cardiac unit, and conducting the NICHE training that enabled SFGH to achieve the designation in June.

Patient Safety Leadership Fellowship

Maggie Rykowski, SFGH Patient Safety Officer, has been selected to participate in the American Hospital Association/National Patient Safety Foundation Patient Safety Leadership Fellowship. As the Patient Safety Officer, she has spearheaded several projects to enhance the culture of patient safety throughout SFGH, including projects addressing sepsis, hospital-acquired pressure ulcers, and infection control. Her project for the yearlong Fellowship will be “Just Culture Implementation.” Ms. Rykowski’s participation in this Fellowship is made possible by the generous support of the National Patient Safety Foundation and the National Association of Public Hospitals and Health Systems.

IHI’s Specialty Care Work R&D Lab

The Institute for Healthcare Improvement is conducting extensive research and development on the appropriate use of specialty care services and has launched the Appropriate Use of Specialty Care Services R&D Initiative. This initiative specifically focuses on two of the nine areas of overuse identified by the National Quality Forum’s National Priorities Partnership (NPP): unwarranted diagnostic procedures and unwarranted procedures. Roland Pickens, Senior Associate Administrator for Diagnostics & Specialty Care, has received a scholarship from the Kaiser Foundation to participate in the IHI Specialty Care Work R&D Lab.

SFGH Newsletter: The Holler

The Holler is a new publication celebrating San Francisco General Hospital's outstanding staff. It will come out every two months and feature our accomplishments, photos and coming events. Each issue will include a profile of a specific department, a quality improvement story, cost-saving ideas generated by staff and an update on the hospital rebuild. Staff submissions to the Holler are encouraged. The June 2009 issue was attached to the report.

Patient Flow Report for June 2009

A series of charts depicting changes in the average daily census for Medical/Surgical, Acute Psychiatry, 4A Skilled Nursing Unit, and the San Francisco Behavioral Health Center were attached to the report.

Quality Council Minutes

The Quality Council minutes for May 2009 were attached to the report.

Commissioners' Comments/Follow-Up Action

- Commissioner Sanchez noted that Governor Schwarzenegger replaced four nurses on the state licensing board. Ms. Currin explained the purview of the Board of Registered Nursing. Commissioner Chow requested that a hospital rebuild update be presented to the Health Commission; an update will be provided at the September 15 meeting. Ms. Currin informed the Commissioners that the rebuild groundbreaking ceremony will be held on October 22. Commissioner Waters noted that the NICHE certification received by the hospital is a prestigious designation. There was discussion regarding the impact of the current budget on SFGH.

4) PATIENT CARE SERVICES REPORT

Sue Currin, CEO, presented the Patient Care Services Report.

June 2009 2320 RN Vacancy Report

Overall 2320 RN vacancy rate for areas reported is 2.67%.

SFGH Ratio Staffing Data, By Number of Shifts – 6/01/09 to 6/30/09

SFGH was able to meet staffing ratios in all areas.

Recruitment/Retention/Training/Professional Development

RN Internship Program/New Graduate Training: Training programs continue in the medical-surgical and ED areas. Eight RNs are beginning in critical care in June and July. An additional program will be conducted in the medical-surgical area in early fall.

Recruitment: Provided in the vacancy report.

Nursing Excellence

A second nursing leadership off-site was held on June 30 facilitated by Dr. Scott Ziehm RN of UCSF. The SFGH Nursing vision and philosophy were formally adopted and will guide the strategic plan for the Magnet journey over the next three to five years. The retreat also provided an opportunity for in-depth discussion of “quantum leadership” and the skills required of nurse leaders to lead SFGH to a culture of shared governance. Implementation plans were developed for the seven strategic initiatives identified in the gap analysis.

SFGH Nursing is currently in discussion with the Gordon and Betty Moore Foundation regarding a proposal for funding magnet focused initiatives including professional certification for RNs, leadership development, peer review and a nursing research program. The development of a proposal will continue through July with submission to GBMF at the end of July.

Excellence through Education and Certification

Medical-Surgical Registered Nurse Certifications:

The Academy of Medical-Surgical Nurses (AMSN) is a national professional nursing specialty organization dedicated to adult health/medical-surgical nurses. The mission of the academy is to promote nursing excellence in adult health and the vision is to recognize world-wide leaders in the

medical-surgical practice. The certification shows that a medical-surgical nurse has taken an extra step in acknowledging and validating their knowledge and skills. CMSRN stands for Certified Medical-Surgical Registered Nurse. It is the earned credential that recognizes that the highest standards of medical-surgical nursing practice have been achieved. The certification benefits the patients/families, the individual nurse and the nursing profession.

Two of the 5C RNs studied, took the credential examination, and received the CMSRN certification in June 2009. They are Remilda Braceros, RN, BSN, CMSRN and Maribel We, RN, BSN, CMSRN.

Gerontology Certification:

5C is proud to announce that Purification "Chie" Quevedo-Maghinang has passed the American Nurses Credentialing Center (ANCC) exam in Gerontology June 2009. This board certification in gerontology is recognized nationally and is earned once a comprehensive exam in Gerontology has been passed. This advancement in Chie's professional development makes her a role model on the Acute Care for Elders unit. She will now participate in spreading her knowledge of Geriatrics to other nurses through in-services and bedside teaching.

5C is excited to have the only Pharmacist specializing in Gerontology at San Francisco General Hospital. Nam Do, Pharm D., CGP passed her Geriatrics credentialing exam February 2009 through the Commission for Certification of Geriatric Pharmacy (CCGP). As a Certified Geriatric Pharmacist, Nam demonstrates advanced knowledge of geriatric pharmacy to prevent medication related problems in the vulnerable older adult population on the Acute Care for Elders (ACE) unit. She advises doctors and nurses on a daily basis regarding the drug therapy for their patients. Nam is a wonderful asset to the ACE unit.

"HUGS" Infant Security System

On June 23, 2009, the "HUGS" Infant Security System came to full implementation/operations in three areas: 6A/Pediatrics, 6C/Birth Center and 6H/Infant Care Center. After long years of anticipation, this key component of a safe environment for our most vulnerable population was activated at SFGH. This project was realized through the tenacious work and leadership of the Pediatrics and Perinatal staff, facilities staff and all the members of the Infant Security Taskforce.

ED Diversion Report – June 2009

The Emergency Department had a Diversion rate total of 21% (152 hours) for the month of June 2009. The ED encounters for the month of June were 3925 and 692 patient admissions.

PES – May – June 2009

PES had 484 patient encounters during May 2009 and 469 in June 2009. PES admitted a total of 137 patients to SFGH inpatient psychiatric units in June 2009 which was down from 140 in May 2009. In June, a total of 332 patients were discharged from PES, with 29 to ADUs, 21 to other psychiatric hospitals and 282 to community/home.

In June, PES was on Condition Yellow for a total of 0.0 hours, which was down from 2.4 hours in May.

There was an increase in Condition Red from May to June. PES was on Condition Red for 99.4 hours during 8 episodes in June. The average length of Condition Red was 13.55 hours. In May, PES was on condition Red for 66.6 hours, during 9 episodes, averaging 8.72 hours.

The Average length of stay in PES for the month of June was 20.70 hours, an insignificant increase from 20.62 hours in May.

Commissioners' Comments/Follow-Up Action

- There was discussion regarding the decreased average daily census and length of stay in PES. Commissioner Chow noted that the Health Commission needs to make an informed recommendation to the Planning Commission regarding the number of acute psychiatric inpatient beds needed in the City.

5) **MEDICAL STAFF REPORT**

Todd May, M.D., Chief of Staff, presented the Medical Staff Report.

SFGH Leadership

Appreciation for Dr. Jeff Critchfield

- MEC expressed appreciation and gratitude for Dr. Jeff Critchfield's leadership at SFGH. During his two years as Chief of the Medical Staff, Dr. Critchfield helped pave the way for the future of SFGH by his successful work on the bond measure that will build the new hospital, and he oversaw the appointments of outstanding Interim and new Service Chiefs during a period of unprecedented turnover in leadership. Dr. Critchfield was lauded for his abilities as an incisive thinker and leader, and he is appreciated by members for his relentless enthusiasm and optimism in a time of great changes and significant challenges. Dr. Critchfield thanked members for the opportunity to serve the medical staff and for their support over the last two years.

Introduction of new Chief of Staff

- Dr. May presented to the MEC a brief background about his family, education, training, and past and current clinical activities. In summary, he identifies his broad experiences as both a primary care physician and hospitalist, providing care across the spectrum to adults, children, and pregnant women, as a primary asset that will provide valuable perspective in his new role as Chief of Staff. He highlighted the following major issues for attention by the Medical Staff over the next two years:
 - Quality Improvement Efforts
 - Hospital Rebuild
 - Budget Challenges
 - CPOE (Computerized Physician Order Entry)
 - Provider Well Being
 - Professionalism

New Members-at-Large

- Members welcomed two new MEC Members-at-Large: Lisa Winston, MD, Medicine, and Shannon Thyne, MD, Pediatrics

Patient Safety

Medication Use and Safety Sub-Committee (MUSS)

- MEC was informed about an important initiative in the Medication Use and Safety Sub-Committee (MUSS) of the P&T Committee. Efforts are underway to revamp the MUSS Sub-Committee to better address the state-mandated Medication Error Reduction Plan (MERP). The MUSS Committee is working on developing a more systematic and

- organized approach to addressing safety issues at every level of the medication prescribing and administration process.
- Committee membership—the effort is lead by Sharon Kotabe and Delia Dempsey and we have recruited new members to the committee.
 - We anticipate a State survey to assess the hospital’s progress with our MERP process as early as this fall.

Voting Rights for Ex Officio Members of MEC

- Consistent with the Medical Staff Bylaws, the MEC addressed the question of voting rights for Ex Officio members for this Medical Staff year. The MEC unanimously voted to confer voting rights to Sue Currin, CEO, and Sharon Wicher, Interim CNO.
- This was an opportunity to formally acknowledge our valued and collaborative relationship with Administration.

Annual Service Reports

Ted Miclau—Orthopaedic Surgery

- Orthopaedic Trauma Institute (OTI) at SFGH opened in February 2009. The OTI represents a pioneer multidisciplinary approach to clinical care, research, education, and outreach in one stand-alone facility dedicated to orthopaedic trauma
- The UCSF Orthopaedic Residency Program continues to be among the top 10 choices nationally, with the SFGH rotation rated as the housestaff favorite.

Philip Darney—Obstetrics and Gynecology

- Final Annual Report by Dr. Darney
- Shared insights from an historical perspective over his 25 years of service at SFGH
- Highlighted the outstanding faculty and teaching programs
Outstanding Teaching Awards—student and resident programs

SFGH Leaders in the News/Literature

Sue Currin, CEO

- **Advance For Nurses Article:** A copy of the “Advance for Nurses” June 1, 2009 Vol 6 Issue 10 edition which featured Ms. Sue Currin on the front cover was circulated to members. The article highlights prominent nurses who have become leaders, and have taken their expertise from the bedside to the boardroom in the health system.

Kevin Grumbach, Chair of FCM; Tom Bodenheimer, FCM

- **New England Journal of Medicine** – MEC was informed about a lead article in the New England Journal of Medicine, June 25, 2009, entitled “A Lifeline for Primary Care”, written by Dr. Thomas Bodenheimer and Dr. Kevin Grumbach. Members commended Drs. Bodenheimer and Grumbach for their active leadership in national discussions about primary care and health care reform.

Commissioners’ Comments/Follow-Up Action

- Following Dr. May’s self-introduction, Commissioner Chow emphasized the value of primary care physicians.

6) **PUBLIC COMMENT**

None.

7) **CLOSED SESSION:**

A) Public comments on all matters pertaining to the closed session

None.

B) Vote on whether to hold a closed session (San Francisco Administrative Code Section 67.11)

Action Taken: The Committee voted to hold a closed session.

The Committee went into closed session at 3:55 p.m. Present in the closed session were Commissioner Chow, Commissioner Sanchez, Commissioner Waters, Sue Carlisle, M.D., Sue Currin, Kathy Jung, Todd May, M.D., Kathy Murphy, Marti Paschal, Roland Pickens, Baljeet Sangha, Dan Schwager, Troy Williams.

C) Closed session pursuant to Evidence Code Sections 1157(a) and (b); 1157.7; Health and Safety Code Section 1461; and California Constitution, Article I, Section 1

APPROVAL OF CLOSED SESSION MINUTES OF JUNE 9, 2009

Action Taken: The Committee approved the June 9, 2009 closed session minutes.

CONSIDERATION OF CREDENTIALING MATTERS

Action Taken: The Committee approved the Credentials Report.

CONSIDERATION OF PEER REVIEW, QUALITY OF CARE AND PERFORMANCE IMPROVEMENT

D) Reconvene in Open Session

The committee reconvened in open session at 4:20 p.m.

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 voted not to disclose discussions held in closed session.

8) **ADJOURNMENT**

The meeting was adjourned at 4:20 p.m.

Jim Soos
Acting Executive Secretary to the Health Commission