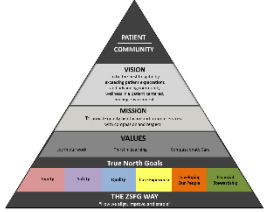


# Hospital Operations & Patient Care Report

Presented to the Health Commission – ZSFG on September 27, 2022

ZSFG Executive Team Report

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# SAFETY

## 1. COVID-19 - Returning Safely Together

San Francisco, similar to the rest of California, the U.S., and the world, is in a rapidly changing environment with respect to COVID-19. The following are the latest changes and updates in our COVID-related operations; we are continually assessing these policies and practices:

### **ZSFG at Level Green**

During the month of September, ZSFG has mostly been at a level green due to the reduction of COVID-19 in the community, and increased vaccinations that are helping those who are infected, stay out of the hospital. As a result, ZSFG has made the following updates in protocols:

#### **Masking Guidelines**

ZSFG has returned to the masking guidelines that were in effect prior to July 7, 2022. N95s are no longer required when providing direct care for patients, except for patients in respiratory isolation. Staff may also be required to wear an N95 if working in a particular area experiencing an outbreak or cluster of COVID-19 cases, or if there are other concerns about COVID-19 transmission. The hospital continues to practice safety protocols for high risk activities and is complying with CDPH around health orders.

#### **Patient Visitor Restrictions**

Visitor restrictions at ZSFG are aligned with CDPH health orders. Inpatients are allowed 2 visitors per day for 3 hours. Compassionate exceptions apply. ED and Outpatient visitation is restricted to compassionate exceptions due to waiting room capacity.

#### **Screening and Vaccination Compliance**

People who visit ZSFG, must be screened and fully vaccinated (boosted, if eligible). This applies to visitors of ZSFG staff, such as family members or friends as well as ZSFG Partners. ZSFG Partners are people who are not employed by DPH or UCSF, but are coming to campus from companies, schools, and organizations that we do business with and include vendors, contractors, couriers, other city workers, first responders, community partners, students, interns, volunteers, etc.

#### **Staff Visitor Restrictions**

In alignment with our patient visitor guidelines, staff visitors are limited to two per day. They must enter through Building 25 and staff hosting them should meet them in the lobby to escort them after screening.

#### **Staff Meetings**

Indoor meetings are not discouraged for staff. Organizers and attendees should decide what best suits the group's needs. Staff must wear N95s or isolation masks and observe normal room capacity limits, with a maximum of 35 attendees indoors. Food and drinks are not permitted.

Outdoors, masks are optional, food and drinks are permitted, and the maximum amount of attendees are to be dictated by the area capacity.

#### **Patient Gatherings**

Indoor patient meetings are allowed to resume with a maximum of 15 attendees. Food and drinks are not allowed and all attendees must wear masks.

#### **Universal Masking**

While in ZSFG buildings, masks are required for all staff, visitors, and patients. If staff are in a private office with no one else, they do not have to wear a mask.

## SAFETY

### 2. MPX Response Update

On August 25<sup>th</sup>, California Senator, Alex Padilla, visited and toured the ZSFG MPX vaccine clinic. During his visit, he spoke to our staff, saying, “One of the lessons we learned from the COVID pandemic was that a sustained period of limited vaccine availability early in a public health crisis is a recipe for disaster. But, unlike COVID, we already have an approved vaccine ready to deploy against Monkeypox. That is why I’ve called on HHS and the CDC to ramp up their efforts to increase vaccine access, and I’ll continue working to ensure that all resources from the federal government are equitably distributed to all corners of California.” He also thanked our staff for vaccinating and caring for SF’s residents.

Along with Senator Padilla, Dr. Erica Pan, California State Epidemiologist for CDPH; Supervisor Mandelman; Dr. Grant Colfax, Director of SFDPH; State Senator Scott Wiener; and Kristin Hardy, ZSFG employee, shared a few words about the importance of vaccinating and protecting our most vulnerable community members.

Following Senator Padilla’s visit, on Friday, September 9<sup>th</sup>, Assembly members, Phil Ting and Matt Haney; Senator Scott Weiner; and SF AIDS Foundation CEO, Dr. Tyler TerMeer, visited ZSFG to celebrate the \$41.5 million in new state funds for MPX outreach and additional resources for treatment, testing and vaccinations.

Many thanks to our state and city leaders for visiting ZSFG and supporting our fight against MPX!



## DEVELOPING OUR PEOPLE

### 3. ZSFG's 150th Anniversary

2022 marks an extraordinary milestone for our hospital. ZSFG is turning 150 years old! On August 28, 1872, the City and County opened San Francisco General Hospital on Potrero Street. Over the 150 years ZSFG has been a pillar of San Francisco’s healthcare system, serving those most in need and providing life-saving care during some of our City’s most historic moments. From the 1906 earthquake to the 1918 flu pandemic, the HIV/AIDS epidemic, to the ongoing COVID-19 pandemic, and the Monkeypox epidemic, “The General” has risen to the challenge every single time. Importantly, our partnership with UCSF started at about the same time, helping to make excellence and resilience an essential part of who we are.

While a lot has changed over the last 150 years, one thing remains constant: the dedication and hard work of every person who works here, committed to our mission, vision, and place in this community. This anniversary is a celebration of our staff and all the people over the years who have made an impact on our patients' lives and on promoting health, wellness, and equity in our community overall. This milestone presents a special opportunity to celebrate that work and reflect on the accomplishments of the last 150 years, as well as think about our future. The San Francisco General



Hospital Foundation began honoring this sesquicentennial anniversary on August 28<sup>th</sup> and 29<sup>th</sup> and will carry on throughout the year, connecting to stories from our past and planning for a more equitable future.

To kick off the celebration, Mayor London Breed declared August 28, 2022 as “Zuckerberg San Francisco General Hospital Day,” commemorating ZSFG’s 150 years of public service and launching a year-long community celebration led by the San Francisco General Hospital Foundation.

Other celebration activities thus far have included a cupcake giveaway from September 3<sup>rd</sup> through the 9<sup>th</sup>, as well as a dedication ceremony at the ZSFG Garden Poetry Walk on September 23<sup>rd</sup>.

ZSFG looks forward to celebrating our organization and community all year long!

## DEVELOPING OUR PEOPLE

### 4. Overdose Awareness Day at ZSFG

August 31<sup>st</sup> was International Overdose Awareness Day. This year alone, San Francisco has seen roughly 350 people die from overdoses according to the latest preliminary data from the Office of the Chief Medical Examiner. This has become an incredibly difficult and widespread issue across the world.

In order to participate in the day at ZSFG, our Pharmacy Department and Addiction Care Team led a tabling event from 9:00am – 2:00pm to raise awareness and educate our staff and community about overdose prevention. The teams also provided free naloxone and fentanyl testing kits. Many thanks to Pharmacy and Addiction Care for helping to spread awareness about this extremely important topic!



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**DEVELOPING  
OUR PEOPLE****5. Celebrating Hispanic/Latinx History Month!**

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September 15<sup>th</sup> marks the beginning of Hispanic/Latinx Heritage Month! ZSFG is celebrating the diversity of our community in various ways:

- ZSFG kicked off the month, with a special lunch menu that featured cuisines from across Latin America;
- Throughout the month, displays will be set up in front of the ZSFG Cafeteria entrance on the B25 monitors that present facts about our Hispanic/Latinx employees' cultures and backgrounds;
- The Daily Digest will include a different fact about Hispanic/Latinx history, every day; and
- Starting in October, the Wellness Center will be hosting different Hispanic/Latinx-inspired activities such as salsa lessons, outdoor yoga and Zumba classes.

Many thanks to all who are working to make this month a beautiful Hispanic/Latinx celebration!

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**DEVELOPING  
OUR PEOPLE****6. ZSFG Healthcare Recognitions**

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This past month, ZSFG celebrated the following healthcare recognition in honor of our staff and the incredible work they do every single day!

**Environmental Services Week 2022**

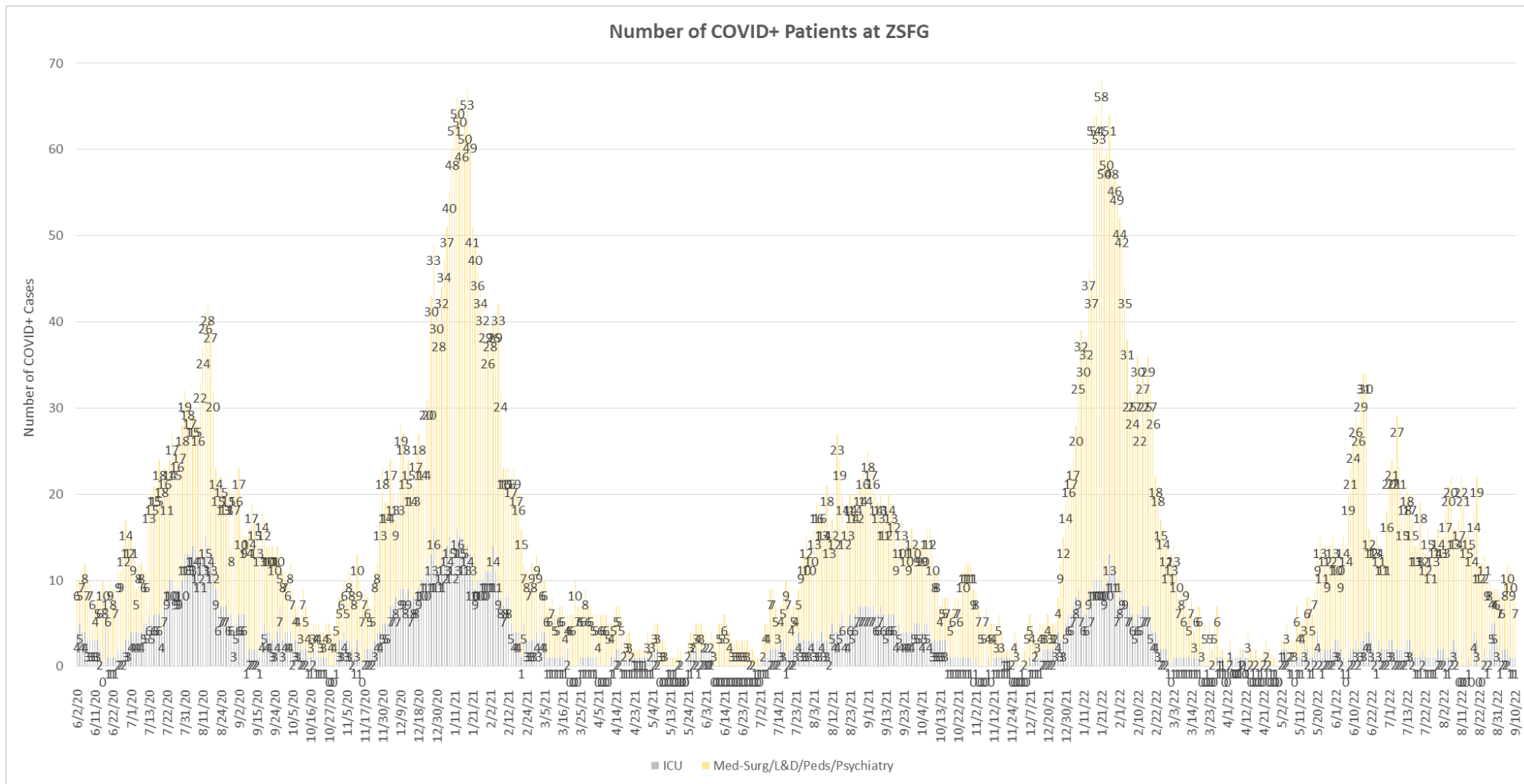
During the week of September 11<sup>th</sup>, ZSFG celebrated Environmental Services (EVS) week! EVS is often referred to as the first line of defense against infection control. At the onset of the COVID-19 pandemic, they were on the frontlines responding to the evolving guidelines for cleaning and disinfecting.

EVS Week is a time to recognize the uniqueness of the healthcare setting and the role EVS plays in patient-centered care. While the EVS team's day-to-day work may consist of cleaning, delivery of linens, disinfecting, and other measures to keep our spaces healthy and clean, the goal is to always serve our patients and their loved ones. The interpersonal skills required to be in a space with people who may be feeling scared, overwhelmed, or otherwise vulnerable, is a gift.

Our deepest gratitude to our EVS team for being excellent stewards of our facilities and caring so diligently for our patients and our staff.

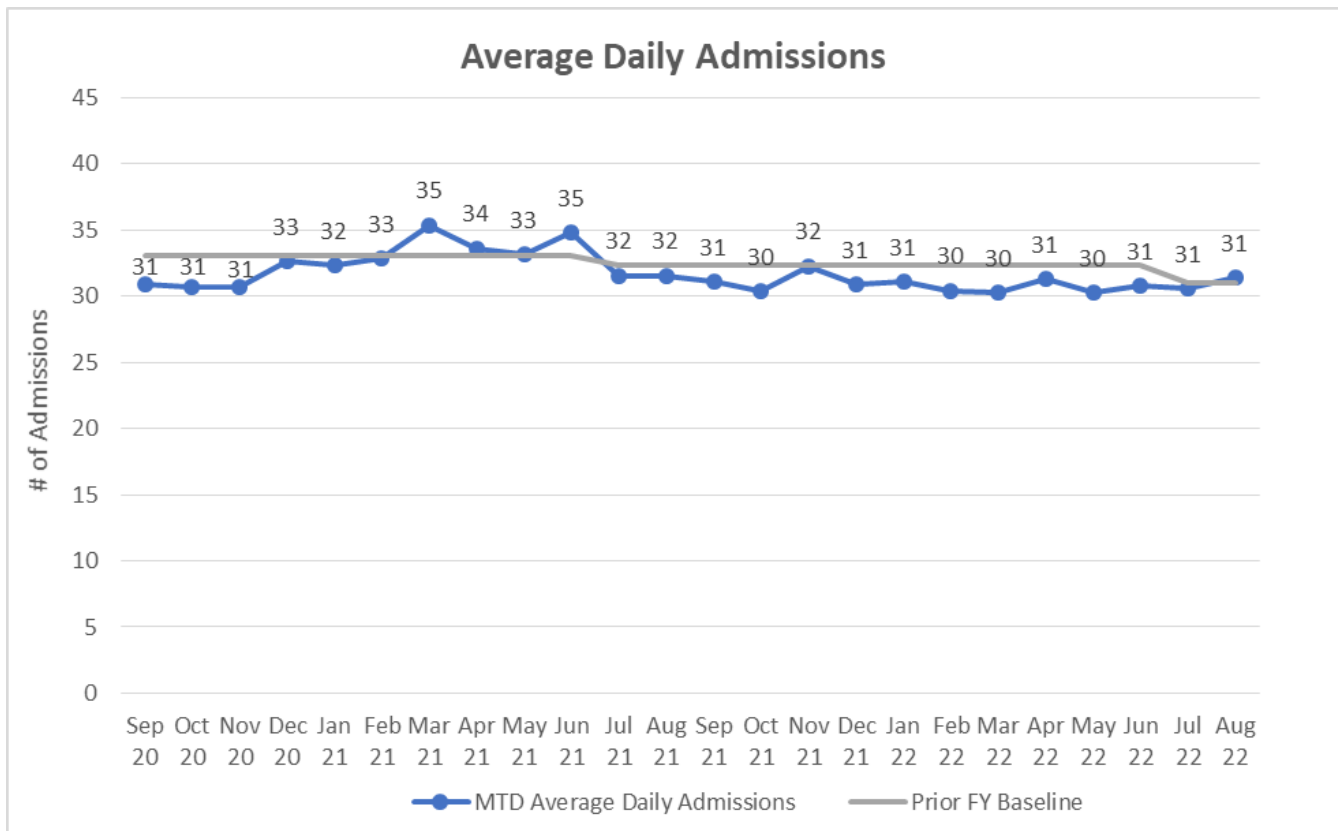
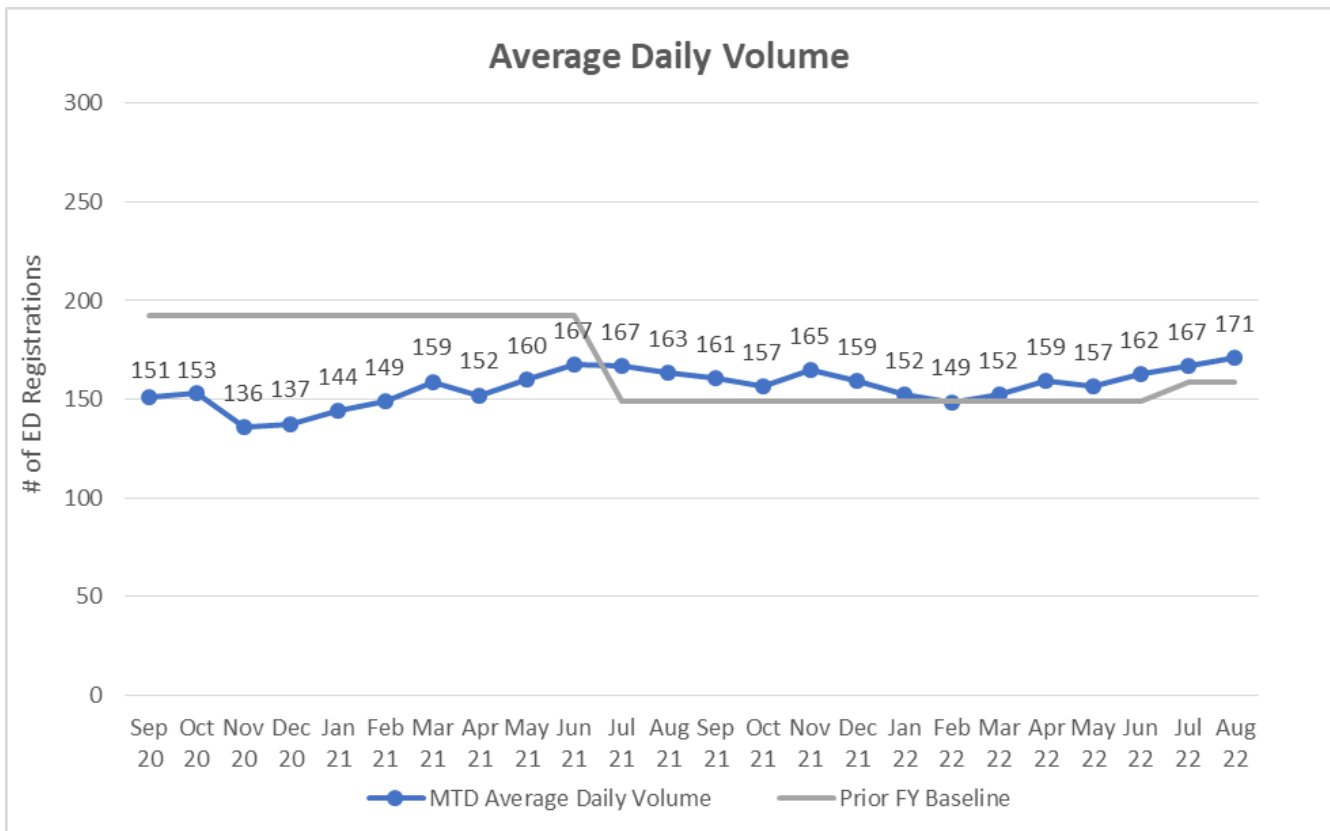
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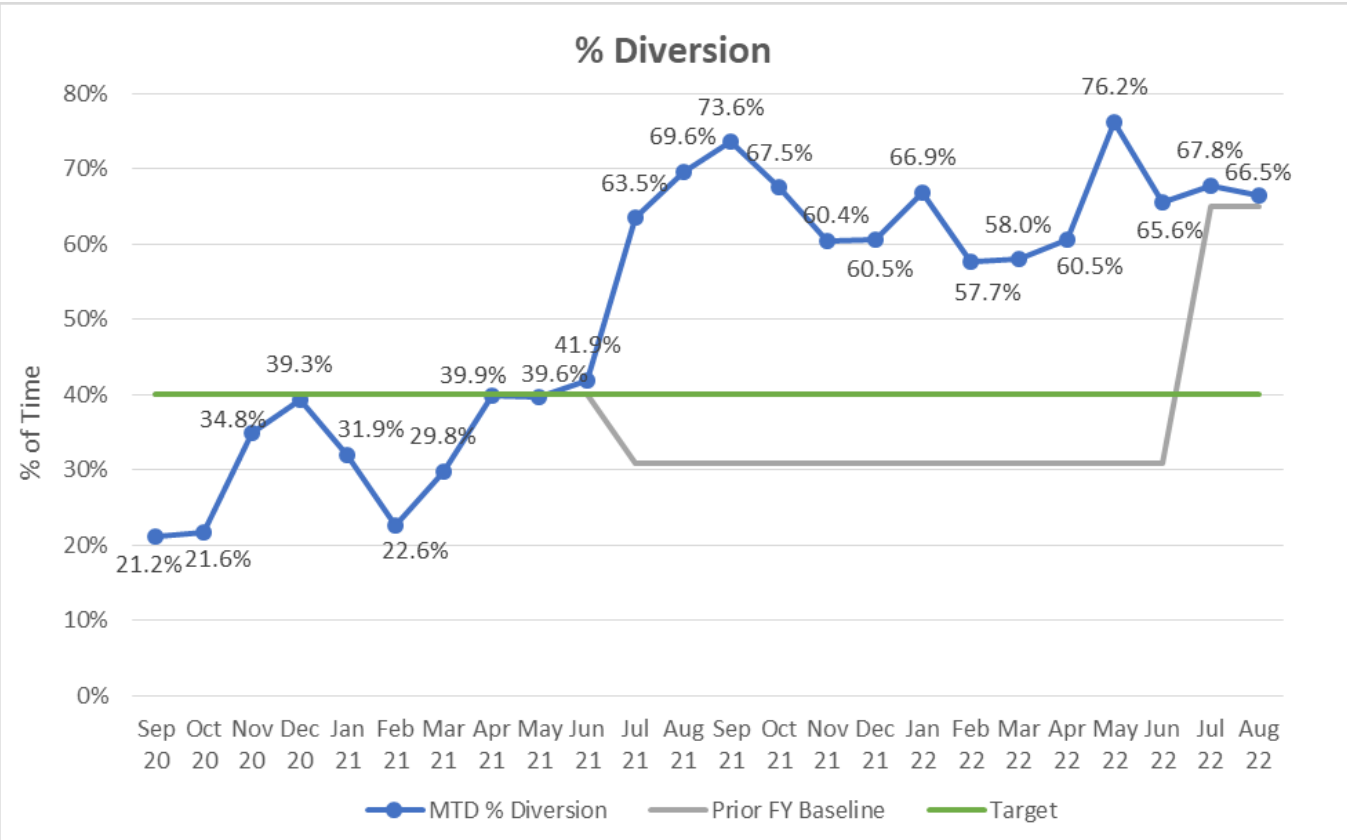
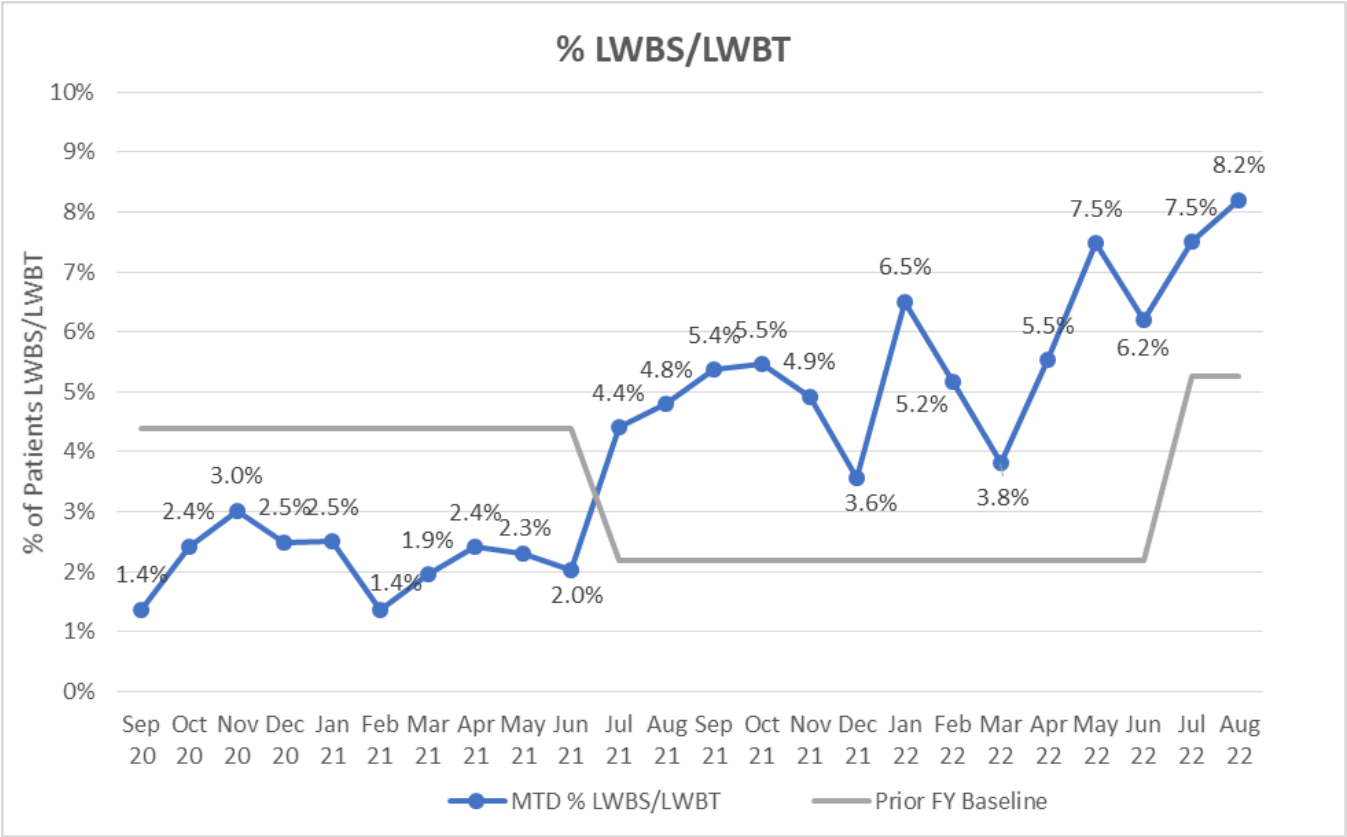
# QUALITY ZSFG COVID+ Patients





# QUALITY      Emergency Department Activities

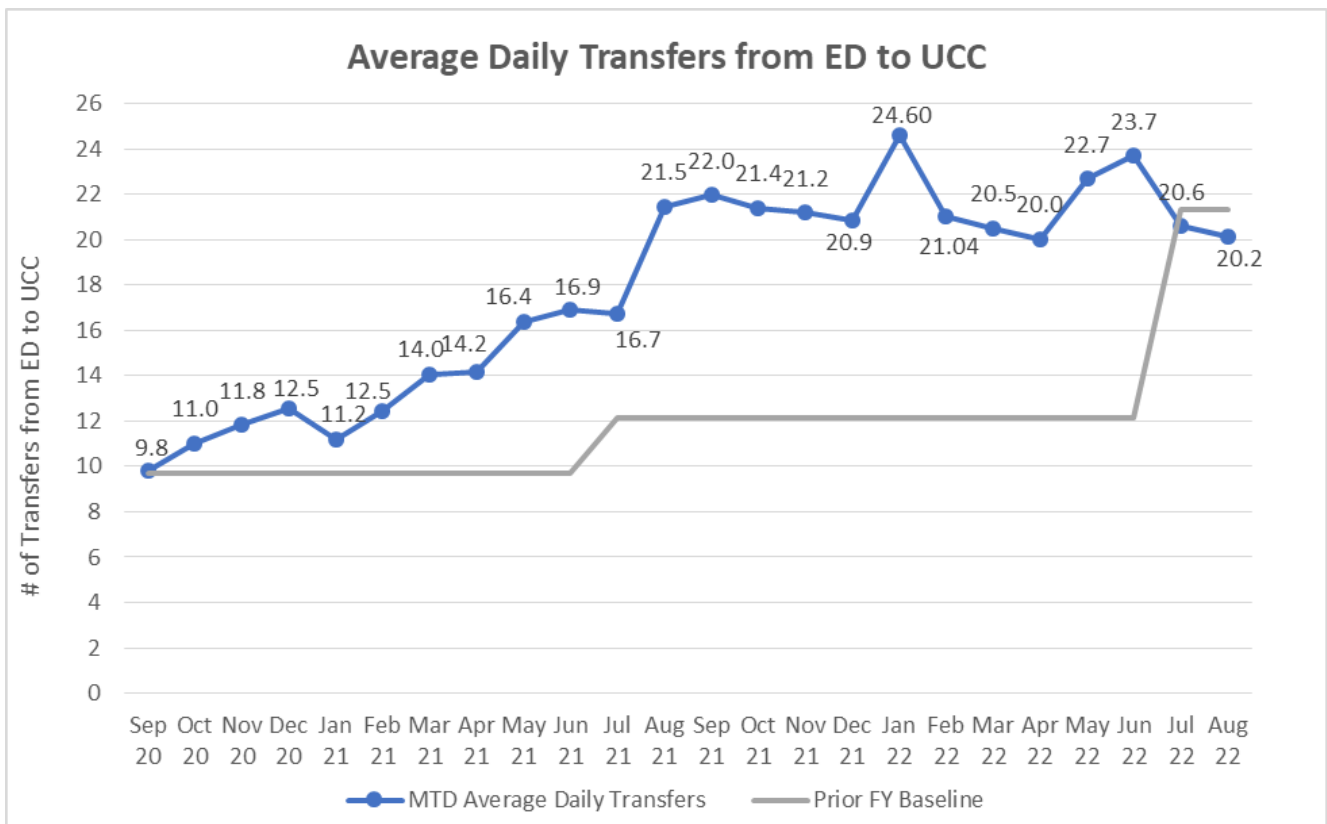
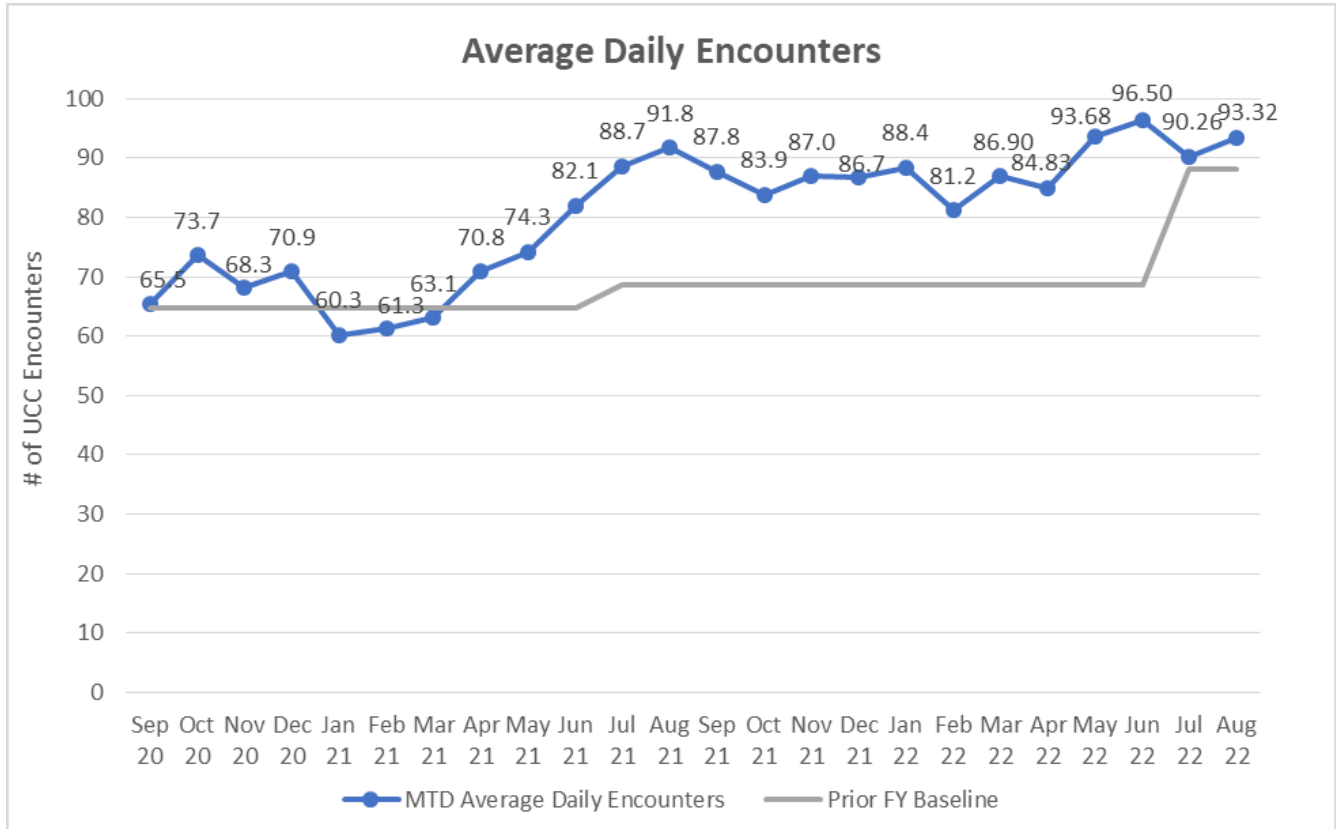


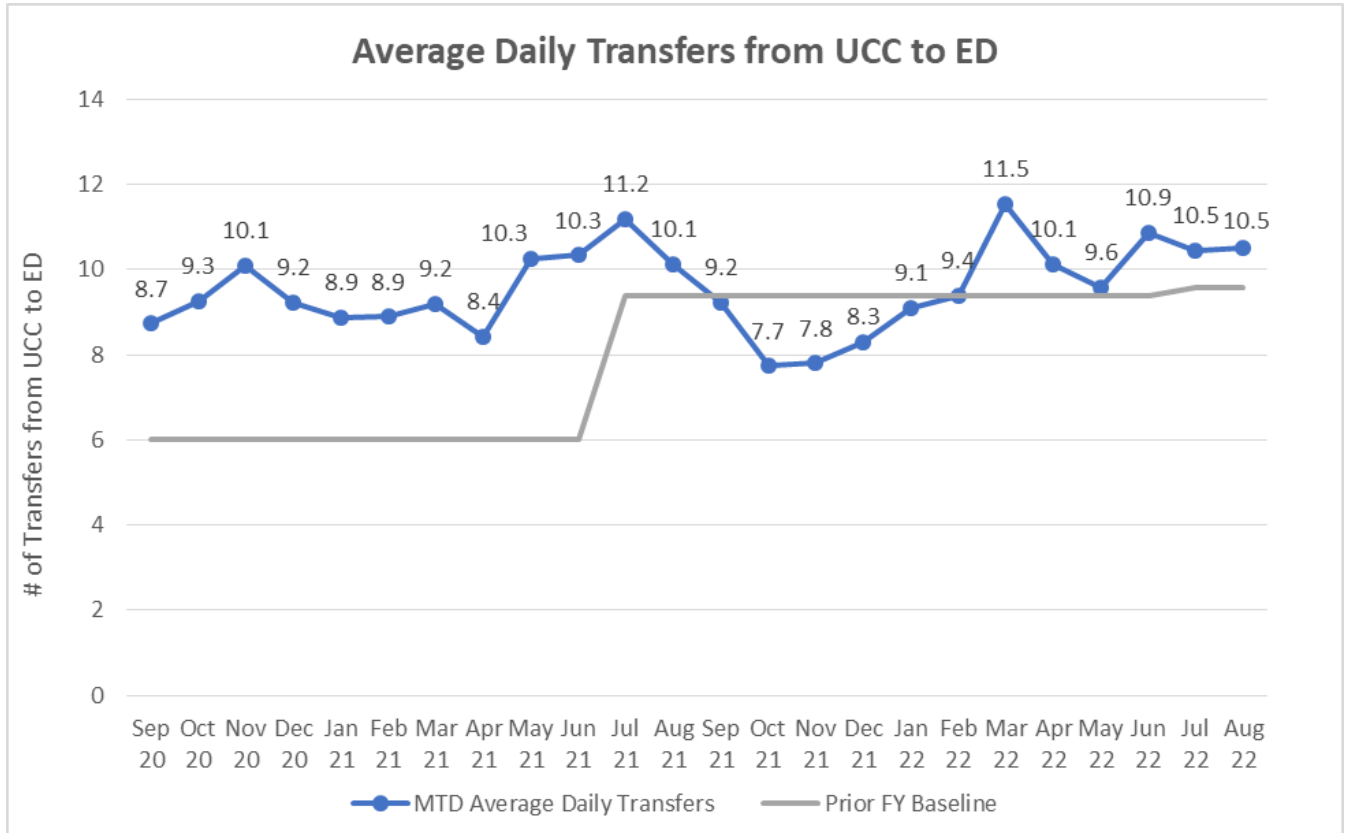




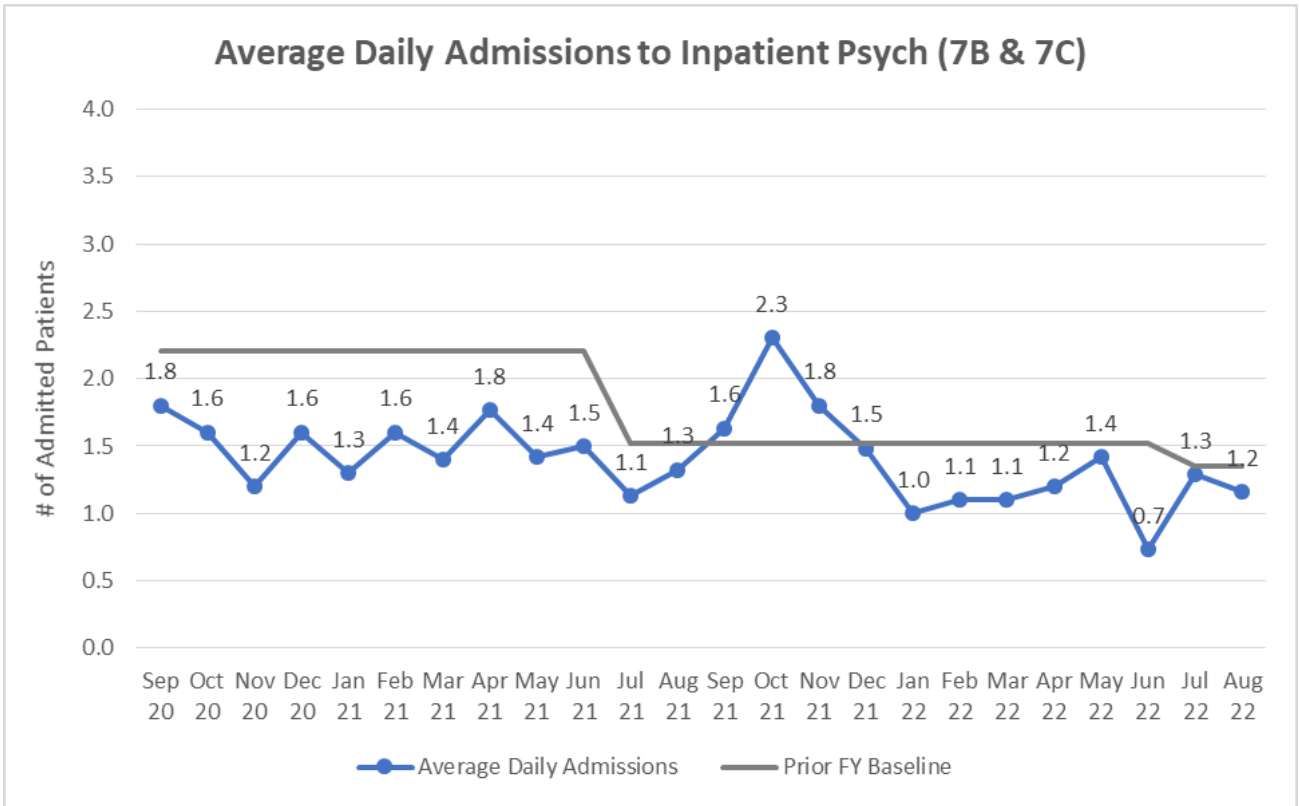
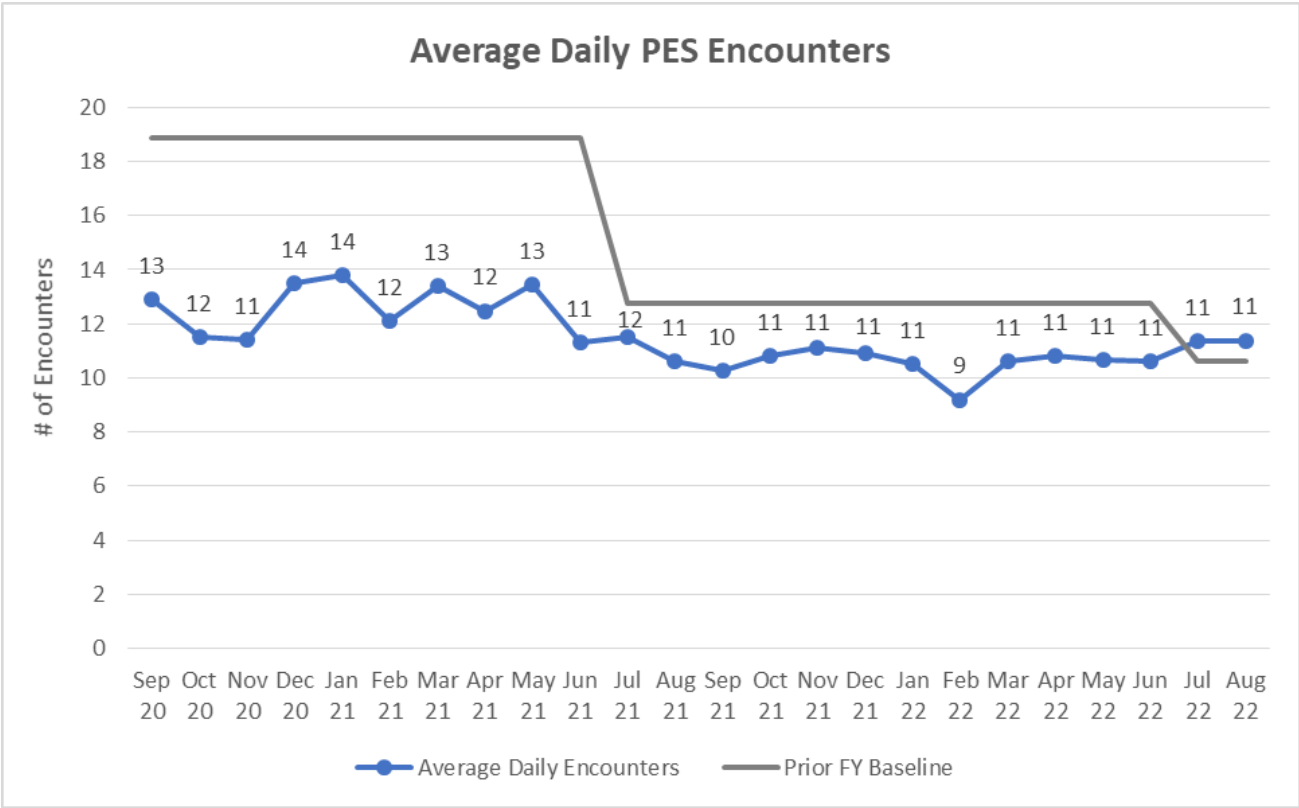
# QUALITY

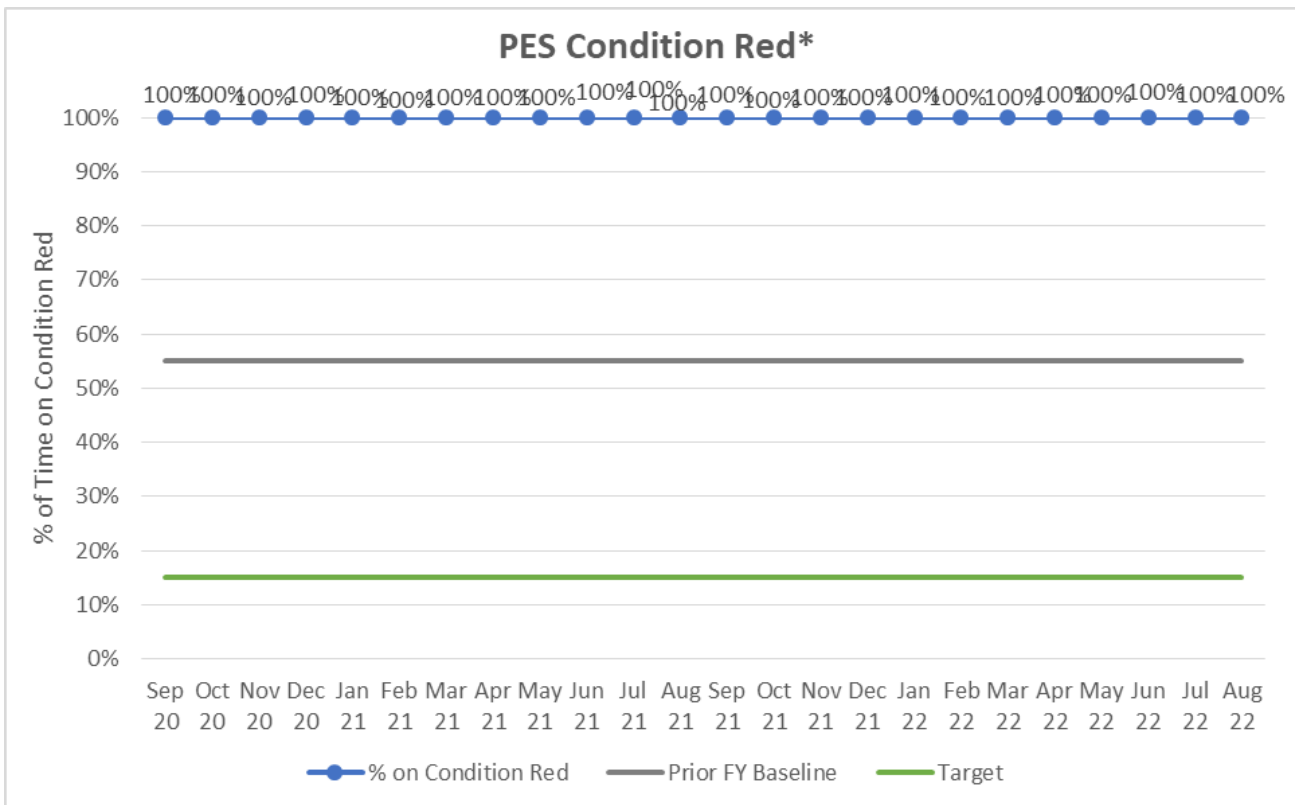
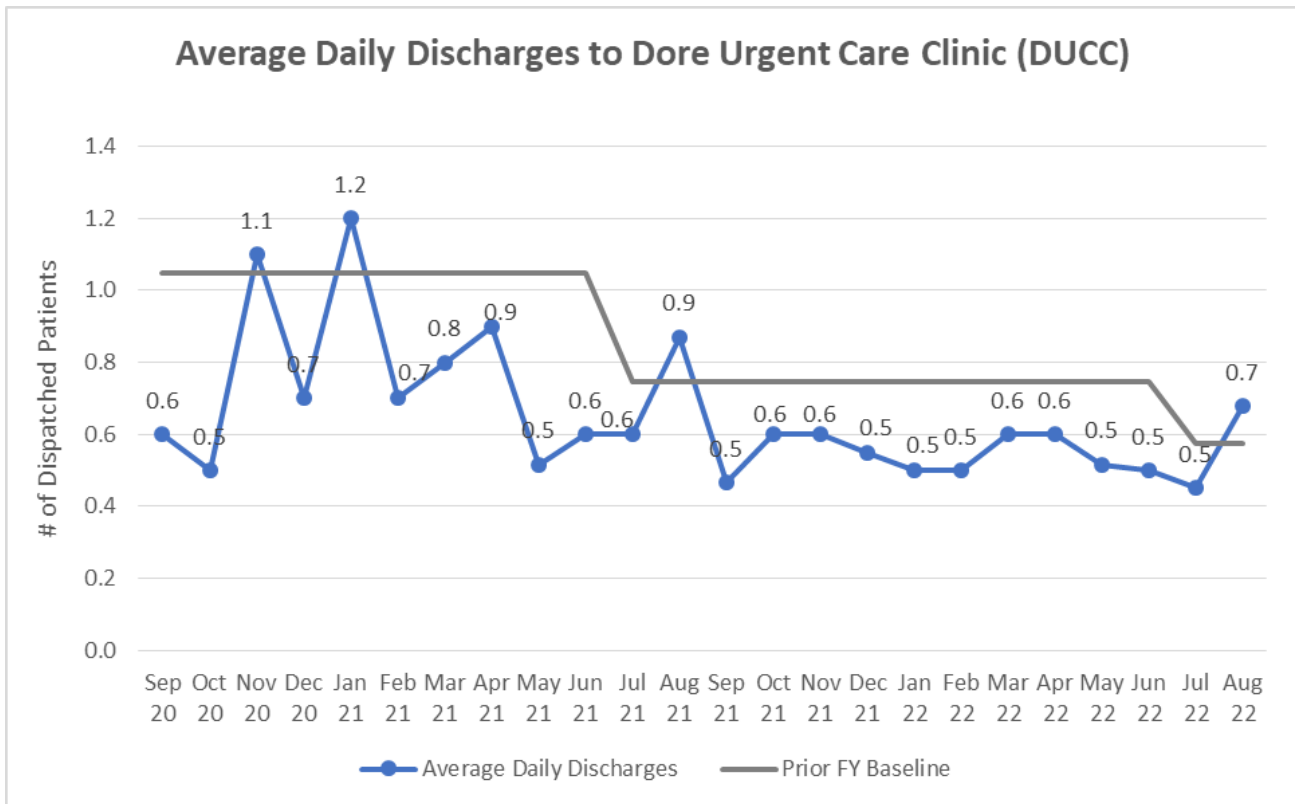
## Urgent Care Clinic Activities





# QUALITY      Psychiatric Emergency Services Activities





**\*We are using condition red as an external communication tool to signal that patients can not directly come to PES. They must be cleared by ED first.**

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## QUALITY      Average Daily Census

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### **MEDICAL/SURGICAL**

Average Daily Census of Medical/Surgical was 168.58 which is 108.06% of budgeted staffed beds and 94.18% of physical capacity. 23.44% of the Medical/Surgical days were lower level of care days: 6.16% administrative and 17.28% decertified/non-reimbursed days.

### **INTENSIVE CARE UNIT (ICU)**

Average Daily Census of ICU was 26.00 which is 92.86% of budgeted staffed beds and 44.83% of physical capacity of the hospital.

### **MATERNAL CHILD HEALTH (MCH)**

Average Daily Census of MCH was 27.29 which is 90.97% of budgeted staffed beds and 64.98% of physical capacity of the hospital.

### **ACUTE PSYCHIATRY**

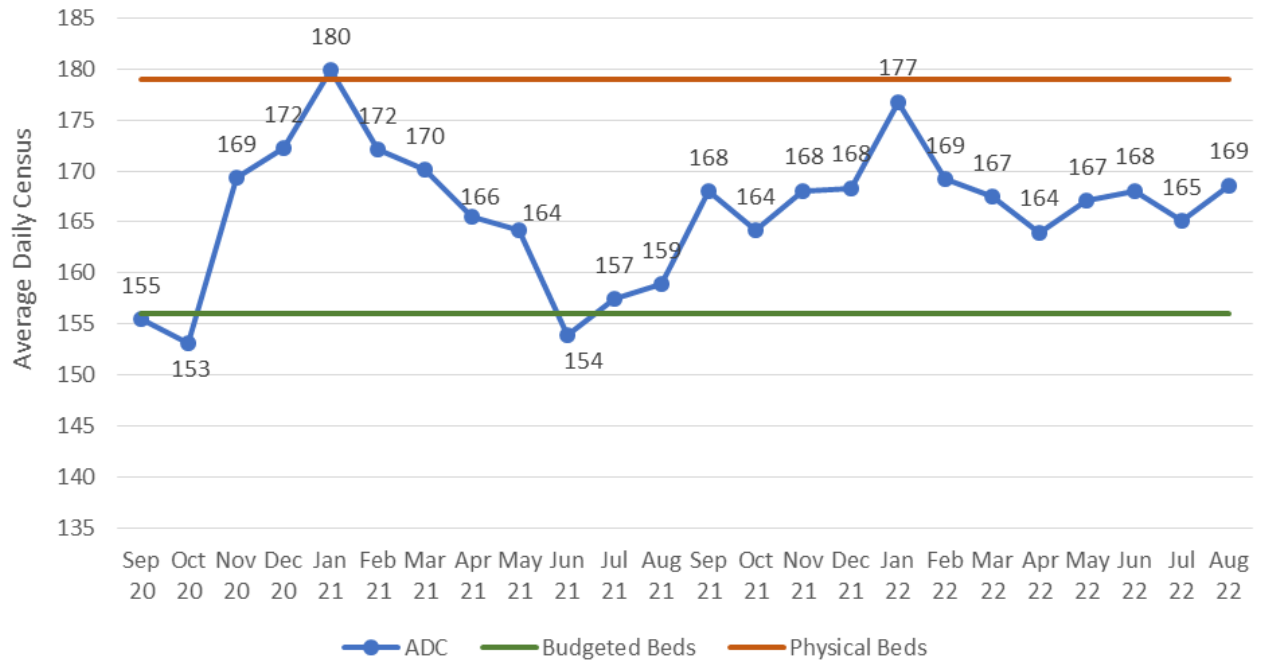
Average Daily Census for Psychiatry beds, excluding 7L, was 42.06, which is 95.60% of budgeted staffed beds and 62.78% of physical capacity (7B & 7C). Average Daily Census for 7L was 5.81, which is 82.95% of budgeted staffed beds (n=7) and 48.39% of physical capacity (n=12). Utilization Review data shows 88.65% non-acute days (23.01% administrative and 65.64% non-reimbursed).

### **4A SKILLED NURSING UNIT**

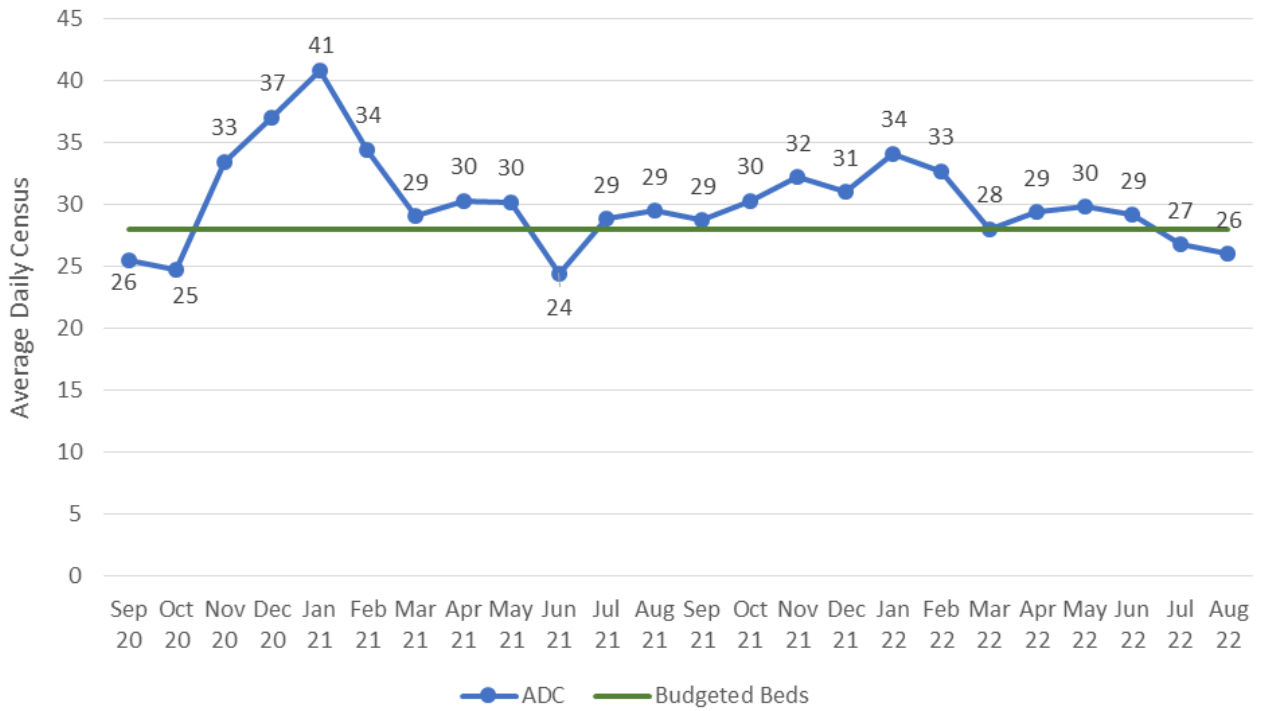
Average Daily Census for our skilled nursing unit was 27.32, which is 97.58% of our budgeted staffed beds and 91.08% of physical capacity.

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### Medical Surgical (Incl. ED/PACU Overflow) Average Daily Census

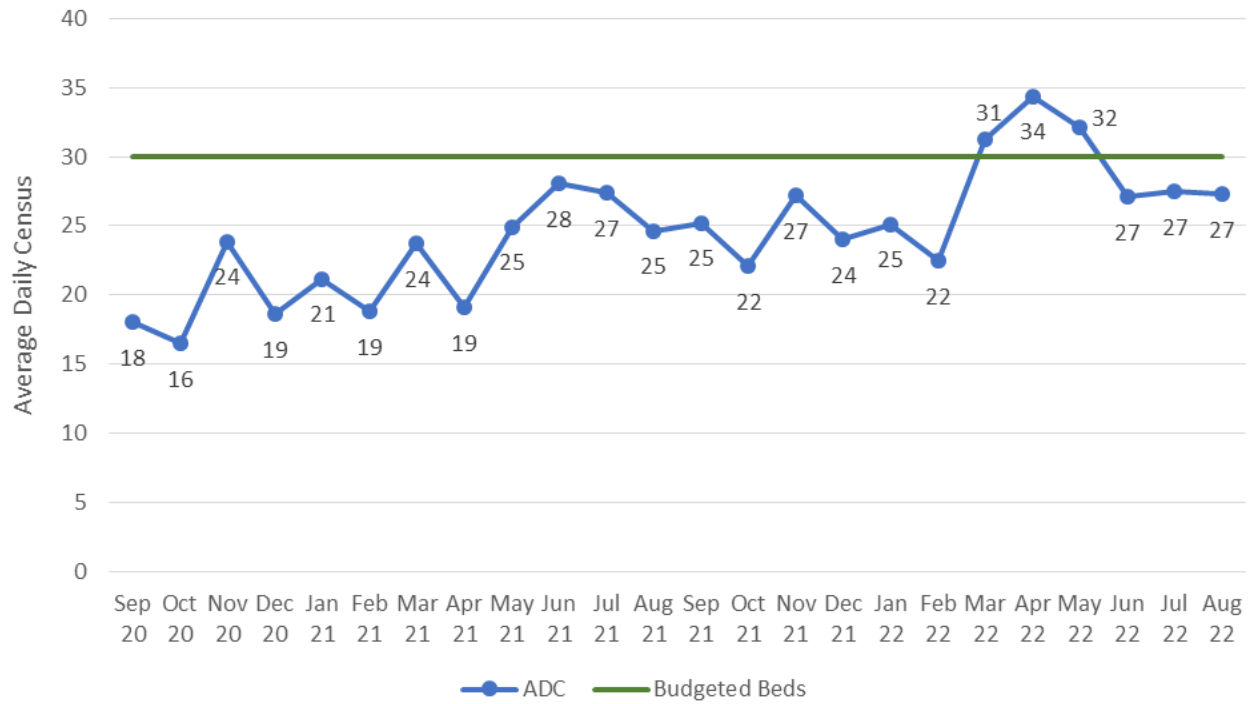


### Intensive Care Unit Average Daily Census

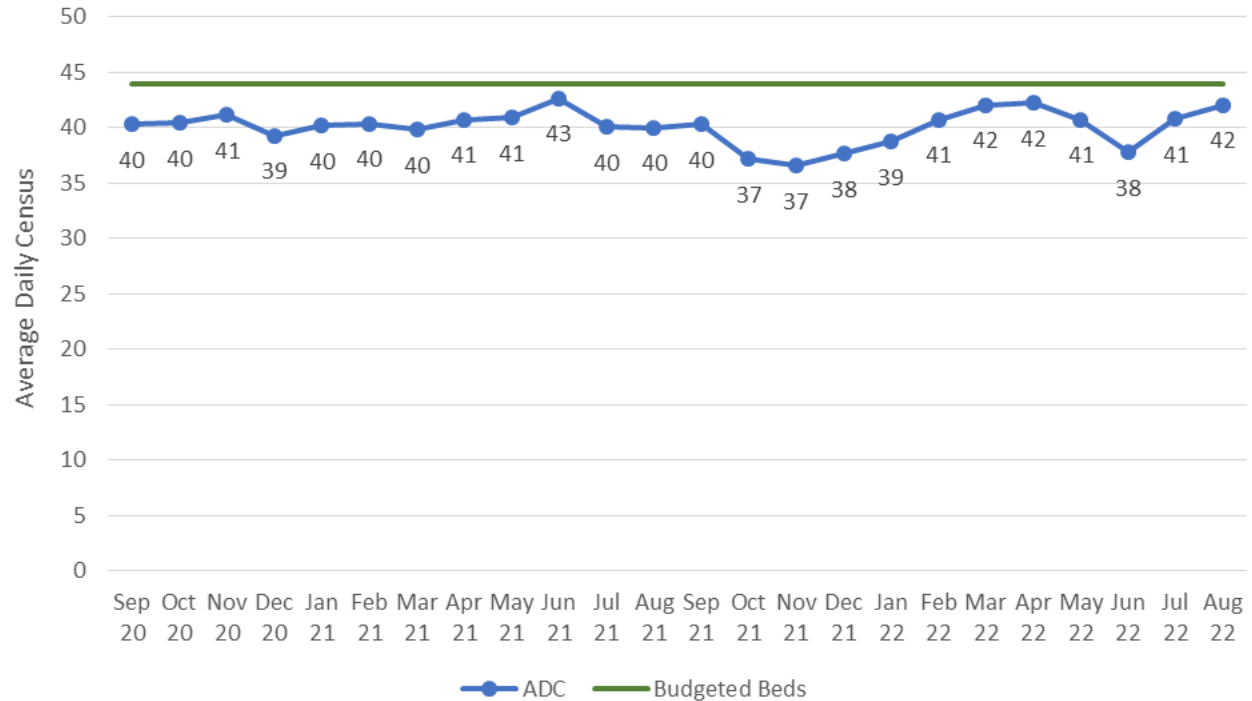


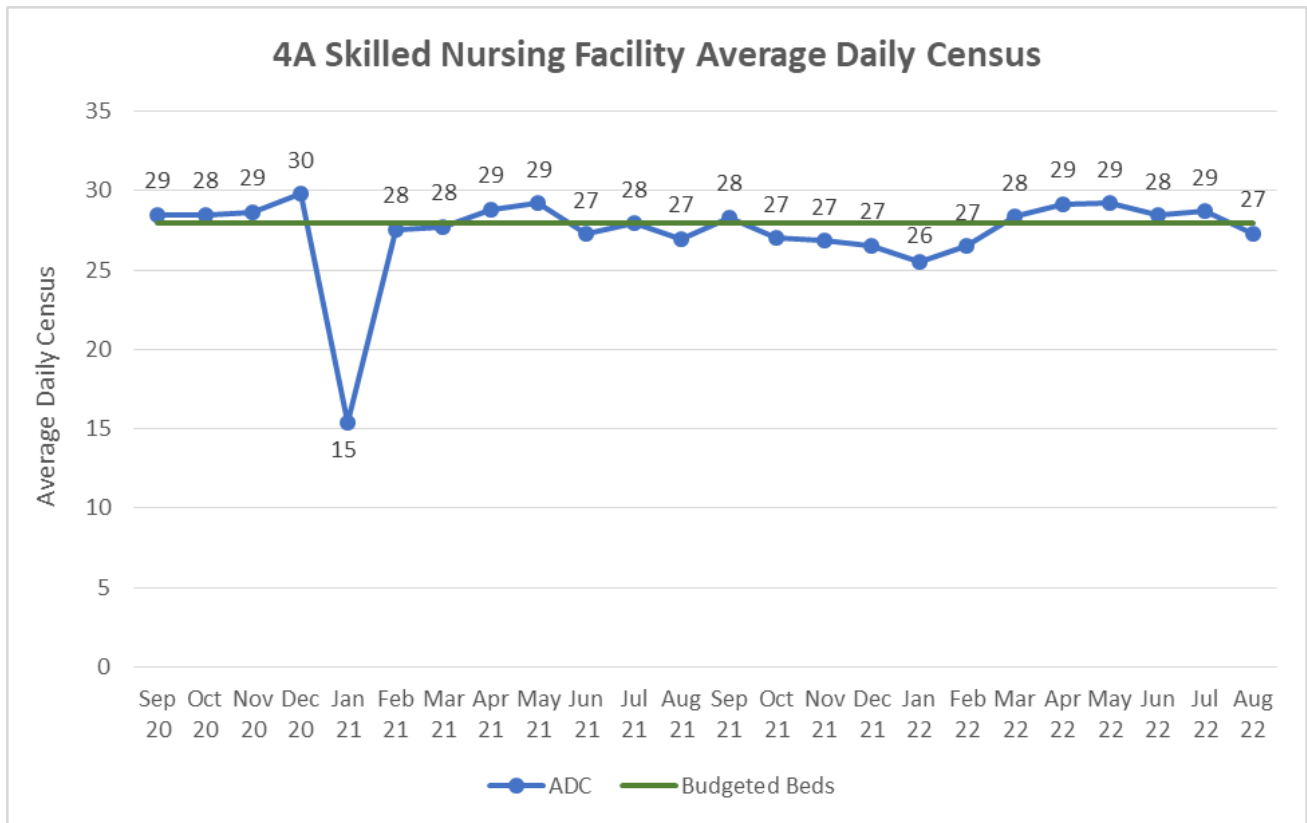


### Maternal Child Health Average Daily Census

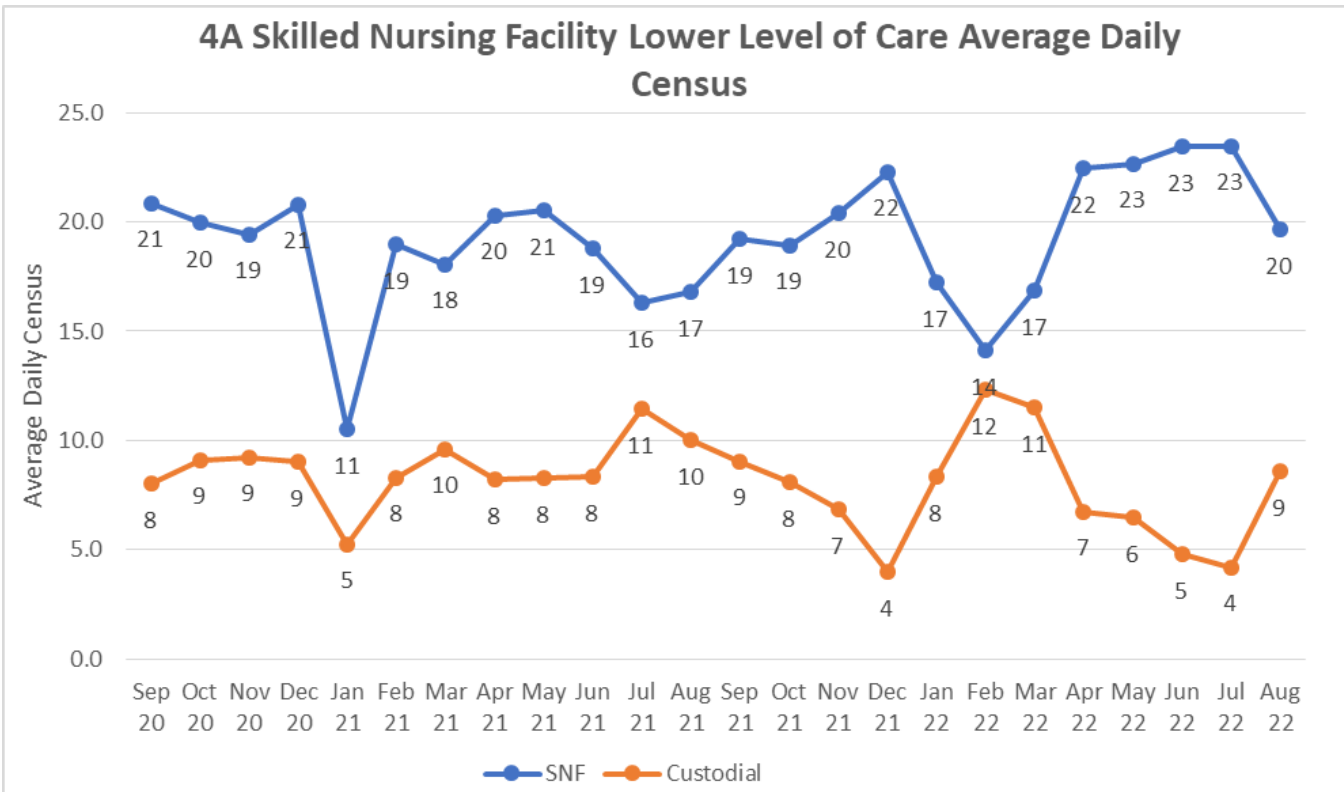
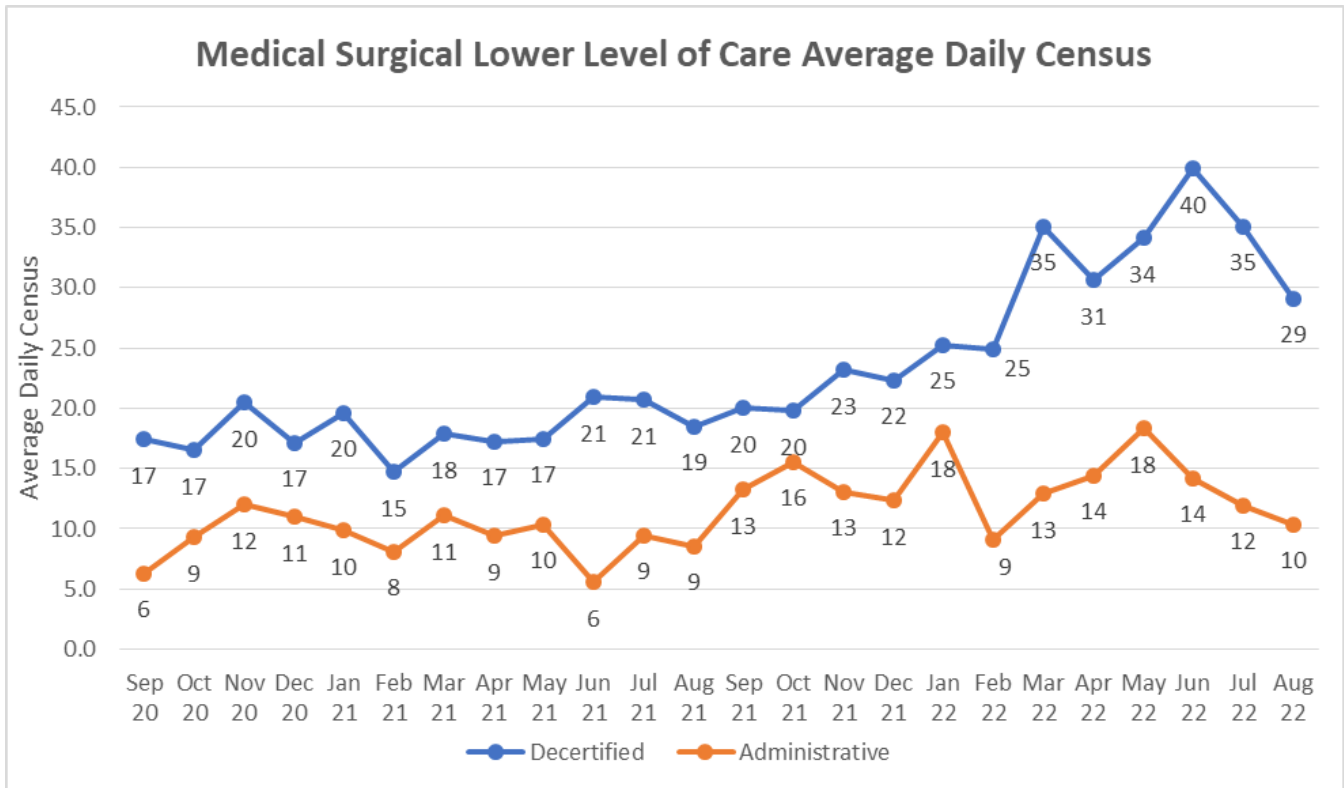


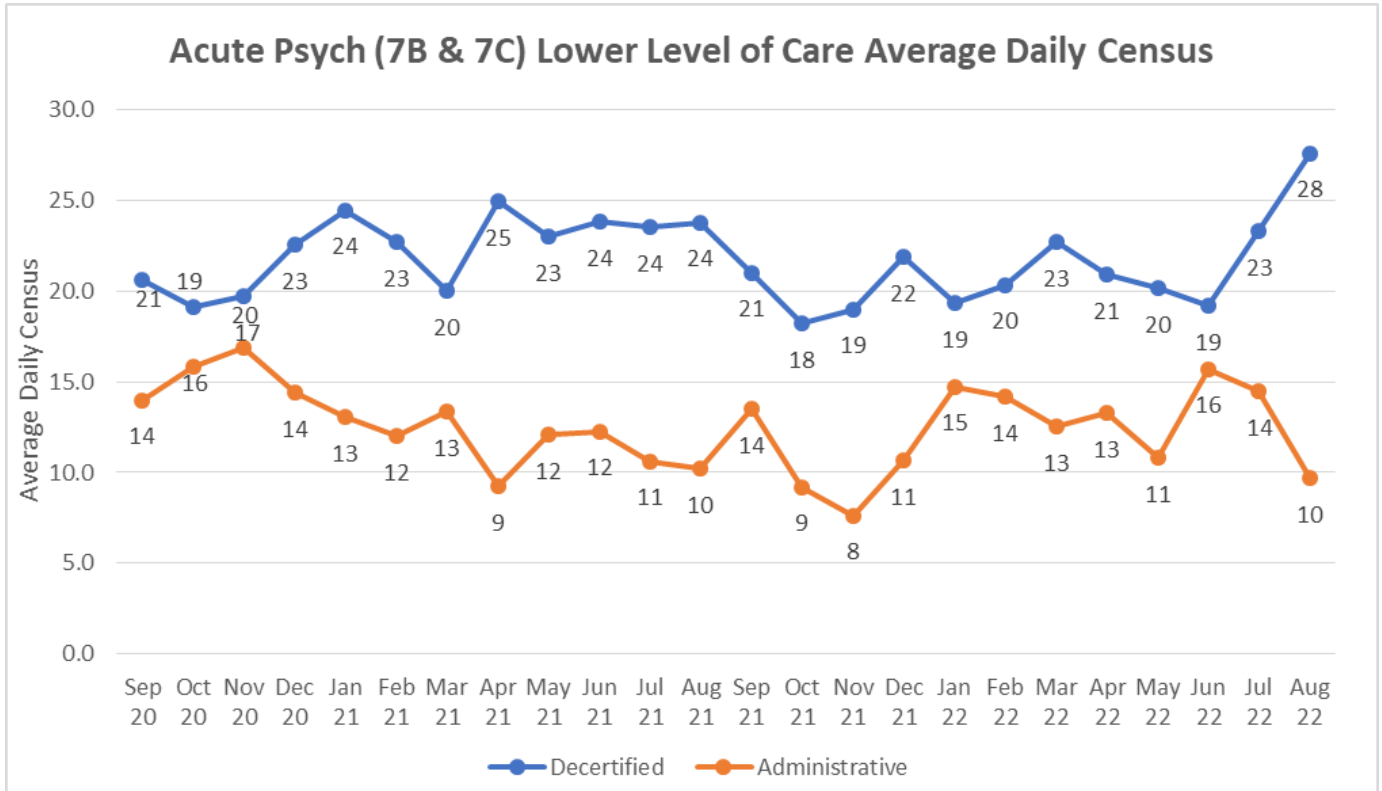
### Acute Psychiatry (7B & 7C) Average Daily Census



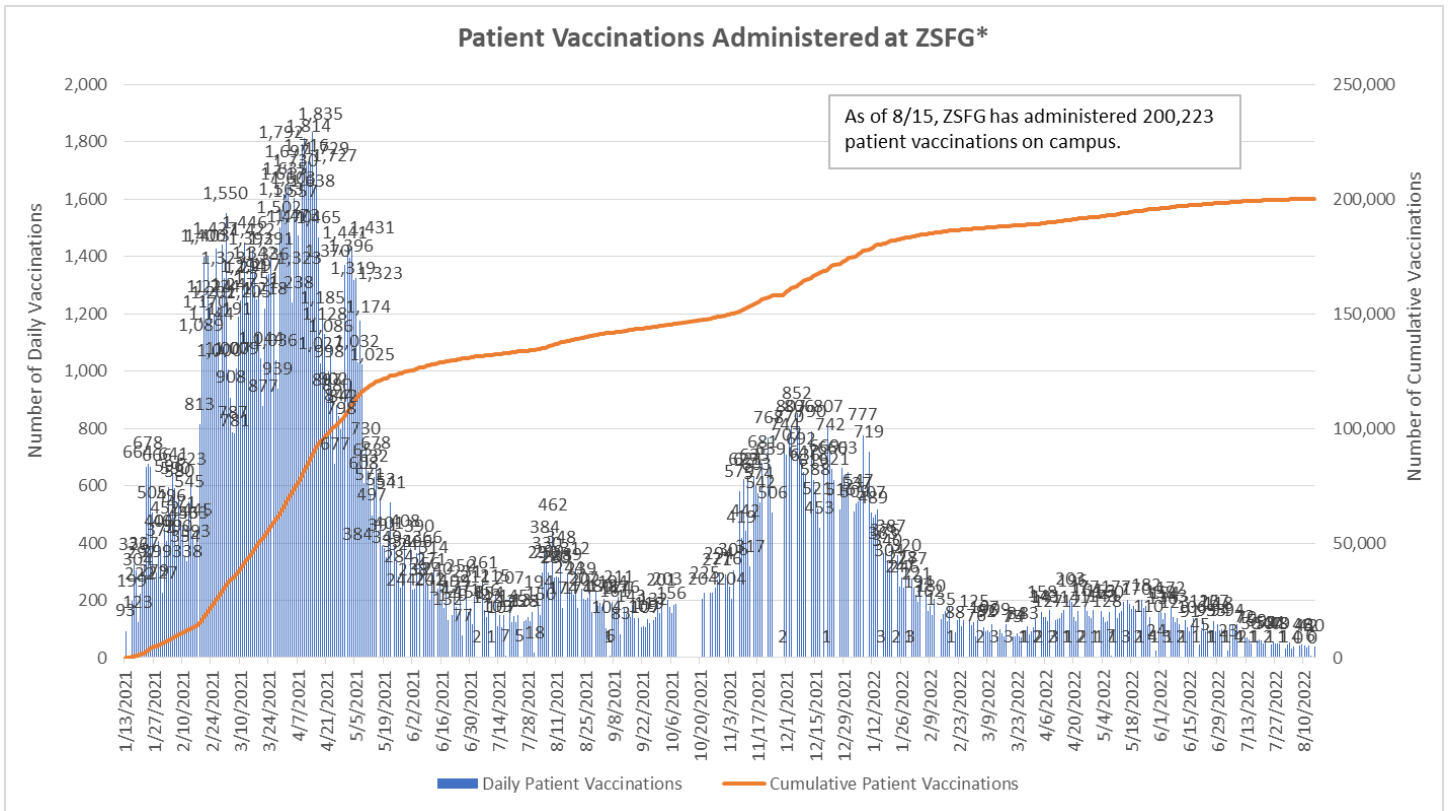


# QUALITY Lower Level of Care Average Daily Census

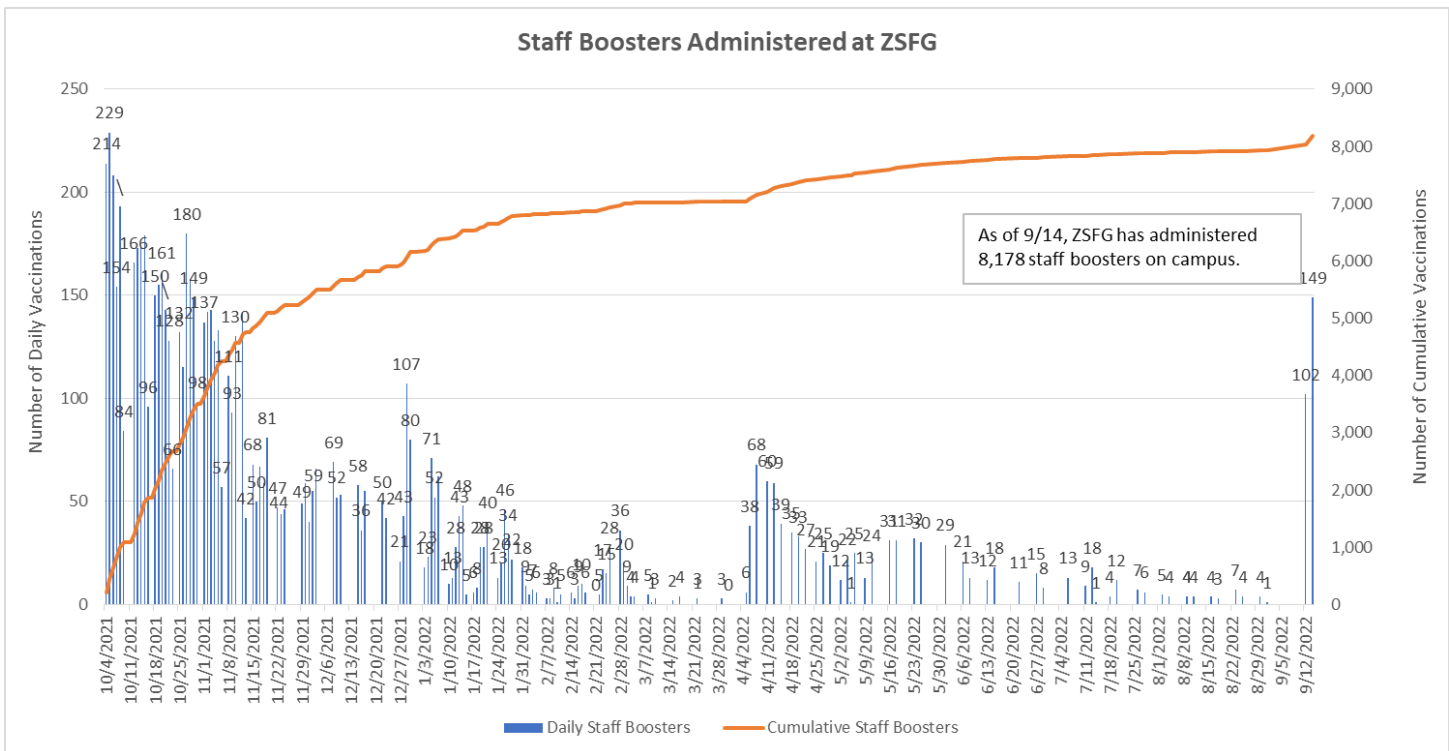




# SAFETY COVID-19 Vaccinations Administered at ZSFG

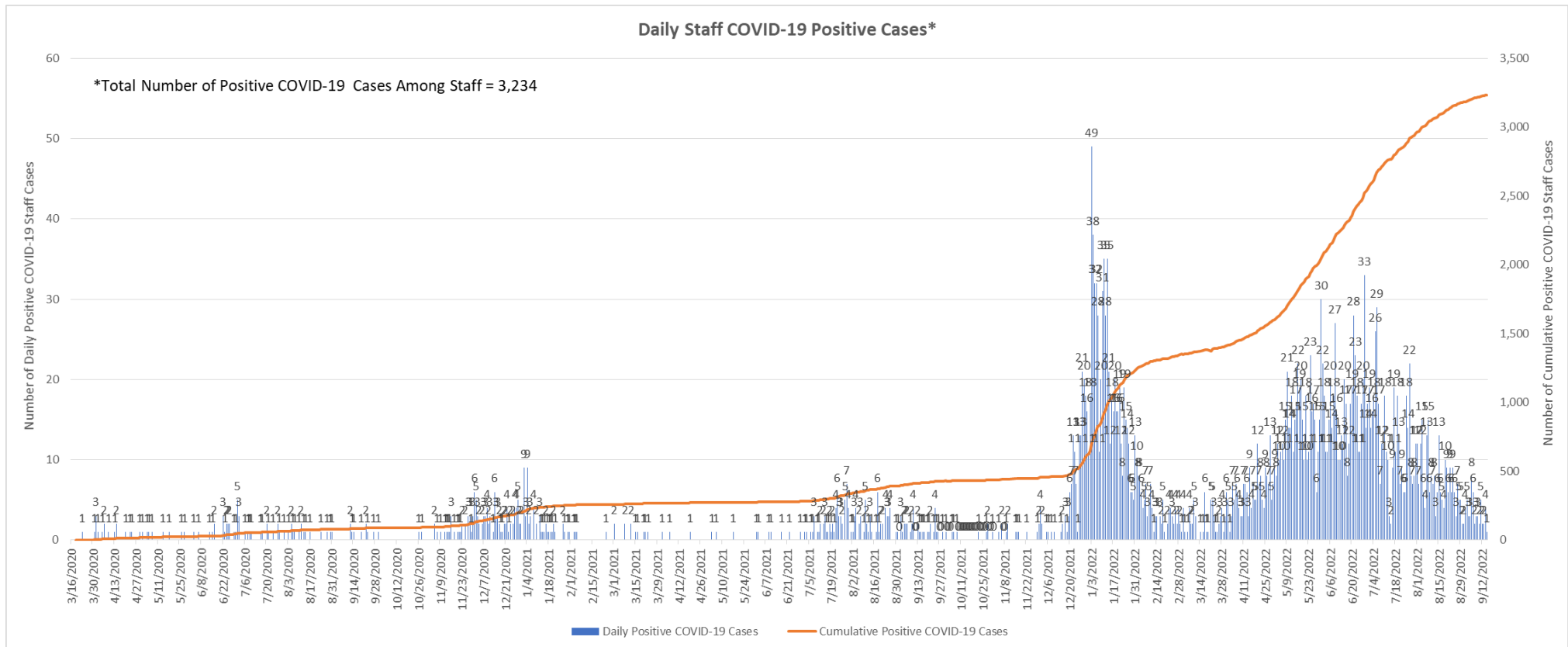


\*Patient vaccination data is currently unavailable for this past month.



# SAFETY Occupational Health COVID+ Staff Cases

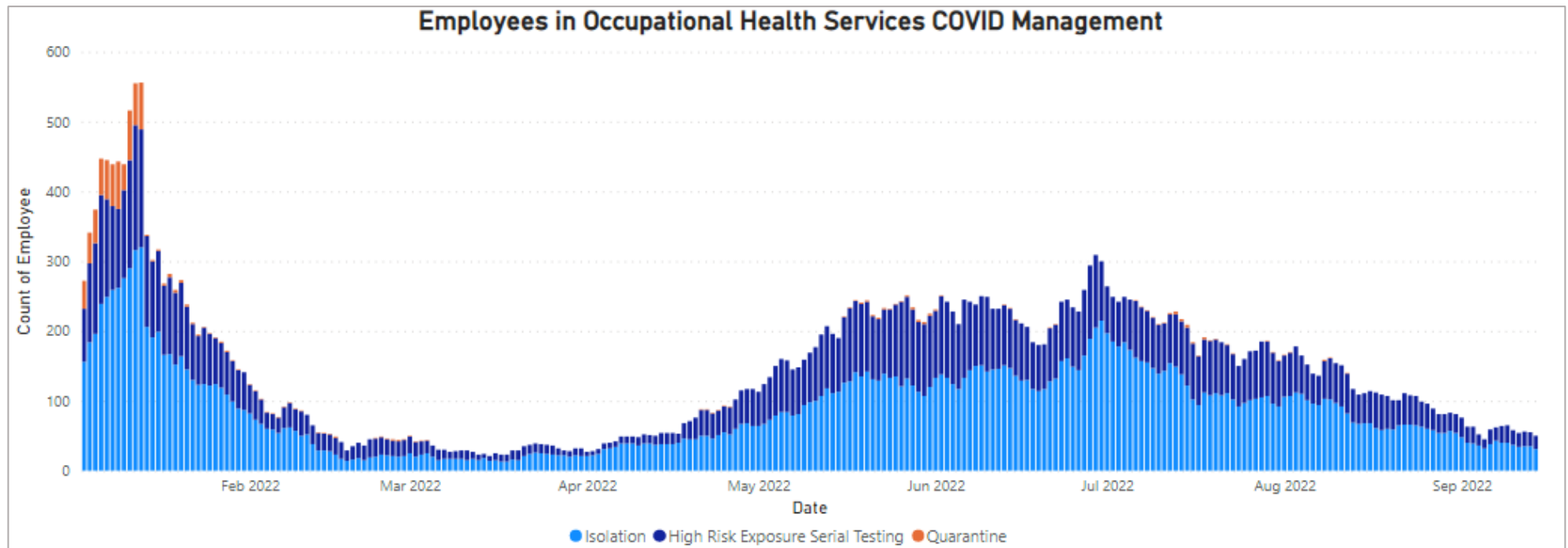
As of September 15, 2022, 3,234 ZSFG employees have tested positive for COVID-19.





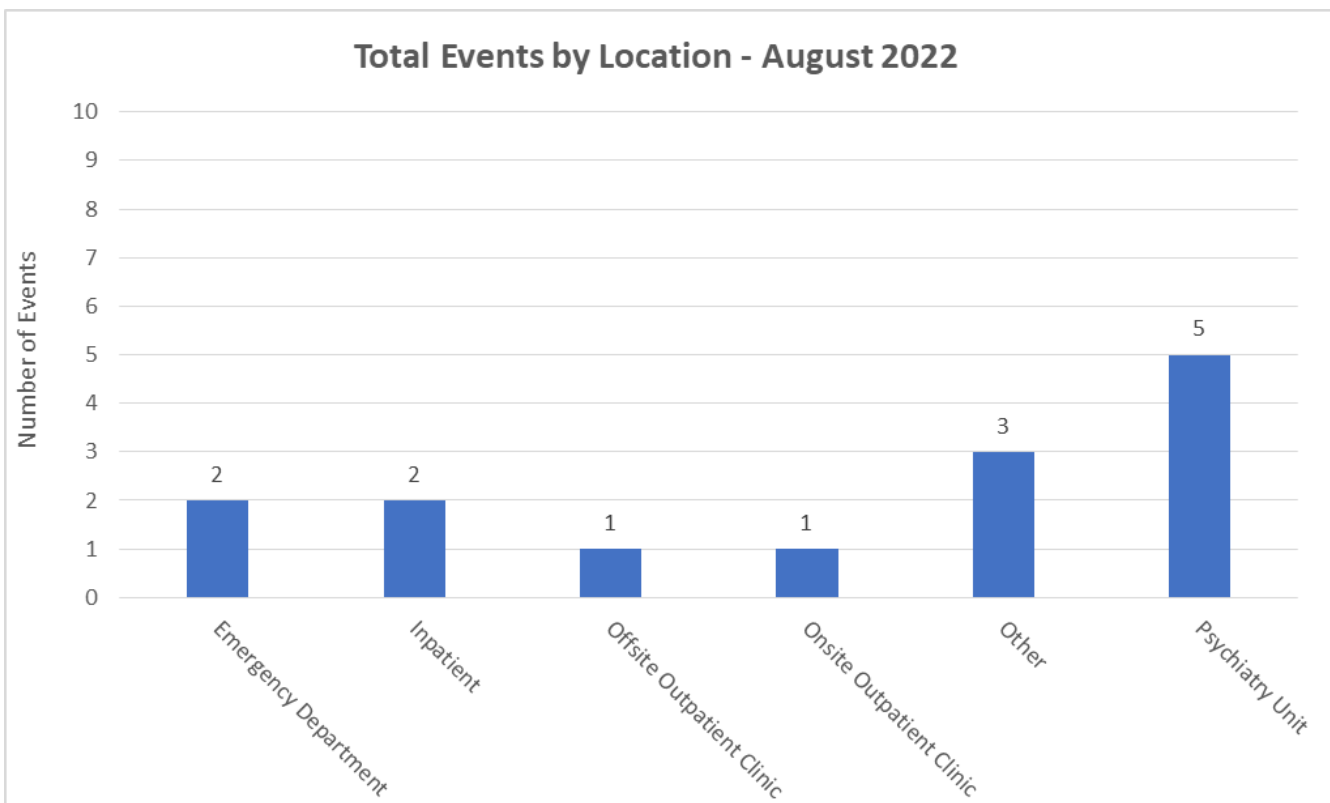
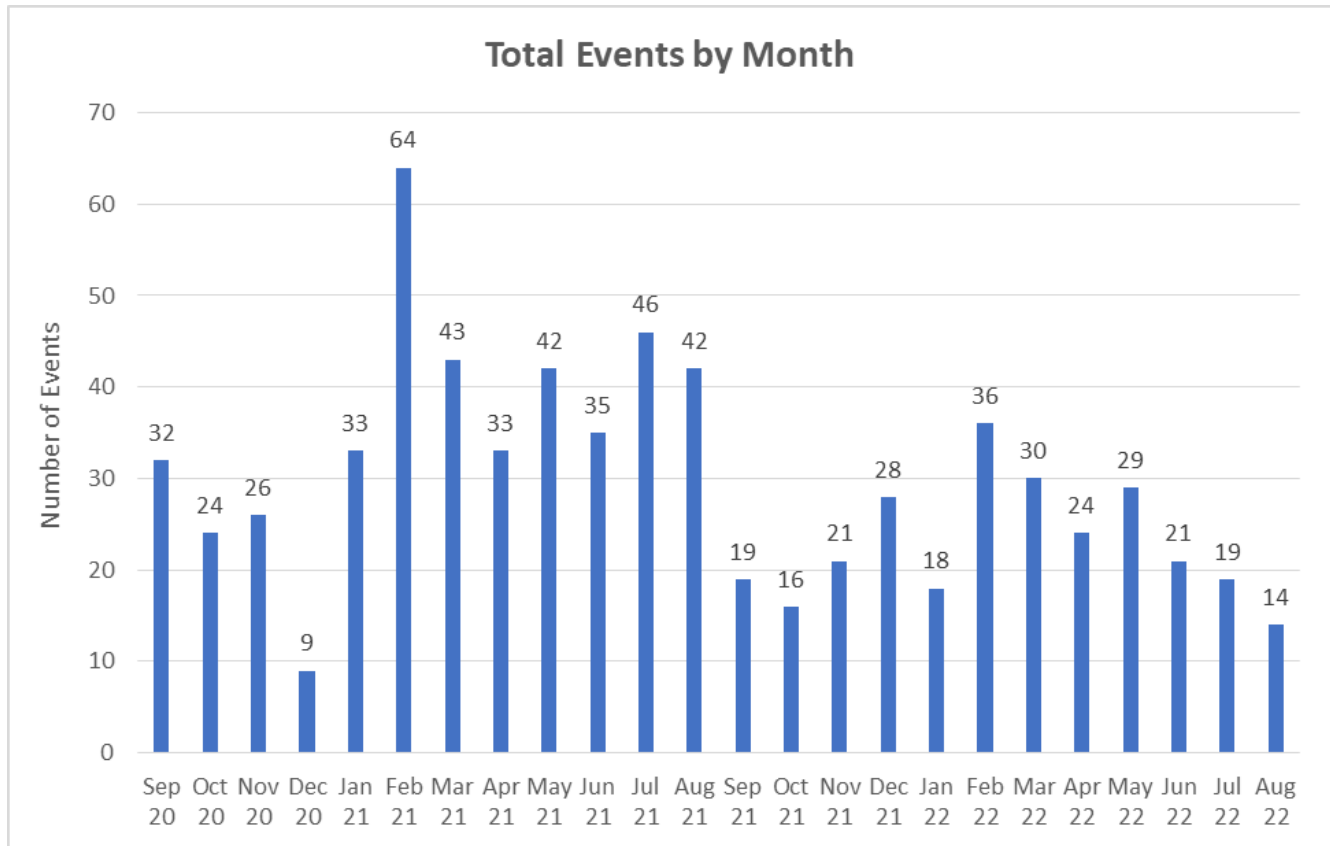
# SAFETY

## Occupational Health COVID-19 Staff Management



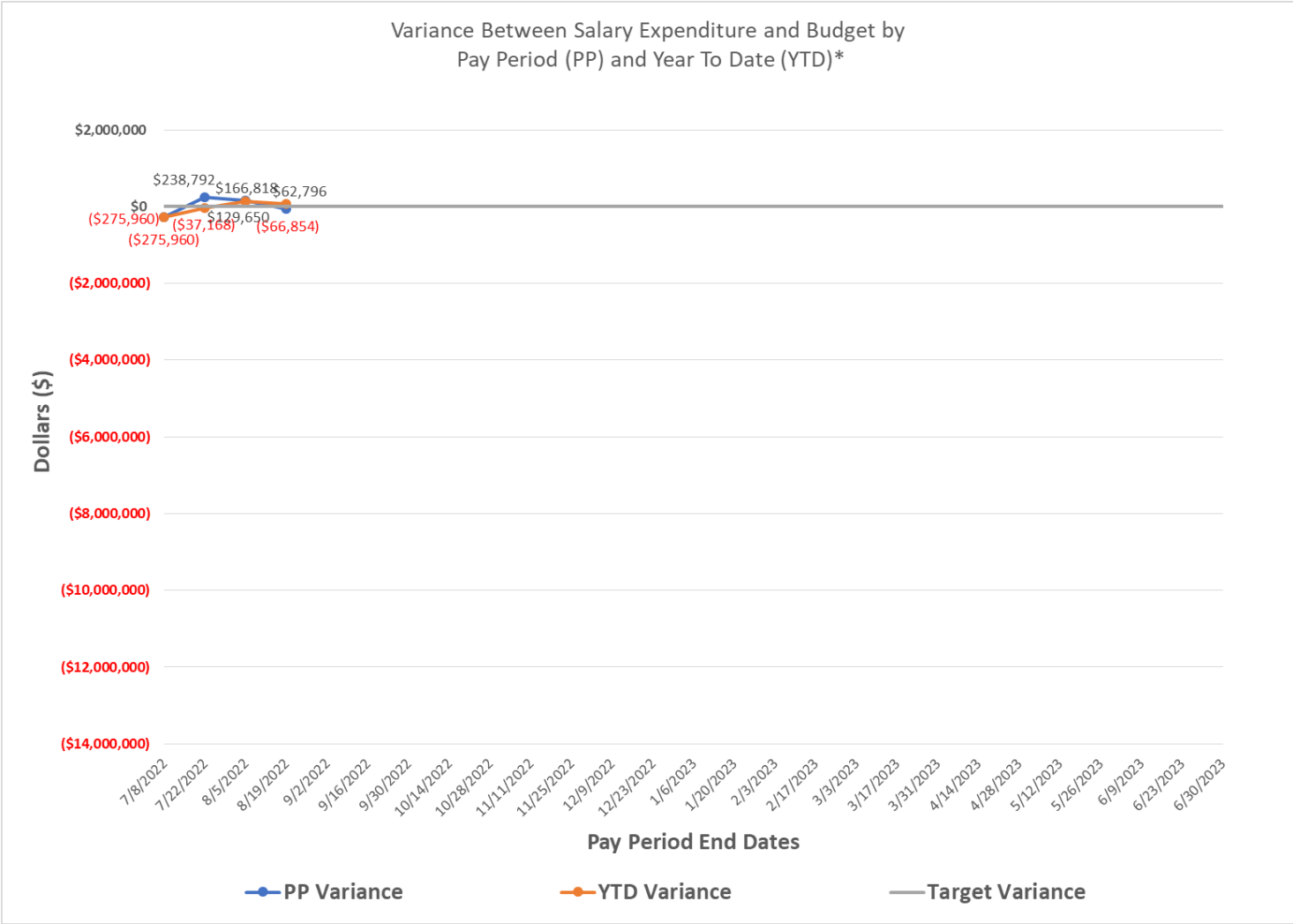
# SAFETY

## Workplace Violence Activity



FINANCIAL STEWARDSHIP

Salary Variance



\*Please note that COVID-19 costs are now a part of ZSFG operations and budget.