

# Personal Service Contract Summary (PSC Form 1)

## PSC Basic Information

**Submitting Department:** DPH

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**Project Manager:** Troy Williams

**ServiceNow Number:** DHRPSC0006206

**Version:** 0.01

**Version Type:** New

**Brief description of proposed work:** Contractors will provide the San Francisco Health Network (SFHN), which includes San Francisco General Hospital, Laguna Honda Hospital, and Ambulatory Care Services (includes Jail Health Services, Primary Care, Whole Person Integrated Care, Maternal Child Adolescent Health, HIV Health Services) a continuous, reliable source of intermittent, supplemental, and travel nursing personnel to backfill staffing in times of staffing challenges.

## Review Type and Reason

**CSC Review Required:** Yes

**CSC Review Reason(s):**

- Requires CSC Approval by Amount

## Amount

**PSC Amount:** \$8,100,000

**Does contract include items other than services?:** No

## Duration

**Is PSC by Duration or Continuing:** Duration

**PSC Duration (Months):** 12

## Funding

**Funding Source:** City Funds

**Special circumstances related to funding:** No

## Scope of Work

**Clearly describe scope and detail the services to be performed:** Contractors will provide the San Francisco Health Network (SFHN), which includes San Francisco General Hospital (SFGH), Laguna Honda Hospital (LHH), and Ambulatory Care Services (includes Jail Health Services, Primary Care, Whole Person Integrated Care, Maternal Child Adolescent Health, HIV Health Services) a continuous, reliable source of intermittent, supplemental, and travel nursing personnel to backfill staffing in times of staffing challenges. Reasons for staffing challenges may

include patient census surge and backfilling nursing vacancies and leaves of absence. We must have supplemental staffing to ensure the SFHN meets California State mandated nurse-to-patient staffing ratio requirements and ensure safe and high-quality patient care.

**Why are these services required and what are the consequences of denial?:** The SFHN's ability to access supplemental, temporary nursing personnel is critical and is community and industry standard. Supplemental temporary staffing enables SFHN facilities and programs to maintain safe and regulatory mandated nurse to patient ratios to continue the critical care we provide to San Franciscans. In 1999, the State passed AB 394 mandating specific nurse-to-patient ratios for acute care hospitals and specialty hospitals in California. This requires ZSFG and LHH to maintain adequate nurse staffing. It is a priority for DPH Human Resources and the SFHN Nursing Department to have permanent civil service staff caring for the patients in our facilities and programs. However, some circumstances such as high patient census surge, leaves, vacancies, and/or unforeseen circumstances may cause staffing shortages. To maintain the state mandated nurse-to-patient ratios during such scenarios and ensure safe and high-quality patient care, SFHN relies on registry nursing staff to supplement staff shortages.

**Has your department contracted out these services in the last three years?:** Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

**How many contracts?:** 2

**Why have you not hired City employees to perform the services?:** The supplemental services that we are requesting are to meet operational needs in which, despite utilizing SFHN permanent civil service employees, staffing challenges require additional staffing. Registry staffing is only ever used if all other avenues of staffing have been exhausted. Registry utilization is monitored daily and weekly by nursing leadership as well as monthly in collaboration with SEIU representatives. In times of urgent staffing needs, it is important to have a reliable and skilled source of nursing personnel to ensure patient care is safe and of high-quality.

### Board and Commission Approvals

**Will any contracts under this PSC require department Commission approval:** No

**Will any contracts under this PSC require Board of Supervisors approval:** No

### Justification

**Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:**

No

**Q2 - Does performing these services cause a conflict of interest?:** No

**Q3 - Are these proprietary services City is not authorized to do?:** No

**Q4 - Does City lacks necessary facilities/equipment?:** No

**Q5 - Are the services required on a temporary basis or on a long-term basis?:** Long-term

Basis

**Q5a) Are the services required on an as-needed, intermittent, or periodic basis?:** Yes

**Q5a1) Why are the services required on an as-needed, intermittent and periodic basis?:** The services are required in times of staffing shortages (as described above) on an as-needed basis. In alignment with healthcare industry standards, the Department expects the intermittent need to be ongoing.

**Q5b) Do the services require specialized expertise, knowledge experience?:** Yes

**Q5b1) Describe the specialized skills and expertise required to perform the services:**

Nursing license, basic life support license, and at least one year practicing nursing in an applicable setting. Required skills and expertise are consistent with the requirements for permanent civil service hires. All registry nurses must have valid licenses throughout the duration of their contract. If the staffing need requires specialized skills, the registry nurse must have documentation of those specialized skills (i.e. wound care).

**Q5c) Does City have classifications with the required specialized skills or expertise?:** Yes

**Q5c1) Identify the classifications:** 2320 - Registered Nurse

**Q5c2) Does the Department have employees in these classifications?:** Yes

**Q5c3) Why are they not able to perform the services?:** Civil service classifications already exist. These registry services are necessary for intermittent, temporary, as-needed services to provide back-up coverage during times of unexpected patient census surges, high leaves and vacancies or when civil service staff are otherwise unavailable to meet the full need of SFHN facilities and programs. It is community and healthcare standard practice to retain reliable and skilled supplemental nurses should any of the aforementioned staffing challenges require coverage.

**Q5d) Will contractor directly supervise City employees?:** No

**Q5e) Will contractor train City employees?:** No

**Q5e1) Explain why training of City employees is not required:** Training of City employees is not required because this request is to outsource supplemental staffing in order to have a reliable and skilled source of supplemental nurses in times of high patient census surge, high levels of leaves, and vacancies.

**Q5f) Is there a plan to transition this work back to the City?:** No

**Q5f1) Explain why the work will not be transitioned back to the City:** The use of supplemental nursing staff is community and healthcare industry standards. Healthcare systems depend on the use of registry personnel for the reasons described above. The intent of SFDPH is to use permanent civil service staff at every opportunity available, and we have made significant progress in the hiring of nurses, but the need will be ongoing for the reasons described above.

**Additional information to support your request (Optional):**

## Union Notifications

**Job Class(es):** 2320 - Registered Nurse

**Labor Unions:** 791 - SEIU 1021 Staff & Per Diem RNs

**Labor Union Email Addresses:** PSCreview@seiu1021.org