

2021 Health Commission Employee Recognition

H66/68 Med-Surg COVID Unit

H66/68 is the Medical-Surgical Covid Unit which has persevered through every COVID surge over the past 18 months and demonstrated outstanding clinical care for our patients and their families impacted by COVID-19. The Nursing staff demonstrate compassion and excellence in the care they provide.

By addressing the inequitable impact of the pandemic on San Francisco's Latinx community and individualizing the care provided, patients have received outstanding care on H66/68. Through the staff's efforts, COVID -19 is destigmatized, and public health goals for vaccination and patient education have been promoted.

This team exemplifies best clinical practices and team collaboration resulting in improved outcomes for patients.

CARR/4E COVID Vaccine Clinic Team

Another key component of our organization's response to the pandemic was and continues to be the administration of the COVID-19 vaccinations.

Starting in January, two staff vaccination clinics had been set up in CARR Auditorium and the 4E Clinic, with approximately 850 staff vaccinated per day at each site. In total, over 14,600 vaccines had been administered to staff and 99% of clinical and non-clinical staff who wanted to receive the vaccine were able to receive their first dose by January 17th.

By the end of January, as most staff had received their first dose of the vaccine, ZSFG rearranged the vaccination clinics to focus on patient vaccinations, with a goal of 1,200 vaccinations per day. The CARR Auditorium shifted to patient vaccinations on January 25th and the Learning Center opened as an official patient vaccination site on January 20th.

On August 19th, ZSFG began administering the 3rd dose of the COVID-19 mRNA vaccine dose to patients and staff. By this time, close to 90% of SFHN staff were fully vaccinated, concerted efforts were made to reduce disparities with respect to vaccinations, and the team ensured that patients were vaccinated at all points of their care on the ZSFG campus.

This was an incredible effort, created from the ground up, organized and implemented with all the care and adaptability that the situation demanded and more. The coordination across departments and institutions was phenomenal and service to patients and public health were kept at the center of every decision.

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Coding and Clinical Documentation (Revenue Cycle Team) Health Information Services at SFDPH

The Coding and Clinical Documentation units (Revenue Cycle team) within Health Information Services at SFDPH deserves accolades for their massive growth during a challenging few years. In the last 3 years the team has gone through a new E.H.R. build and training, Go-Live, and pandemic, all while being under the pressure of productivity standards, quality expectations, and revenue production requirements. CDI produces potential missed revenue through querying providers on unclear documentation. They also ensure future quality of care through clarifying patients' records to reflect their health accurately. Coders produce revenue by timely coding charts after the patient is discharged and getting them through to billing.

Prior to March of 2020, coders were averaging .5 charts per hour and CDI was only able to send 25 queries per month. Presently, coding staff code 1-1.5 charts an hour and CDI sends upward of 60 queries per month and growing! During these challenging times, teams have learned, collaborated, and blossomed. The Revenue Cycle team has shown that they are able to accomplish tasks with accountability and passion for their work, and while doing so, have supported ethical revenue producing endeavors that ultimately support more resources for patient care.

Observation Services Improvement Team

Congratulations to the Observation Improvement Team, involving the DoCC Nursing team and leaders, DoCC analysts, Patient Financial Services, the Revenue Integrity Team, EPIC representatives, Med-Surg leaders, frontline clinician and staff teams, and many more.

The Observation Services Improvement Team started in August 2019 with EPIC go-live. Prior to that time, ZSFG self-denied reimbursement for patients who met criteria for observation services. Since August 2019, the team has facilitated over 1,200 appropriate observation encounters and generated over \$11M in new revenue (i.e., payment received).

The data has shown significant improvement in volume and revenue since that time. This year, the team focused on nursing and physician agreement on observation services, where they experienced an increase in agreement rate from 30% to 50% and substantial improvement in specific services, like cardiology.

By improving care coordination processes to implement observation services, the team aims to improve compliance and outcomes related to care delivery and financial stewardship. This work has focused on implementing and streamlining observation service through clinician education, EPIC mistake proofing, and data-driven improvement efforts. Many thanks to the team for their innovative work!

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Social Medicine Team

The Social Medicine program was founded in 2017 to offer team-based collaborative care with linkages to community social and medical services for Emergency Department (ED) patients with complex needs, such as homelessness, food insecurity and mental illness. Over the last 4 years, the team has used performance improvement tools to understand and meet patients' self-identified needs, and to provide moral support to both the patient and frontline clinical team.

Since August 2017, the Social Medicine team has cared for over 6,000 patients with complex medical, behavioral health, and social needs, preventing over 800 admissions and readmissions. The ED Social Medicine consult service has supported care in over 3,000 instances, while the team has provided over 1,500 patients discharge medications free of charge with pharmacy education.

The team also participated in the implementation and evaluation of San Francisco's Shared Priority initiative (between the SF Departments of Health, Homelessness and Supportive Housing, and Human Services Agency), to create 'street to home' plans for vulnerable individuals experiencing homelessness, substance use disorders, and mental illness. The initiative resulted in over 150 individuals being housed.

During the COVID-19 pandemic, the Social Medicine program helped lead the implementation of hotel-based isolation and quarantine for clients experiencing homelessness, including workflows between ZSFG and the hotels. The team purchased and distributed over 1,000 items – such as hygiene kits, food vouchers, pharmacy cards, phones and clothing – to patients at inpatient and ambulatory care encounters across the hospital campus.

Hundreds of stories from our patients highlight how such initiatives supported patient wellness and health during this challenging time. Many thanks to the Social Medicine Team!