

## 2022 Health Commission Employee Recognition

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### **Behavioral Emergency Response Team (BERT)**

In the past year, the Behavioral Emergency Response Team (BERT) lead by Joan Torres, has transitioned to a wider role in at ZSFG. Their new model incorporates a 24/7 operation that responds to calls and pages throughout the hospital to offer support, advise staff and direct interventions for patients when they are exhibiting distress, agitation and disruptive behavior. This expansion of services also included embedding members of the BERT Team in the Medical Emergency Room to continuously support staff and patients in their care, treatment and service.

Joan and her team not only provide clinical intervention, but role model the de-escalation techniques for staff in high risk areas that are best practice in situations where unpredictable and potentially violent behavior may occur. The team has developed innovative and easily understood data reports regarding the work that they do, combining quantitative data (number of calls, location of calls) and qualitative data (descriptions of patient presentation and outcomes in a narrative format) that have informed how the program has developed and expanded. Very few facilities in the Bay Area have such a structured approach to behavioral health emergencies.

Joan and her team consistently show both a staff and patient centered approach to the work that they do and have positively contributed to the ongoing work the Work Place Violence Committee is doing to address the national phenomenon of violence towards health care providers. The team also rounds on various clinical areas to maintain a presence and be accessible and available to staff and patients. This proactive approach provides additional support for at risk patients and real time education for staff.

Thank you to the BERT team for their efforts in undertaking this challenging work, and finding ways to continuously improve. The work that this team does daily to positively impact the safety of staff, patients and visitors here at ZSFG cannot be understated.

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### DPH Data Migration Team - Information Systems and Health Information Management Services

A strategic team behind the scenes for the past 5+ years are highly talented IT and HIMS professionals -- migrating data from many individual source systems to the DPH goal of having a universal electronic health record platform.

This integrated team had to become content experts, knowledgeable on the requirements for acute care, ambulatory, specialty, Jail/Custody health, mental health, skilled nursing, rehabilitation, and population health programs.

This deep knowledge was needed to accurately migrate the data with the proper securities and assure functionality. Their success is legacy data being available to providers for patient care, older data stored appropriately for medical record requests and audit defense.

It is a huge responsibility to successfully match patients across legacy systems and validating the identification for a complete patient and legal medical record. In the process, they have developed best practices for migration with vendors and department subject matter experts.

These DPH DATA HERO's exemplify collaboration, setting goals, often completing projects before deadlines, and going above and beyond consistently.

By the numbers - the multiple project's initial load for the August 2019 Epic Go Live migrated:

- 400,000 patients
- 35,000 appointments
- 1,300 types of lab tests
- 650 types of immunizations
- 700 types of notes and summaries
- 20+ years of Patient Accounting data.

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### Addiction Care Team

The Addiction Care Team (ACT) started in January 2019 to provide evidence-based treatment, harm reduction, and linkage to care for hospitalized patients with substance use disorders at ZSFG. Since then, ACT's interprofessional members, including licensed vocational nurses, a nurse practitioner, patient navigators, and physicians have cared for more than 11,500 patients.

Ms. Martha Castellanos-Perez and Ms. Xenia Guandique are licensed vocational nurses on ACT. The ACT LVN program is an innovative gem in substance use disorder care.

At ZSFG, our admitting nurses screen all hospitalized patients for unhealthy alcohol, tobacco, and drug use. Martha and Xenia then visit patients with unhealthy substance use and administer validated tools to assess for substance use disorders. They then use motivational interviewing to determine patient goals and needs and follow protocolized algorithms to offer evidence-based treatment to help patients to move towards healthier behaviors. Martha and Xenia exhibit tremendous professionalism, teamwork, and compassion in centering their patients' goals.

ACT's interprofessional interventions have resulted in 41% of patients with alcohol use disorder being prescribed medication treatment and 77% of patients with opioid use disorder being prescribed medication treatment during hospitalization. This compares to <2% and <15% nationally for people with alcohol and opioid use disorders. ACT's work has also contributed to readmission rates among people with addiction at ZSFG decreasing from 16.5% to 15.5%. These interventions have resulted in a 54% relative reduction in post-discharge all-cause mortality among people with addiction seen by Addiction Care Team.

### 6M – Children's Health Center

During COVID, many children did not come into care, leaving them behind on their basic childhood immunizations and at risk for being held out of school. Tonia Vega (Interim Nurse Manager), Dominique Nash (Patient Access Manager), David Gordon (Medical Director of Pediatric Urgent Care) and their 6M team provided the SF public with additional vaccine clinics in the evenings the week of 8/22-26 to ensure families with working parents had an opportunity to get their children caught up on vaccines. During this event, they served over 150 families in addition to their regular urgent care services. They truly helped ensure the overall public health of San Francisco by providing SF families with this service. We are grateful for their work.

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### Urgent Care – Vaccine Clinic

Since the start of the vaccination program in ZSFG's Urgent Care, staff have created a patient-centered vaccination culture aimed to reduce barriers for those seeking vaccination services.

To-date, this vaccine site has completed over 207K COVID vaccinations for the SF community. To assist with the expansion to vaccinate healthcare workers against COVID-19, the vaccine clinic re-surfaced the staff roving services and provided 460 vaccinations for staff who could not access the vaccine clinic during operational hours.

When the MPX state of emergency was declared in July 2022, this clinic readily stepped-up to the plate to provide mass vaccination services once again. When called for, this clinic readily opened doors on weekends and holidays to increase access to vaccination services for working patients within our community. Using best practice workflows & a passion for creating low barriers for vaccination services, this clinic managed to provide over 20K of the currently administered 45K MPX vaccinations in the city (about 44%) to help address the increasing cases of MPX in the SF community.

The ZSFG Vaccine Clinic currently continues to provide COVID (all brands available), FLU (regular and high dose) and MPX vaccinations for patients age 6months and over. This one-stop center allows the patients to obtain preventive vaccinations by providing low-barrier (walk-ins always welcome) and providing choice (all vaccine types available). More importantly, the staff here have been complimented numerous times by a diverse group of patients, for their welcoming and patient-centered attitude in caring for our patient community.