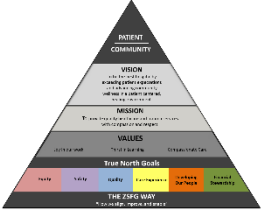


Hospital Operations & Patient Care Report

Presented to the Health Commission – ZSFG on August 22, 2023

ZSFG Executive Team Report

Report Updates



QUALITY

Page 2

- 1. CMS Star Rating
- 2. Successful Surveys
- 3. NICU Gold Star Award Winners

CELEBRATIONS

Page 3

- 4. Dr. David Sanchez Way
- 5. #HeartsInSF
- 6. Wellness Center Reopening

Data Updates



QUALITY

Page 5

- Emergency Department Activities
- Urgent Care Clinic Activities
- Psychiatric Emergency Services Activities
- Average Daily Census
- Lower Level of Care

SAFETY

Page 17

- ZSFG COVID+ Cases
- COVID-19 Vaccinations Administered at ZSFG
- Occupational Health COVID+ Staff Cases
- Occupational Health COVID-19 Staff Management
- Workplace Violence Activity

FINANCIAL STEWARDSHIP

Page 22

- Salary Variance

QUALITY

1. CMS STAR RATING



On July 26, the Centers for Medicare & Medicaid Services (CMS) announced that ZSFG earned an additional star making ZSFG a two-star hospital. This achievement took a lot of work and everyone's all-in effort over a long period of time. This star demonstrates the progress we are making towards achieving our True North goals of equity, safety, quality, and experience, and above all, continuous improvement.

These are the high-scoring areas that helped us earn our new star:

- **Mortality** – ZSFG has lower than expected death rates across many conditions.
- **Care Experience** – Patients rate ZSFG above the national mean for cleanliness, overall hospital experience, and – best of all – willingness to recommend.
- **Safety of Care** – ZSFG scored better than the national mean for low infection rates for central line-associated bloodstream infections (CLABSI) and Methicillin-resistant Staphylococcus aureus (MRSA) bacteremia. We also demonstrated improvement with reducing colon surgical site infections (SSI).
- **Timely and Effective Care** – With 99.9% of ZSFG staff vaccinated for Covid-19, CMS noted the hospital's ability to keep staff healthy and stop the spread of disease. ZSFG also demonstrated a low percentage of outpatient abdominal CT scans, and high percentage of patients receiving appropriate recommendation for colonoscopy screening. These measures reflect how quickly our hospital provides care to our patients to get the best results for patients with certain conditions.

QUALITY

2. SUCCESSFUL SURVEYS

In early July, ZSFG had our ACS Level 1 reverification survey and the surveyors found zero deficiencies. The exceptional collaboration, teamwork, and leadership displayed by all the teams and the engagement of the staff was palpable throughout the survey and highlights how proud they are of the work they do for all our patients. The surveyors repeatedly stated that our teams provide “exceptional care” and that we have a strong “national reputation in quality and leadership” and a “robust collaboration among all services.” This is truly a testament to the amazing and high quality work our Trauma team is doing every day.

In addition to the Trauma Survey, ZSFG's Skilled Nursing Facility had CMS come to the unit to do a comparative validation of the state survey that occurred in June 2023. We are happy to share that CMS was complimentary of the program and identified only one formal finding related to pneumonia vaccine documentation for a single resident. Finally, our Mental Health Rehabilitation Center also had a successful survey. The surveyor described the care team as "cohesive, caring, and having a unified approach."

QUALITY

3. NICU GOLD STAR AWARD WINNERS

ZSFG wants to congratulate our Neonatal Intensive Care Unit team for being awarded the Gold Star by the California Perinatal Quality Care Collaborative. The Gold Staff is for going above and beyond to collect and submit data for NICU and HRIF to contribute to the California Perinatal Quality Care Collaborative database. Thank you to our dedicated staff led by Gillian Otway, Chief Nursing Officer and NICU Leadership Team Shilu Ramchand, Liezl Uy, Jenny Ng, Dr. Amber Pope, Dr. Laura Rubinos and Dr. Alma Martinez for your data advocacy. Thank you to the amazing and hard-working NICU staff for providing the best care to our NICU babies every day.



CELEBRATIONS

4. DR. DAVID SANCHEZ WAY

On July 13, DPH Director Dr. Grant Colfax - along with Health Commissioner Dan Bernal, Vice Dean for the School of Medicine at ZSFG Dr. Elena Fuentes-Afflick, and elected members of the City family and the community joined in the celebration of the official street dedication of Dr. David Sanchez Way between buildings 5 and 7, the new UCSF Pride Hall - here on the ZSFG campus.

Dr. David Sanchez's wife, children, grandchildren and extended family came from miles away to join the dedication event as friends and colleagues shared their deep appreciation and memories of Dr. Sanchez. Dr. Sanchez was a beloved advocate and leader in SF and served on the San Francisco Health Commission for 22 years and was instrumental in connecting ZSFG to the community through the development of significant programs for children, urban health and the Latino community. After his 36-year tenure with DPH, he retired in 2005 and passed away peacefully in December 2020.



CELEBRATIONS 5. #HeartsInSF

A very special commemorative heart sculpture celebrating 150 years of providing care to the community has found its way home to Zuckerberg San Francisco General Hospital today. San Francisco General Hospital Foundation commissioned local artist Sirron Norris to create the unique double-sided sculpture, Heart History, which displays the original hospital on one side and our beautiful new hospital on the other. You can see the heart for yourself on the mezzanine of Building 25. A heartfelt thanks goes to our capital and facilities teams for arranging installation into the glass gallery space.



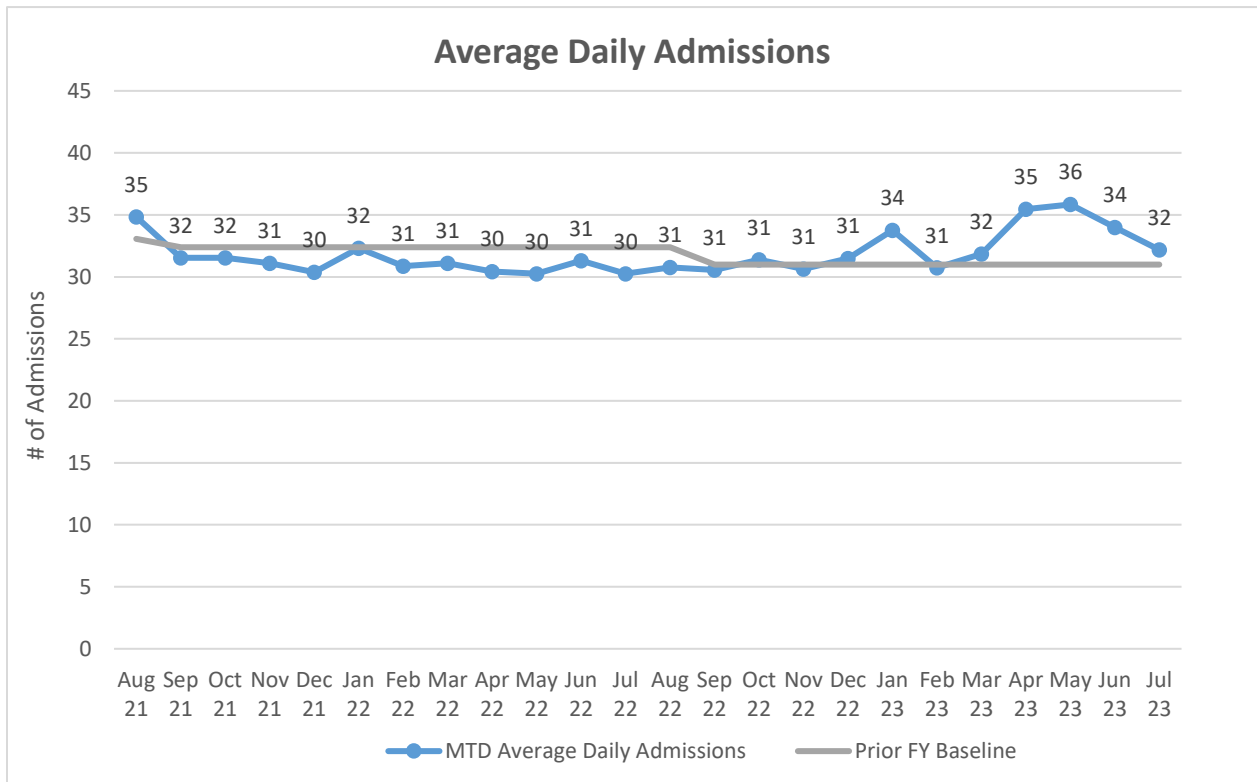
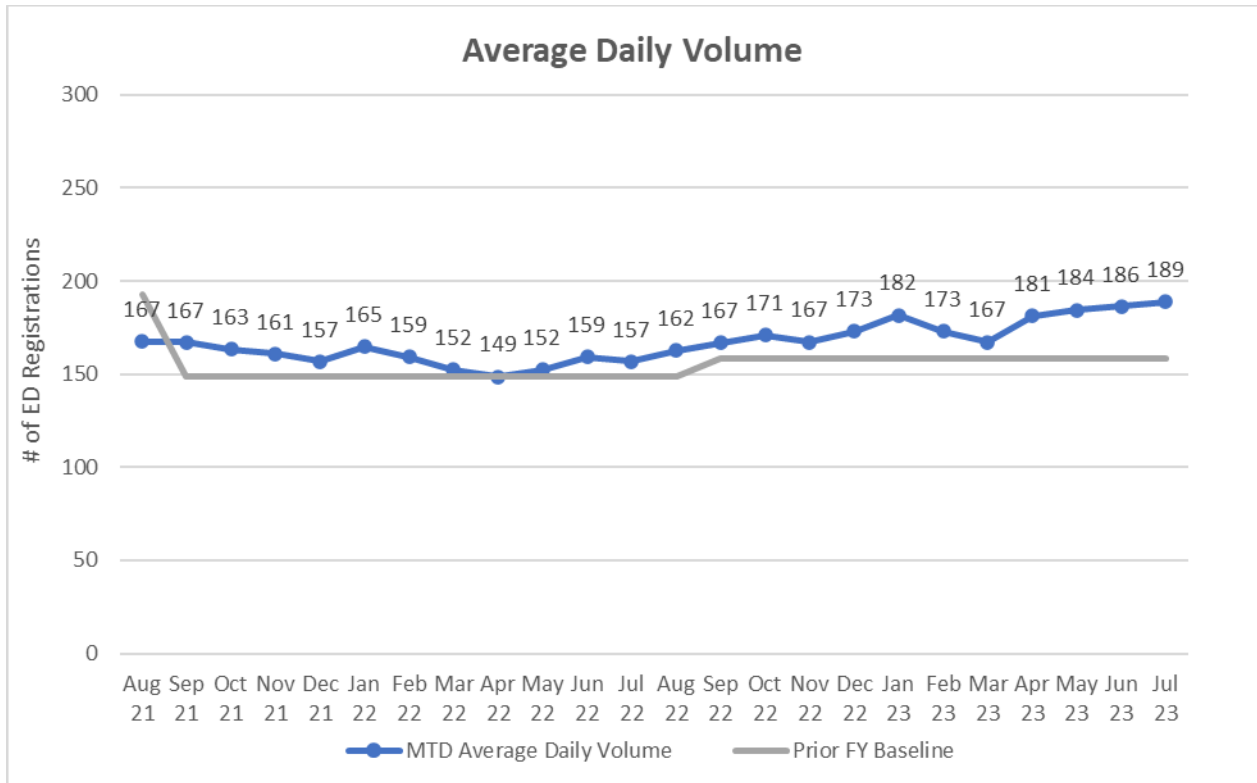
CELEBRATIONS 6. Wellness Center Reopening

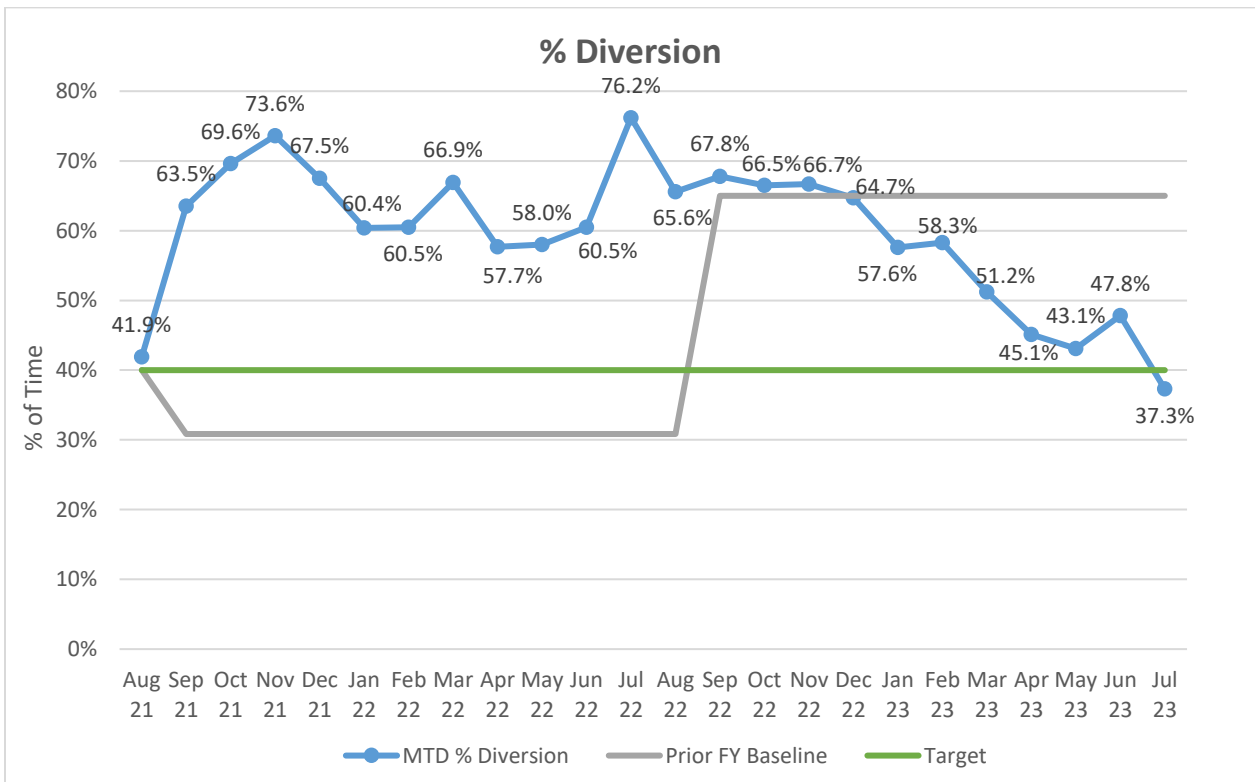
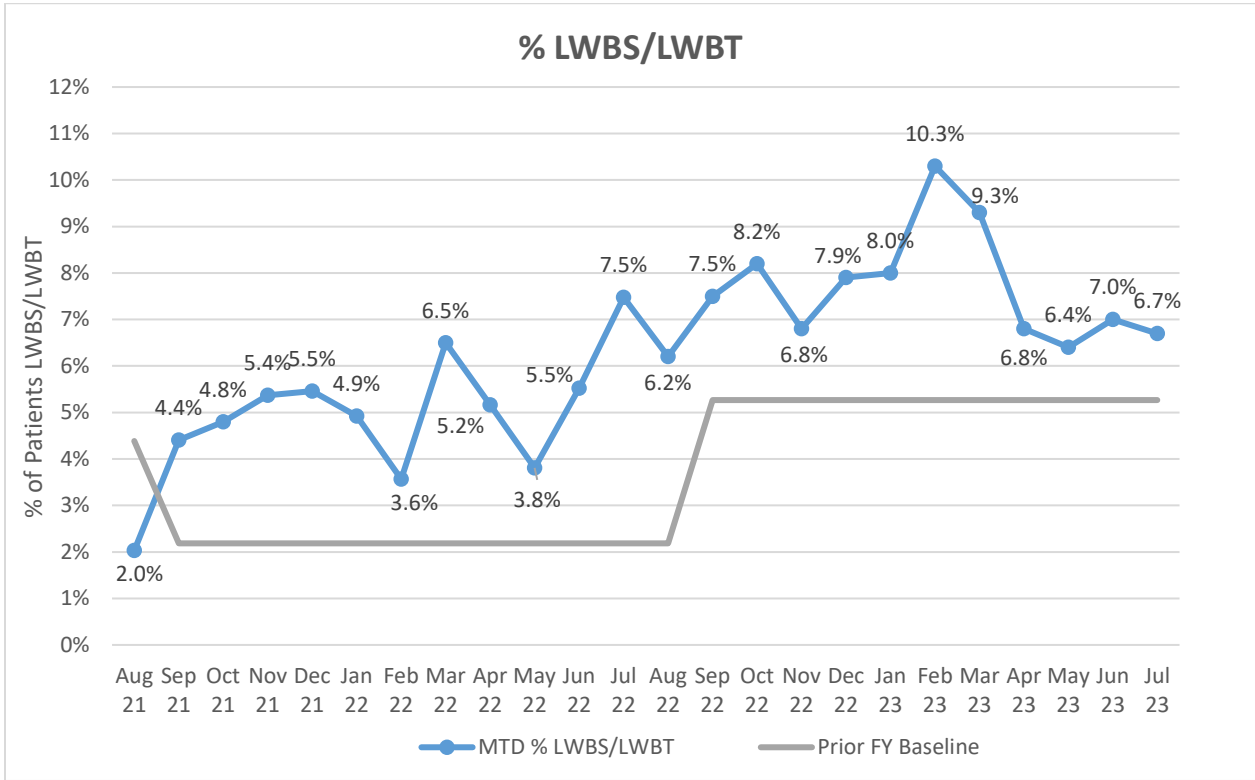
The ZSFG Wellness Center had been closed the past three years due to COVID, but ZSFG's Experience Team had found alternate ways to continue offer health and wellness channels to staff - mostly virtually. In the past 6 months, the team has been slowly re-introducing a few in-person events such as Yoga courses on Mondays or Tuesday, the Wellbeing Pop-Ups on Wednesdays, Total Bootcamp and Zumba on Thursdays - all in preparation of the official re-opening of the Wellness Center – which happened the first week of August.

The re-opening event titled, "Restore," allowed staff members to be welcomed by friendly colleagues who volunteered to staff the event along with friends from the City's Health Services System (HSS). The event offered affirmation readings, hand or foot massages, acupressure - and all were encouraged to sit by the projected waterfall to do Yoga with a certified Yogi. Also, no one left empty-handed - as delicious and thoughtful snacks were provided as folks exited the event feeling restored, relaxed and refreshed. Congratulations and appreciation to the ZSFG Experience / Wellness team!

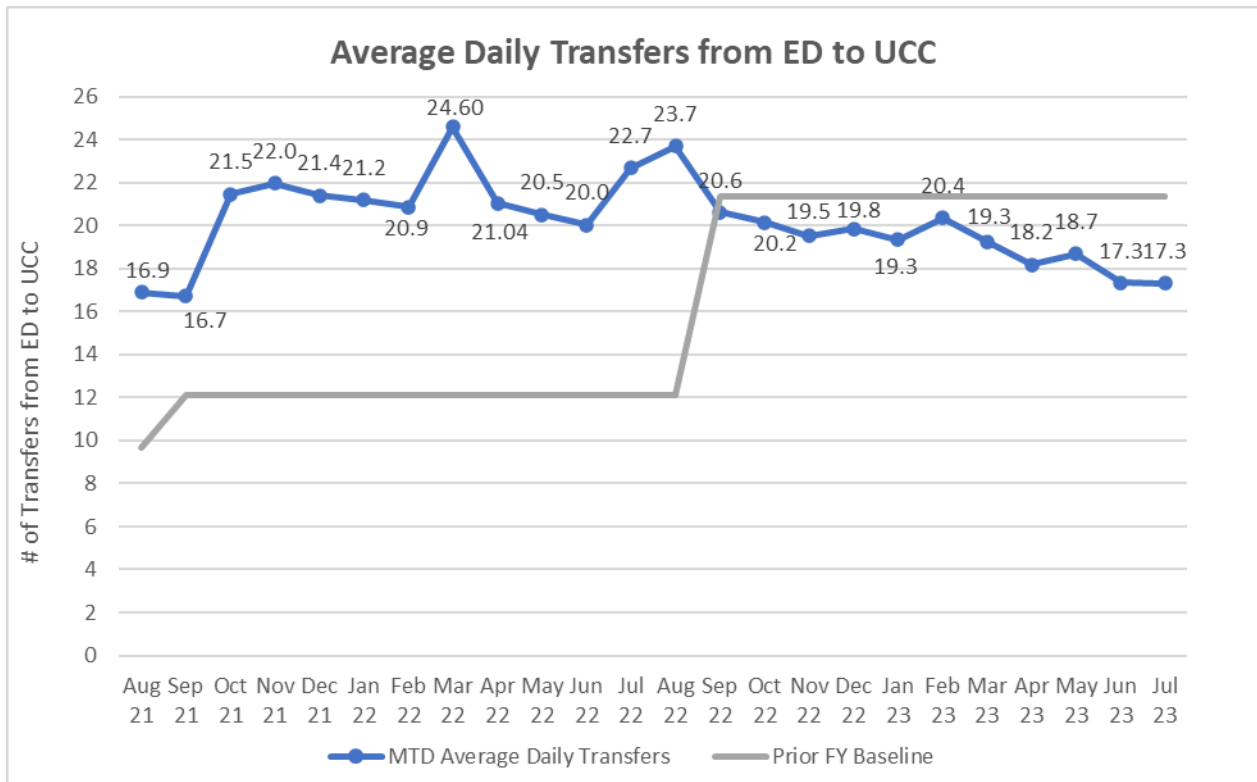
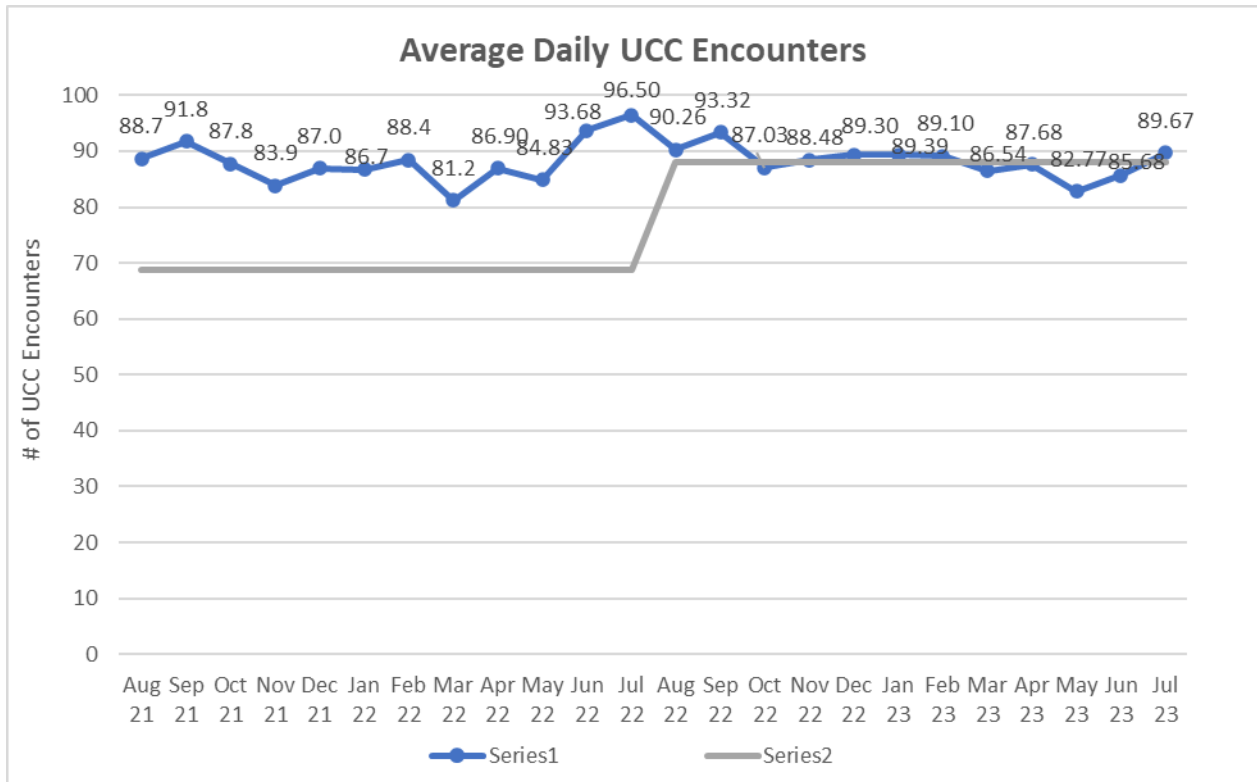


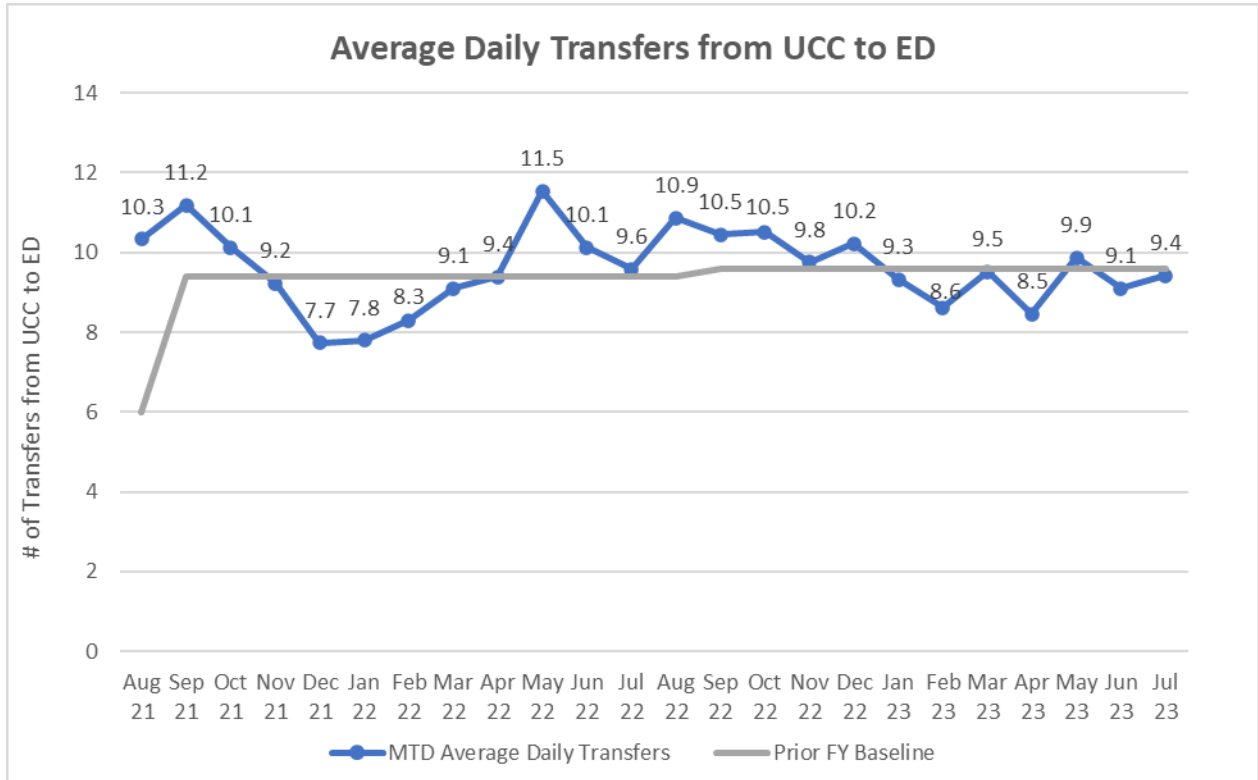
QUALITY Emergency Department Activities



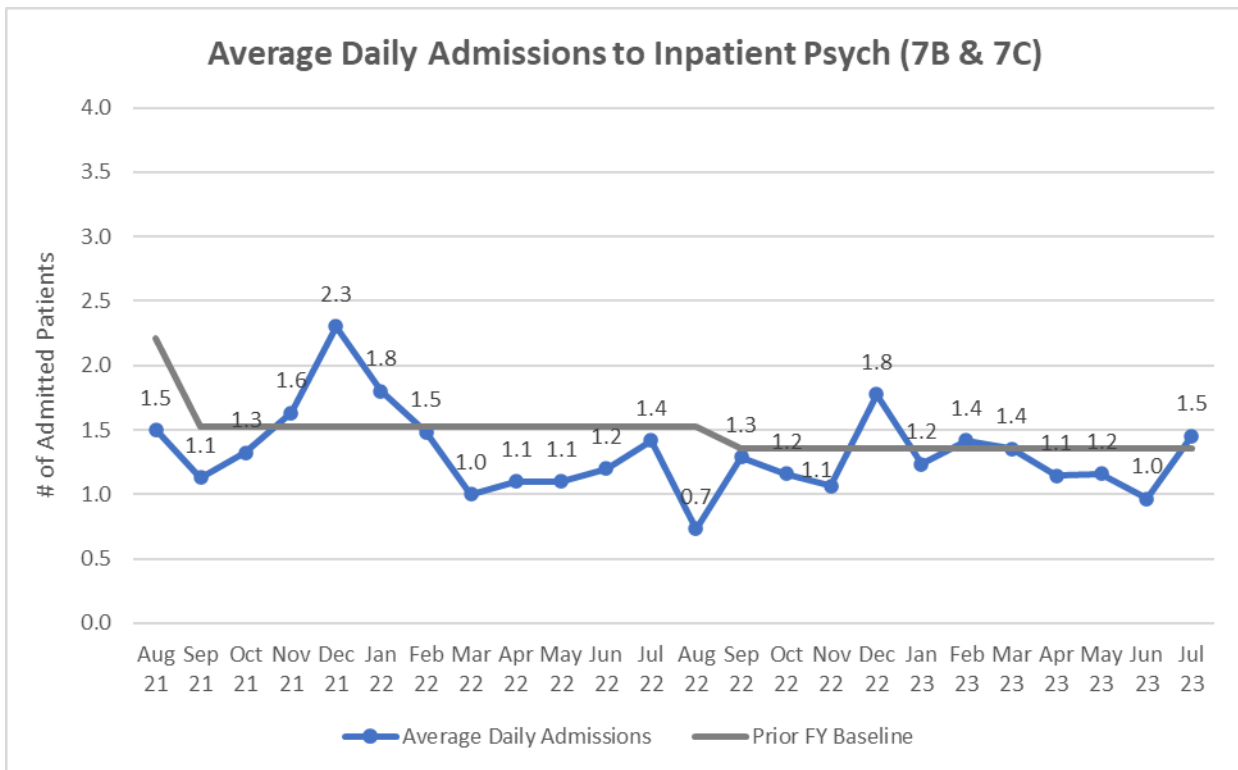
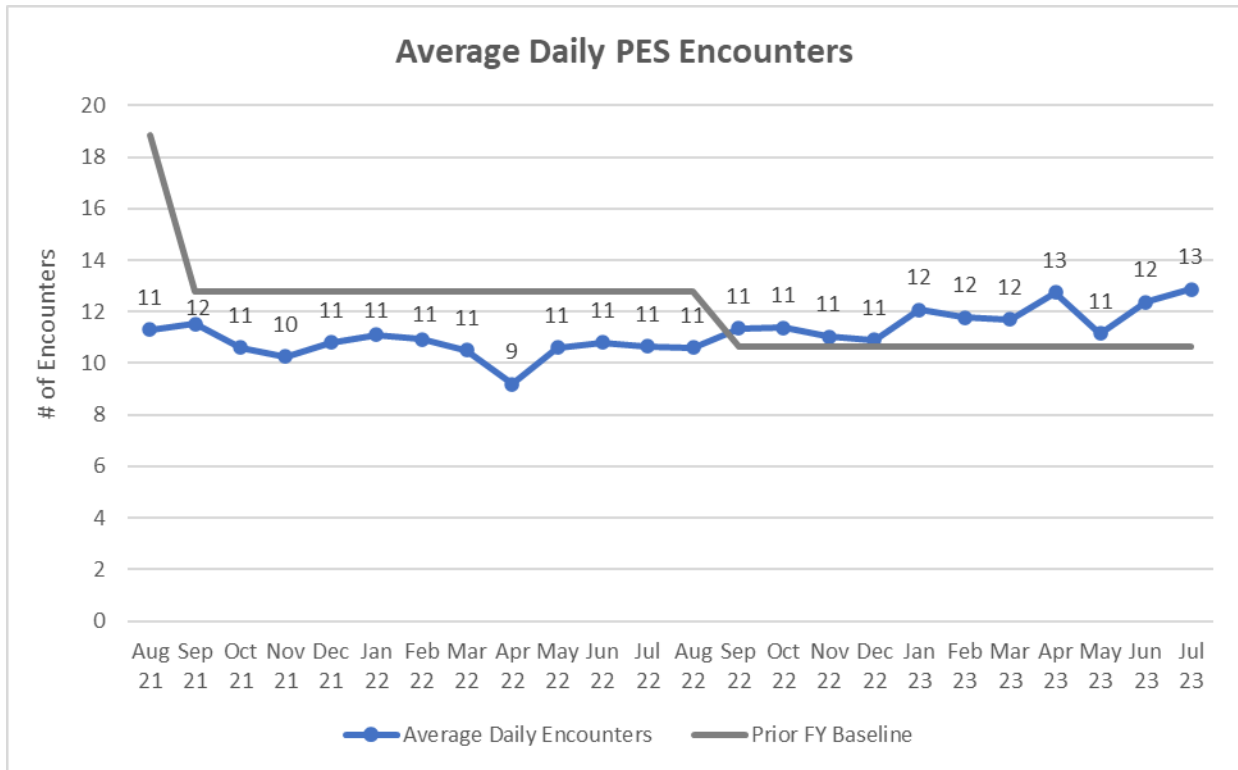


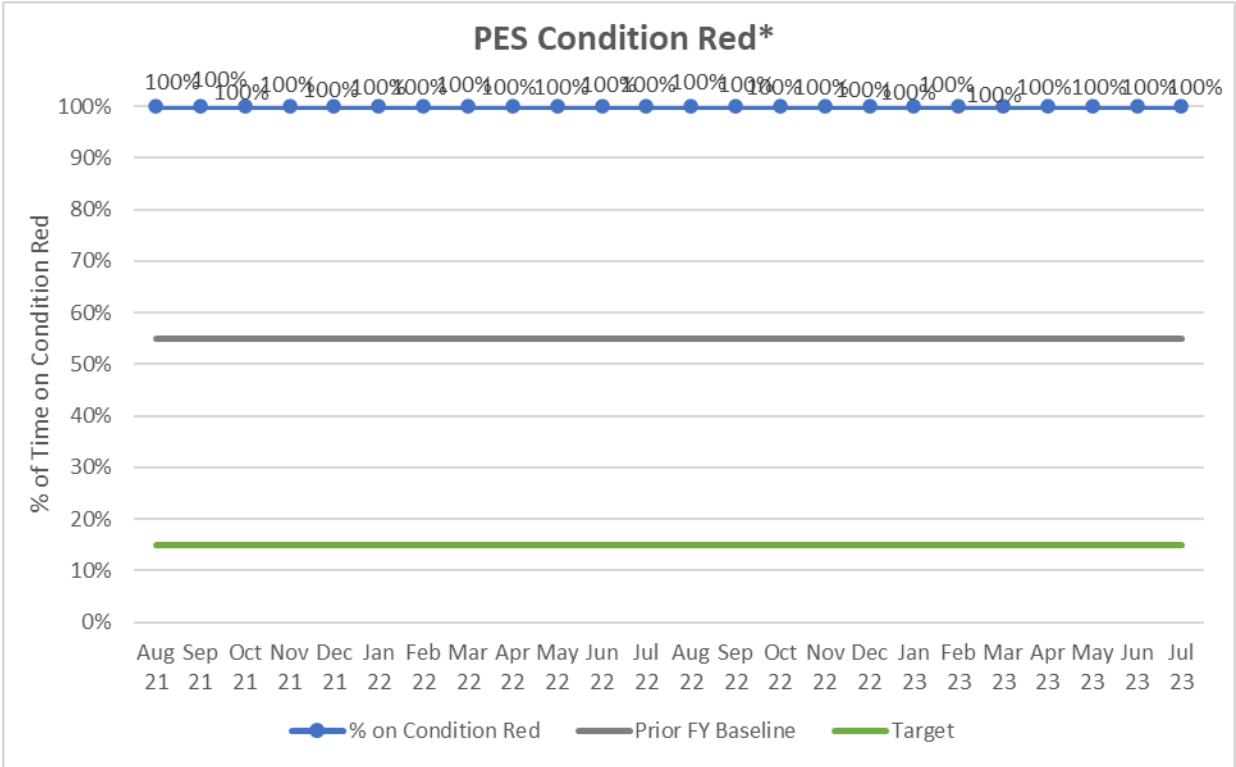
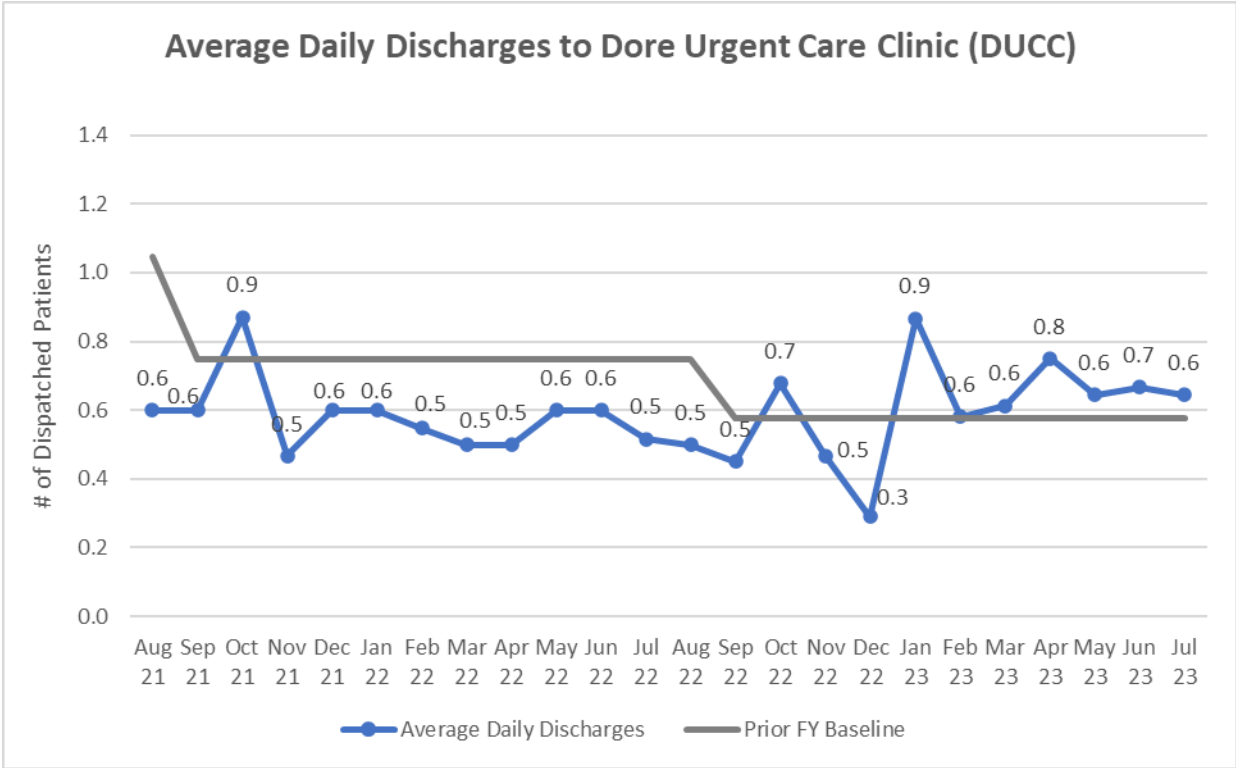
QUALITY Urgent Care Clinic Activities





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.**

QUALITY Average Daily Census

MEDICAL/SURGICAL

Average Daily Census of Medical/Surgical was 175.4 which is 102.57% of budgeted staffed beds and 95.33% of physical capacity. 32.04% of the Medical/Surgical days were lower level of care days: 5.7% administrative and 32.04% decertified/non-reimbursed days.

INTENSIVE CARE UNIT (ICU)

Average Daily Census of ICU was 30.6 which is 109.29% of budgeted staffed beds and 52.76% of physical capacity of the hospital.

MATERNAL CHILD HEALTH (MCH)

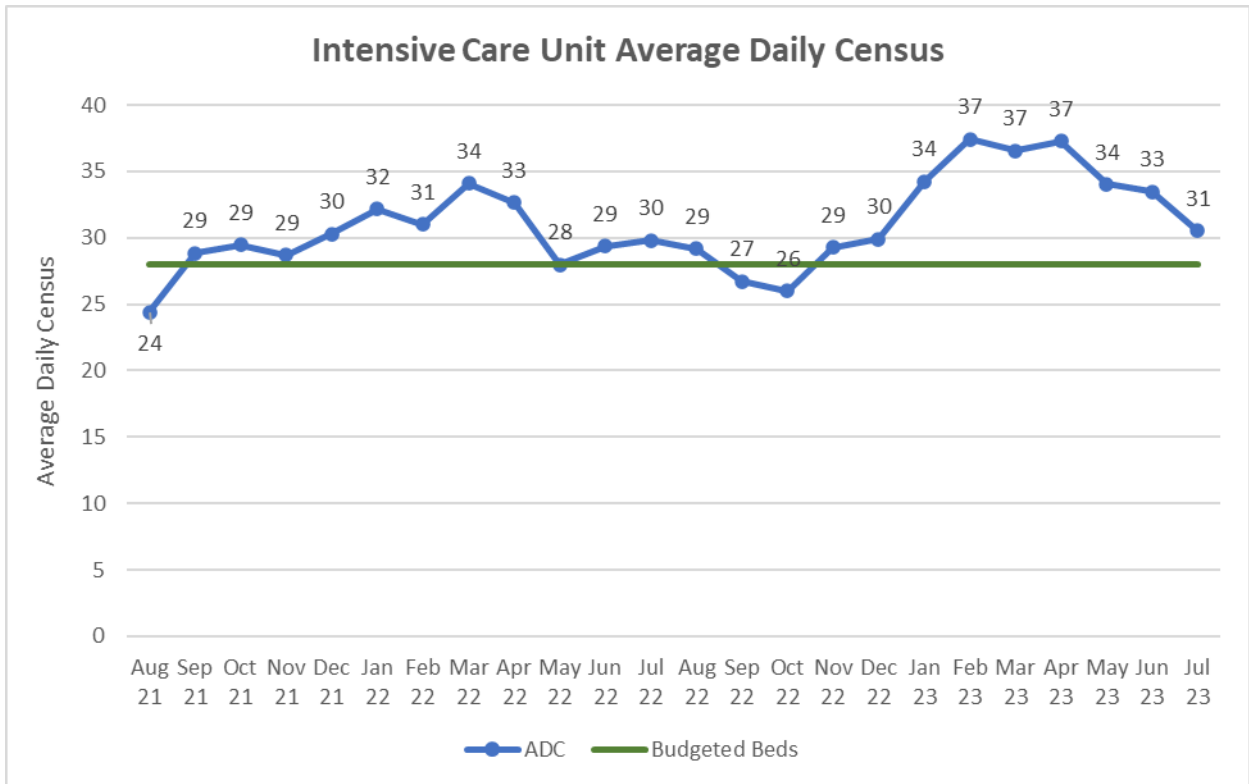
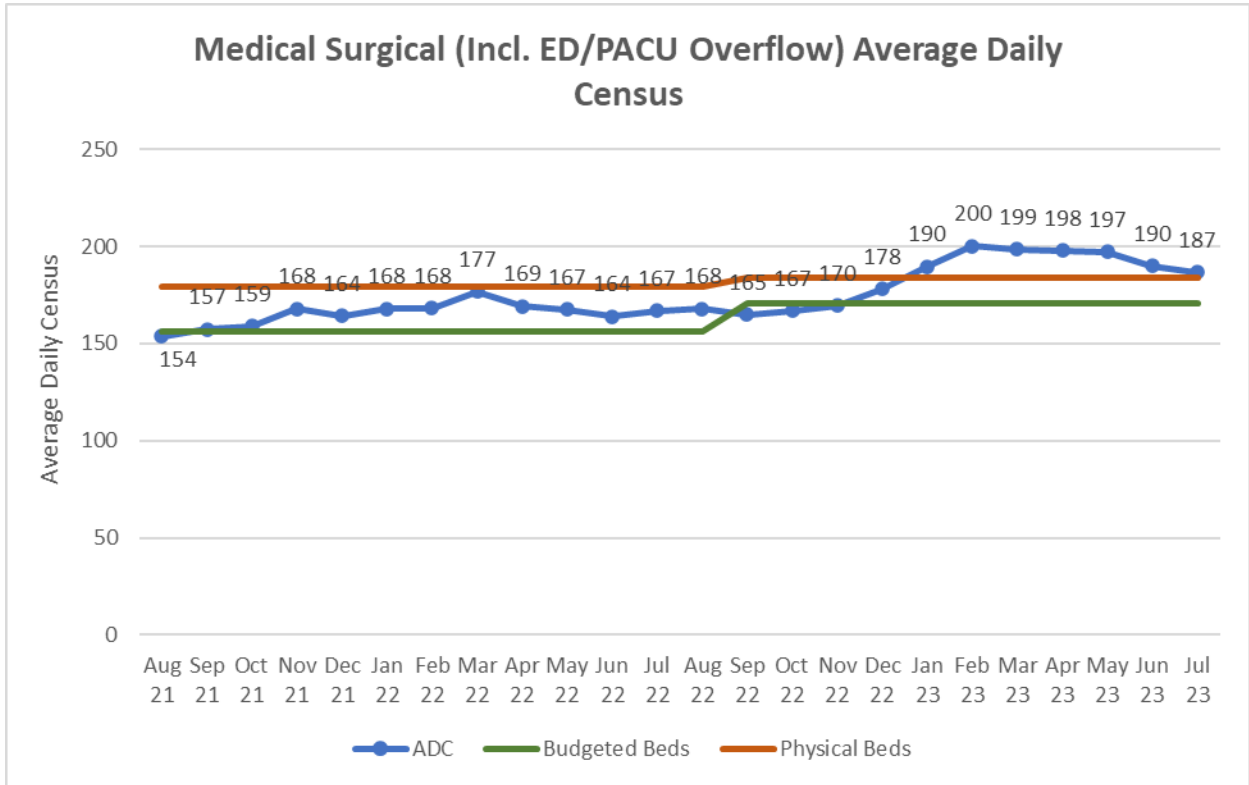
Average Daily Census of MCH was 31.10 which is 103.67% of budgeted staffed beds and 74.05% of physical capacity of the hospital.

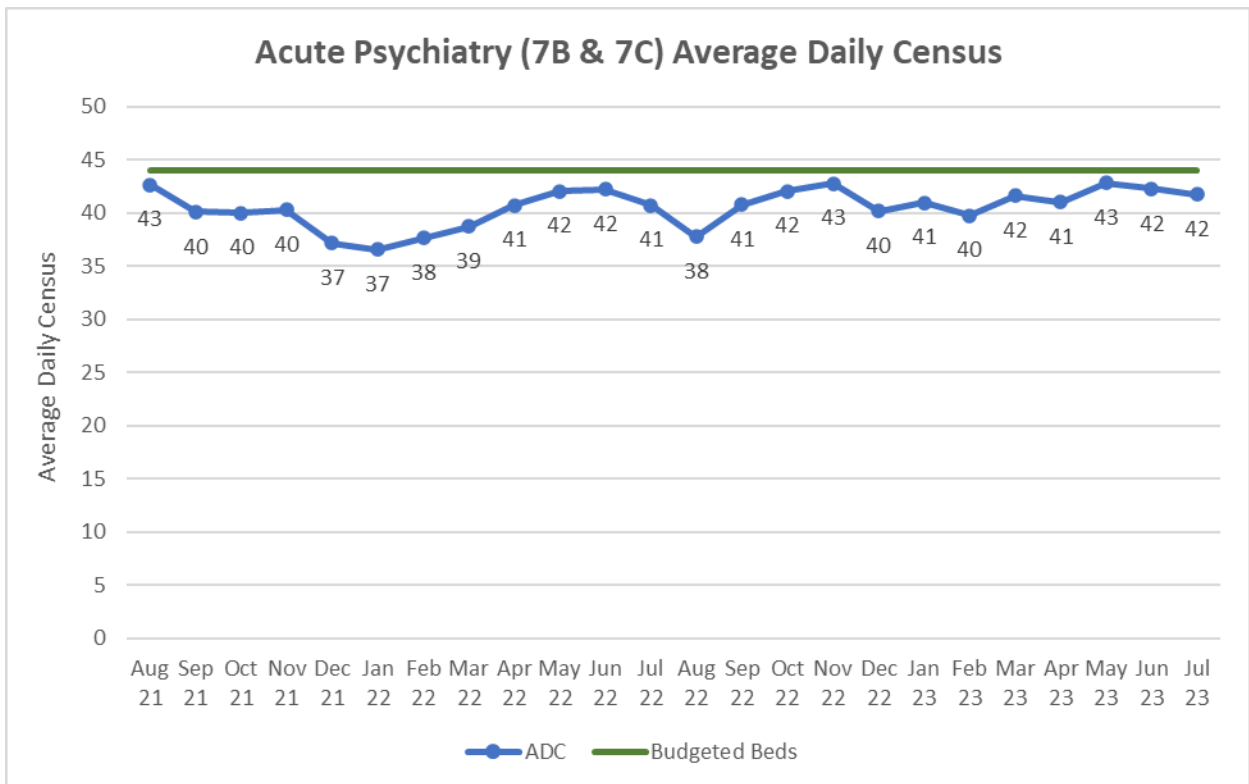
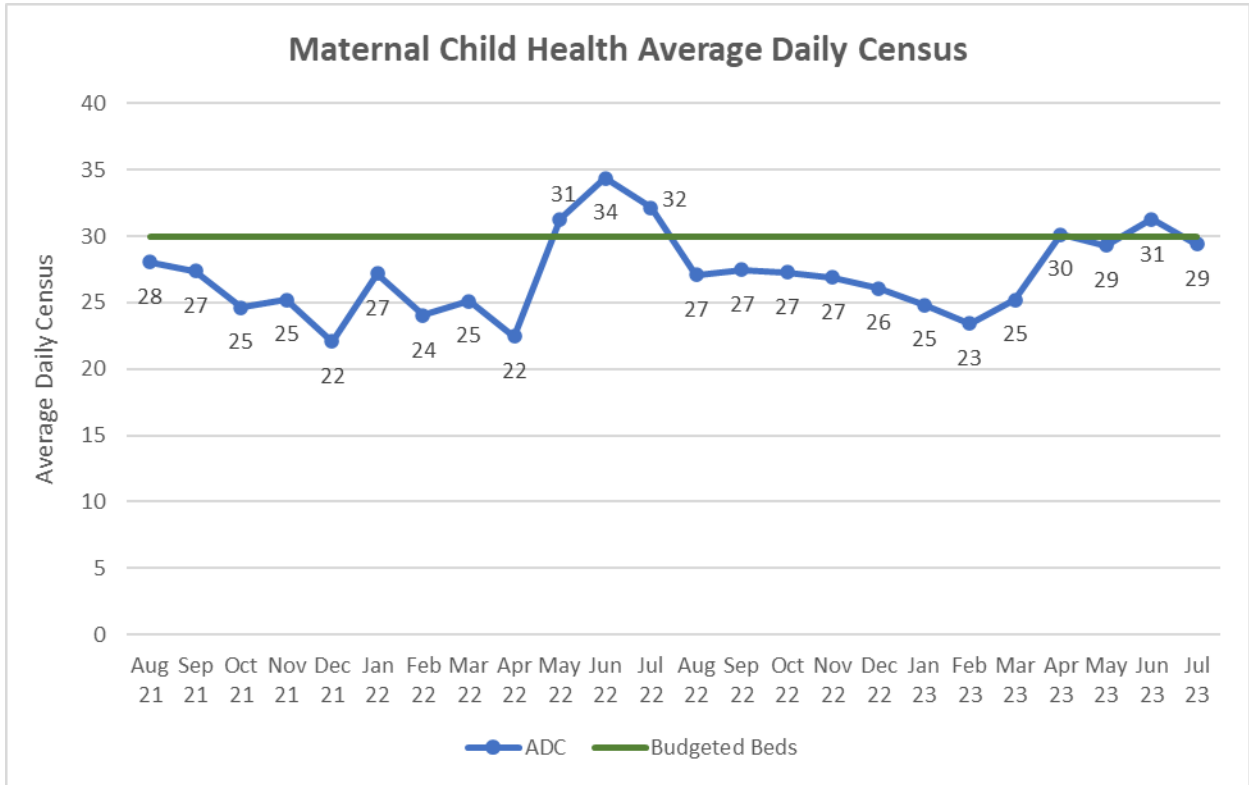
ACUTE PSYCHIATRY

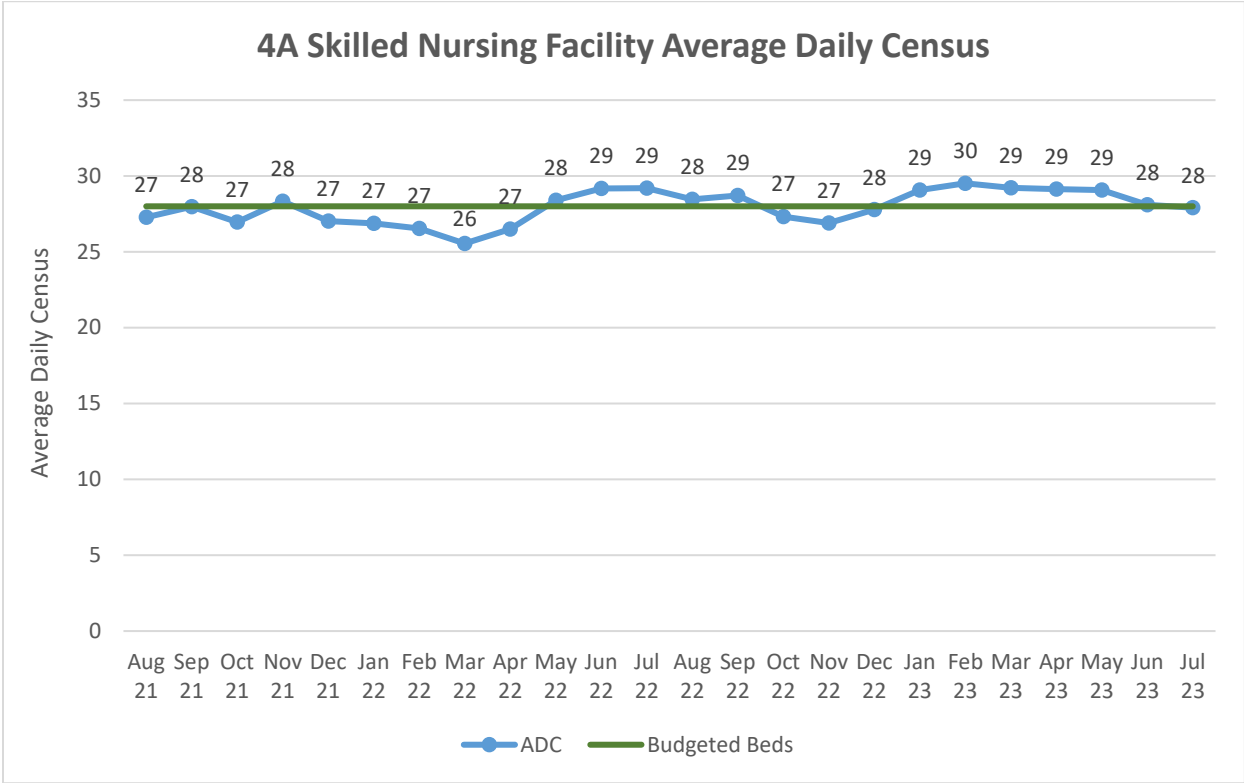
Average Daily Census for Psychiatry beds, excluding 7L, was 43.40, which is 98.64% of budgeted staffed beds and 64.78% of physical capacity (7B & 7C). Average Daily Census for 7L was 5.8, which is 82.86% of budgeted staffed beds (n=7) and 48.33% of physical capacity (n=12).

4A SKILLED NURSING UNIT

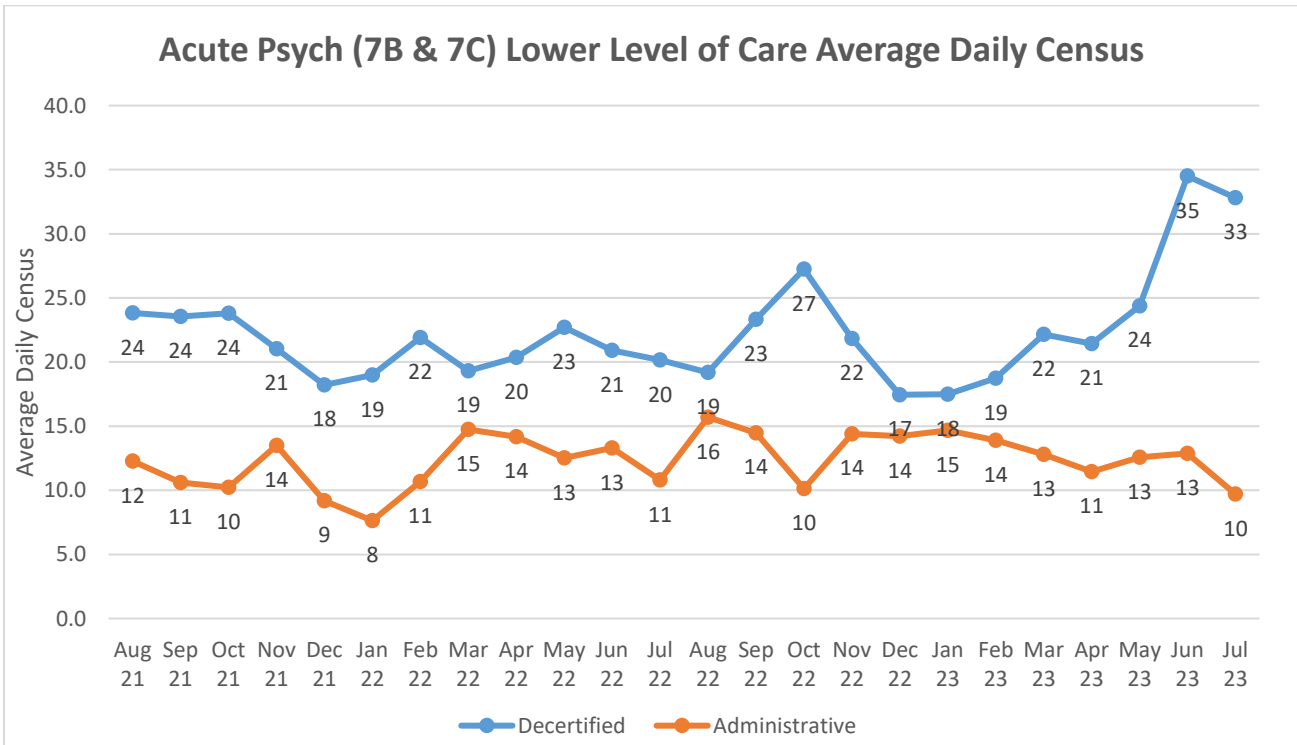
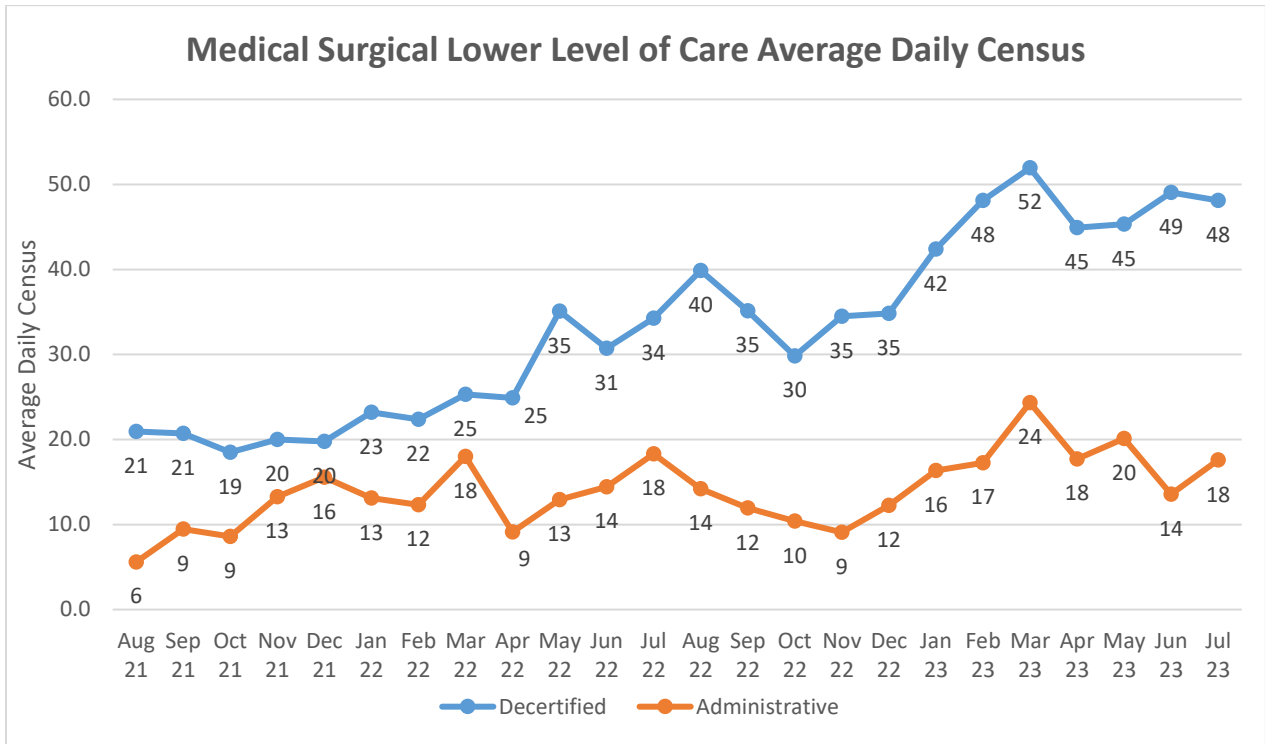
Average Daily Census for our skilled nursing unit was 28.60, which is 102.14% of our budgeted staffed beds and 95.33% of physical capacity.

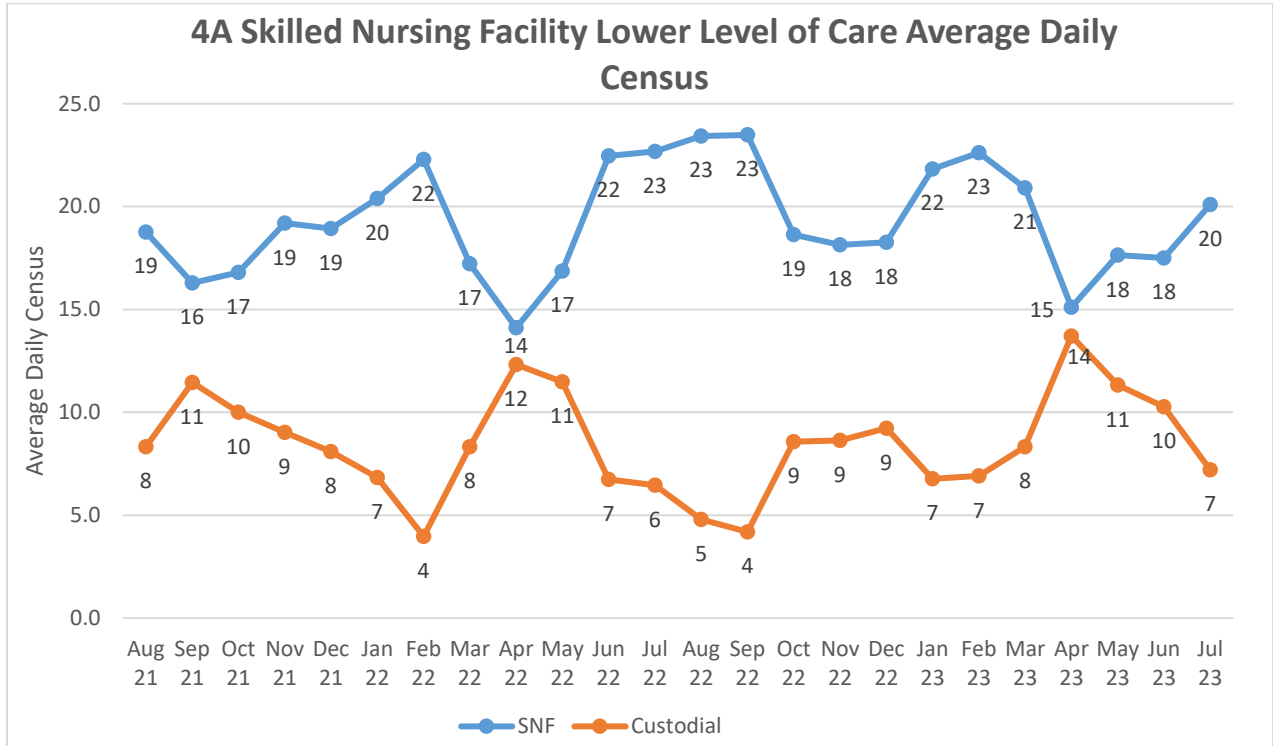




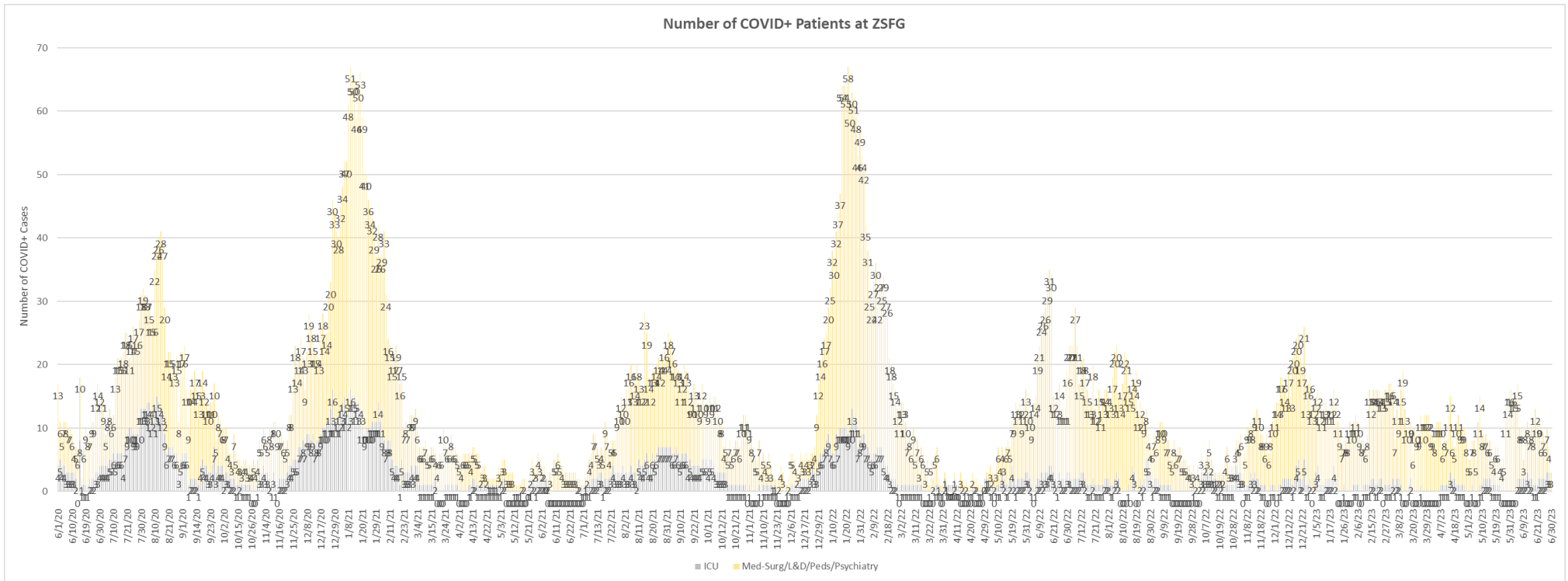


QUALITY Lower Level of Care Average Daily Census



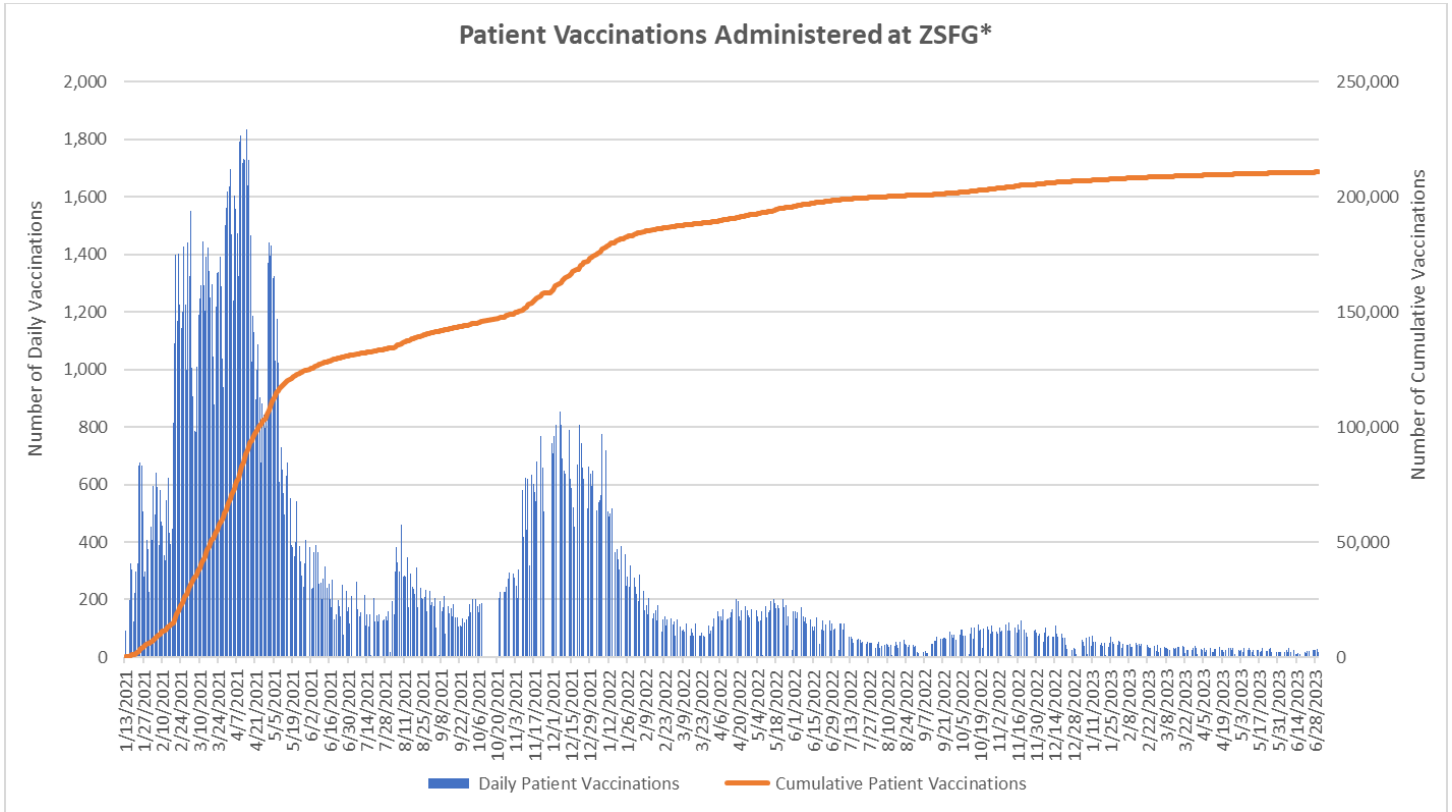


SAFETY ZSFG COVID+ Patients

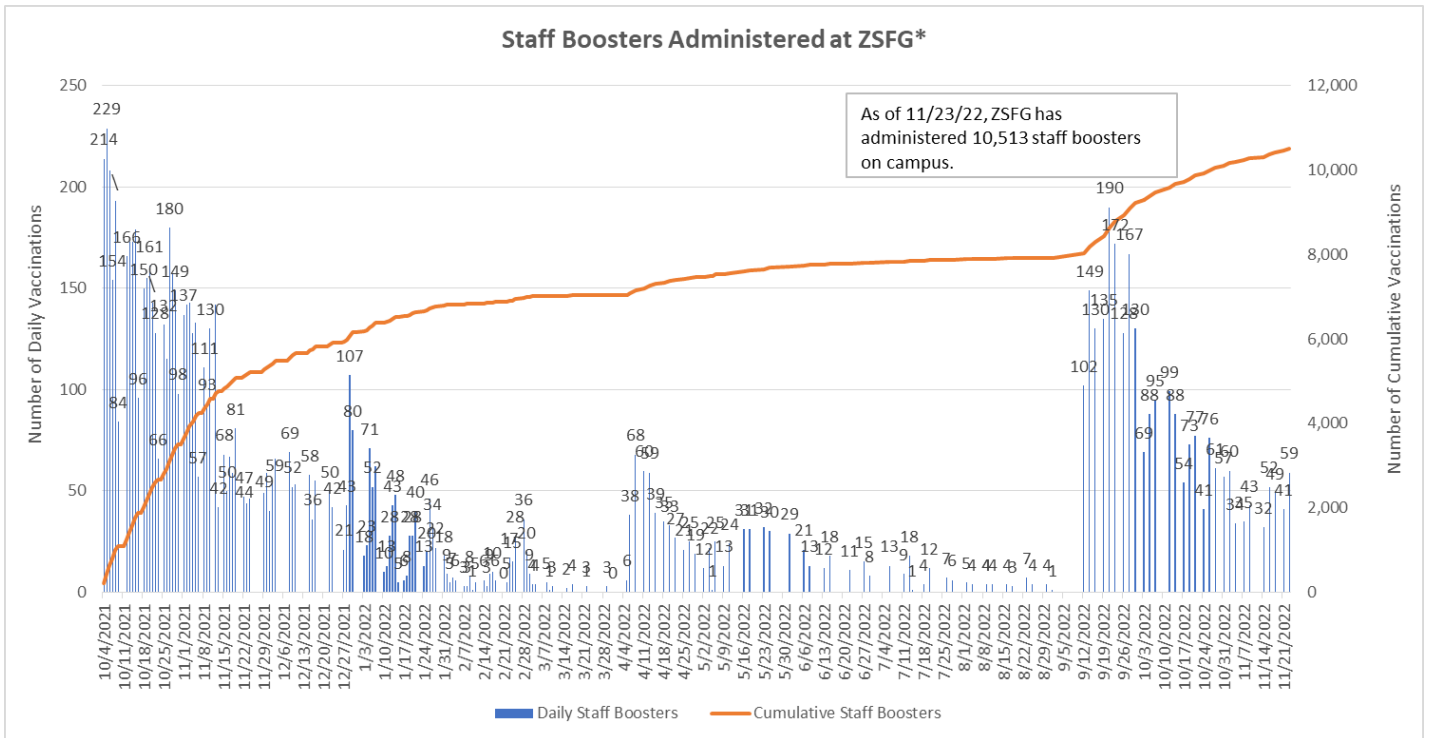


SAFETY

COVID-19 Vaccinations Administered at ZSFG



*Includes network-wide patients and members of the community.

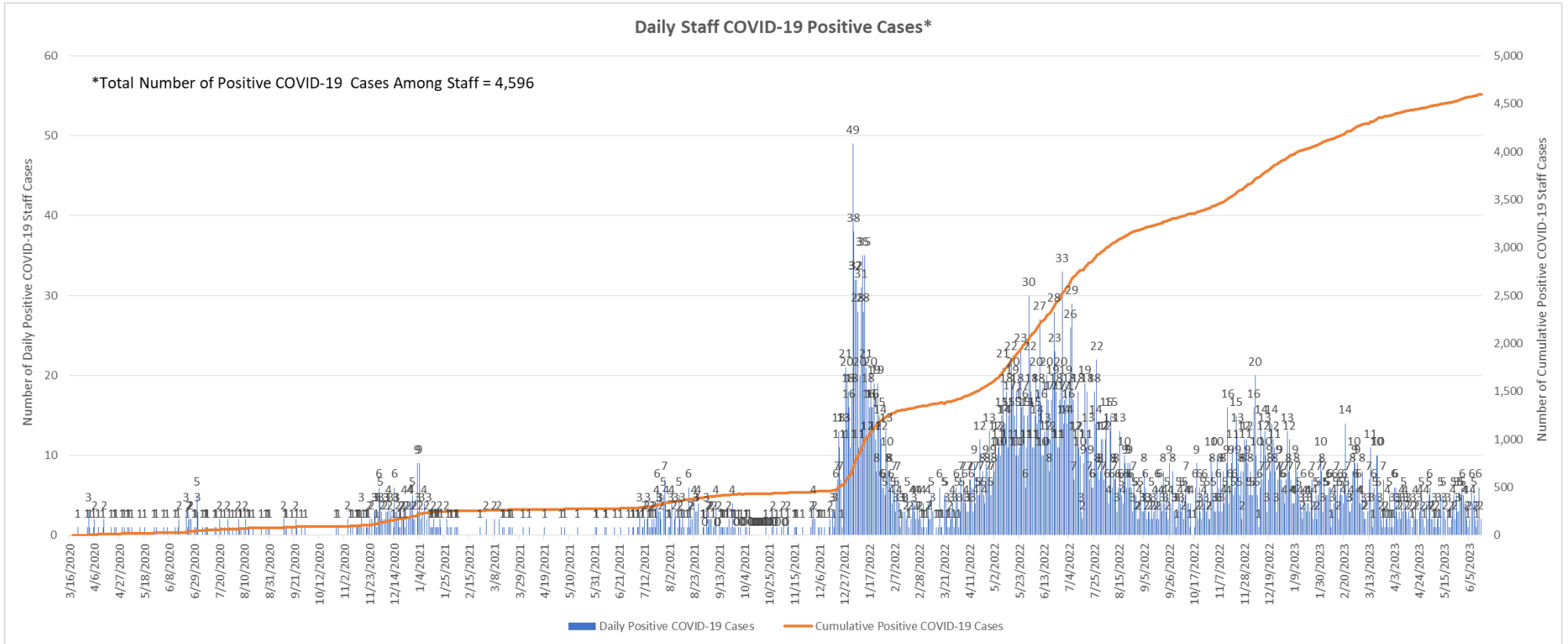


*Staff Booster data is currently unavailable.

SAFETY

Occupational Health COVID+ Staff Cases*

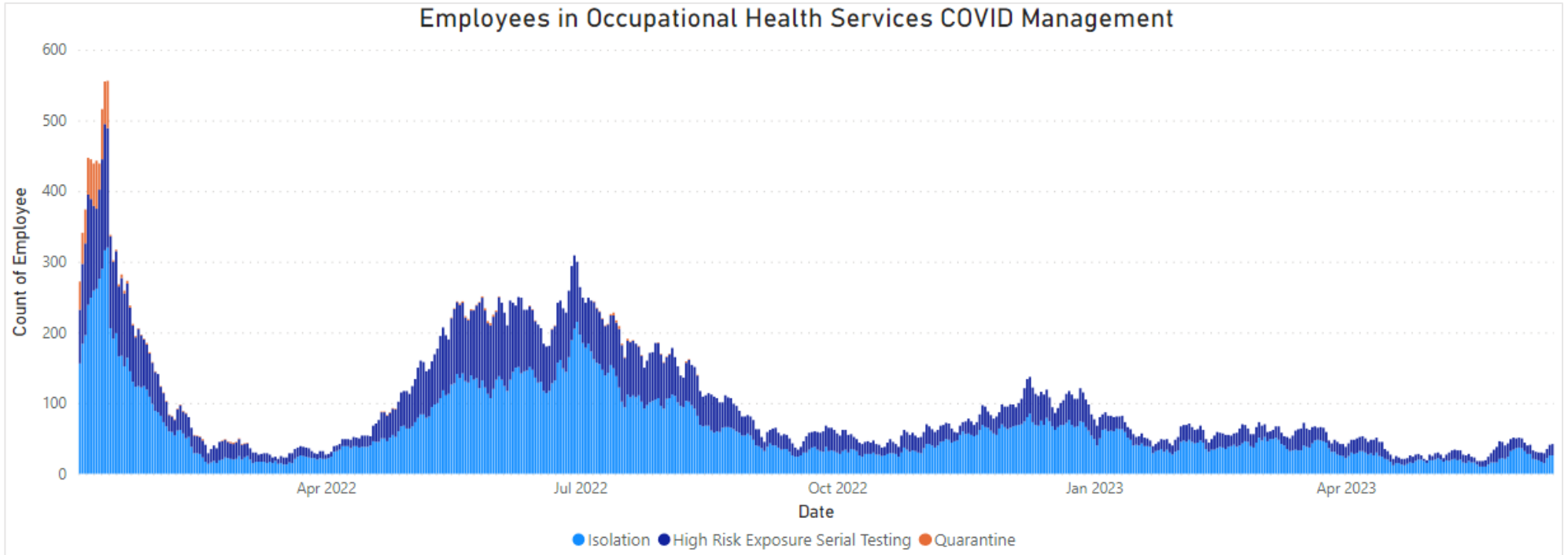
*Data was unavailable for July.

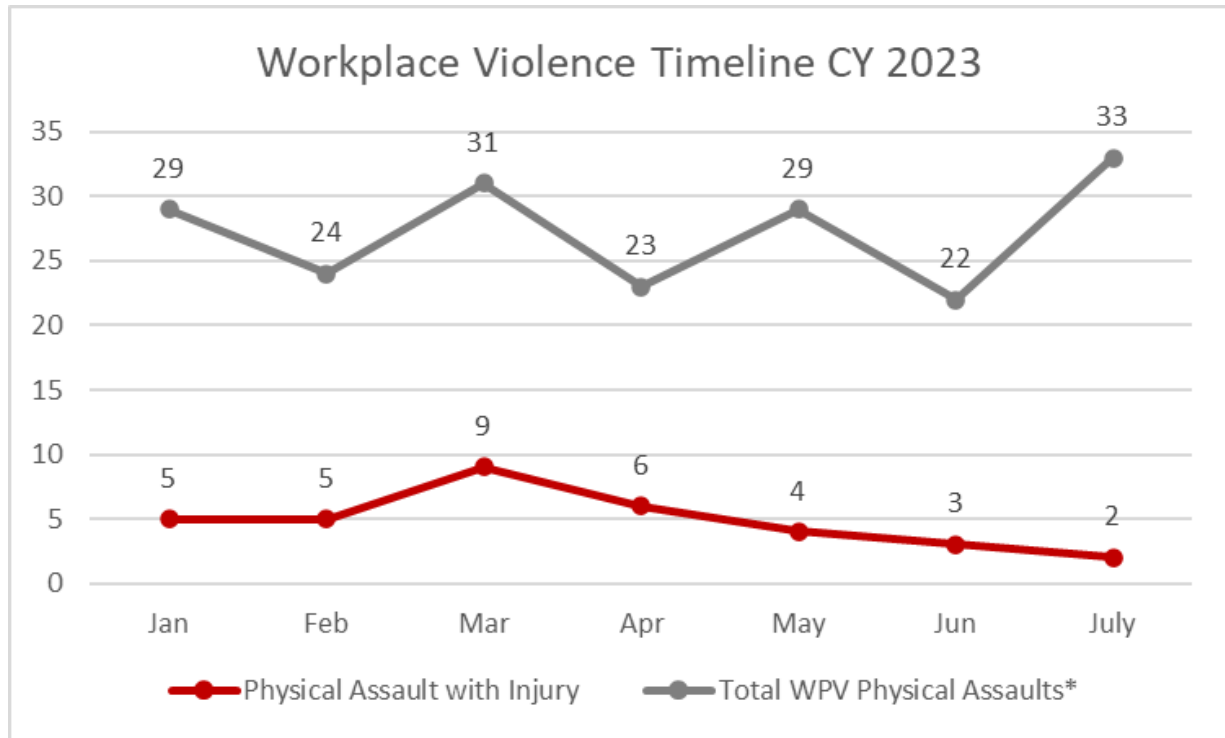


SAFETY

Occupational Health COVID-19 Staff Management*

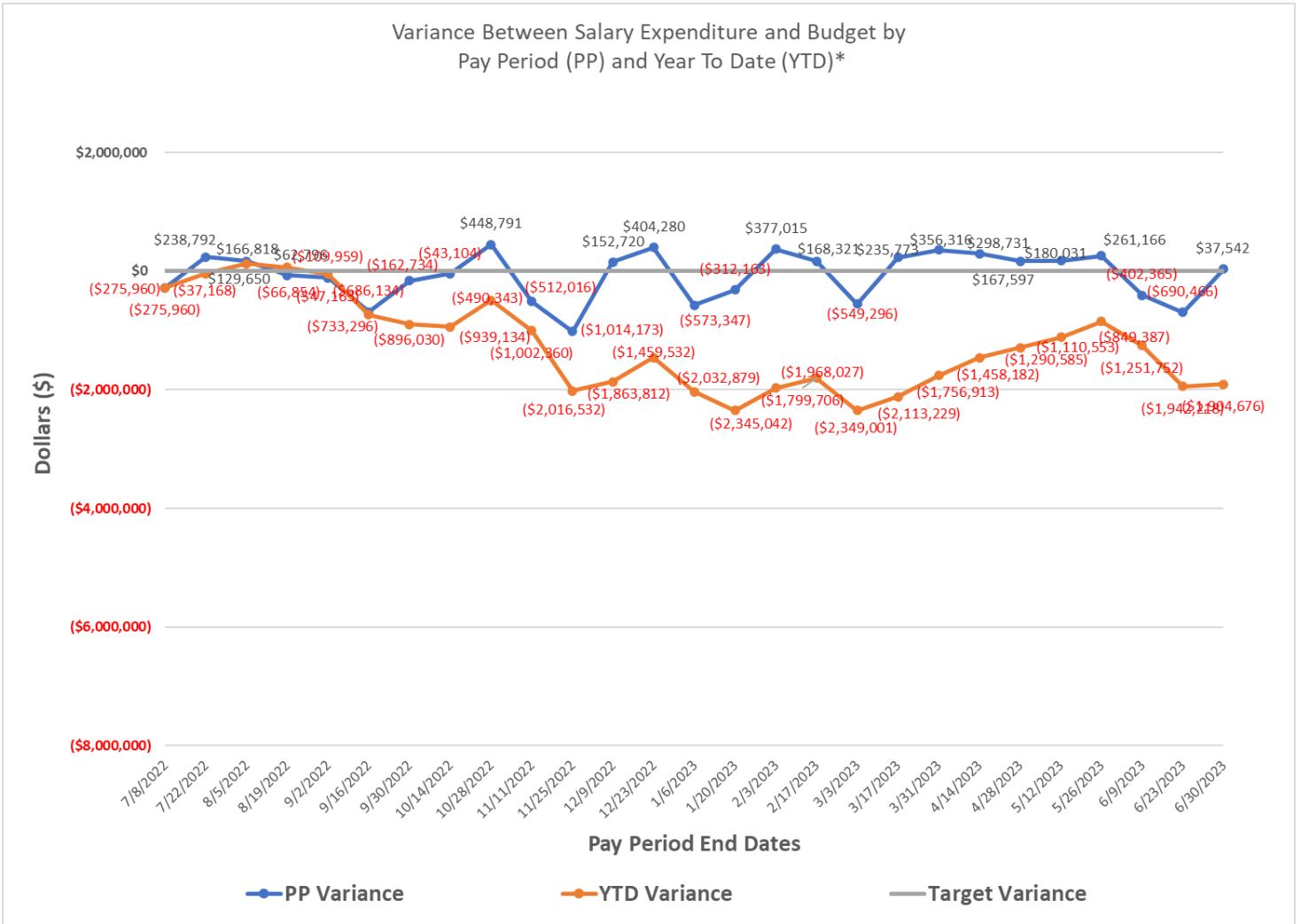
*Data was unavailable for July.



SAFETY**Workplace Violence Activity***

*Workplace Violence data is from ZSFG's SAFE system

Salary Variance



*Please note that Salary information is being updated for FY23/24