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The quarterly newsletter for ZSFG Nursing



Spring 2021 - Issue 2

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A message from our CNO:

Spring is a time of renewal with the earth healing itself from the winter cold. Flowers bloom, animals are born, and there is a sense of hope and happiness that comes with the beginning of the season. As we have now crossed a full year of the COVID-19 pandemic, and with vaccinations in full swing in San Francisco and around the county, I am also feeling hopeful. We have begun to see a light at the end of the dark tunnel that we have been navigating together.

I cannot begin to express my gratitude for our staff and the resolve that you have shown in the past year. All of you have cared for your patients with dignity and respect. You have been a family member when their own family couldn't visit, held their hands as some of them took their last breath, and celebrated those that were discharged home. You cared for our patients with grace, while also dealing with your own pandemic struggles in your personal lives.

Many of you were deployed to alternative locations including the City's COVID-19 Command Center and the vaccination clinics, which has helped vaccinate over 63,000 of San Francisco's most vulnerable residents. Your work is commendable. You all are true heroes.

Thank you for being an integral part of caring for the people of San Francisco and the Greater Bay Area.

With Much Gratitude,

Terry



COVID-19 Vaccinations at ZSFG

In the last newsletter, ZSFG had started with the first staff vaccinations, and we have made a lot of progress since that time. On January 16th the first patients were vaccinated in the Carr Auditorium and the Department of Education and Training (DET).

Since that time, under the guidance of Urgent Care and Outpatient Clinics, ZSFG has now opened two vaccination clinics, in Building 5 (Unit 4E), and in Building 30 at the Department

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Staffing for the vaccination clinics are a joint effort across all ZSFG departments from inpatient nursing units, quality management, eligibility, pharmacy, primary care clinics, and the San Francisco Health Network departments to name a few. Additionally, we have received support from the National Guard, EMTs, and volunteers, which include retired nurses and physicians who have been instrumental of making these vaccination clinics successful.

These two clinics are averaging a daily vaccination rate of over 1,500 PER DAY! Here are some of the staff at the check out stations, in vaccination rooms, performing reconstitution, and with the National Guard. Thank you all for being committed to serving your community.



As of April 8th, our total vaccinations are:

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as of April 8, 2021

Staff Vaccinations

As of Thursday, 3/25/21, the Staff Vaccination Clinic has updated their days of operation:

Days: **Tuesday**

Time: 8:00am-4:30pm

Location: Wellness Center

Total Vaccines Administered: **19,101**

Patient Vaccinations*

*The number of vaccines administered at ZSFG which includes network-wide patients.

Vaccines Administered 4/7: **1,321**

Total Vaccines Administered: **75,716**



Focus on Equity

The Department of Public Health vaccinating San Francisco's most vulnerable:

The COVID-19 pandemic has disproportionately impacted underserved populations of San Francisco, particularly Latinx communities. The following obtained from www.sfgov.org captures how the San Francisco Department of Public Health has been focused on vaccinating those vulnerable populations.

San Franciscans Vaccinated by Race/Ethnicity

[Data Notes](#)

Updated daily at 9:00AM, lagged by one day. Data as of 04/05/21.

Approximately 769,000 San Franciscans are 16+ years old, and 69,808 (9%) have received at least one dose of vaccine from DPH Only.

The **grey bars** below show each group as a percent of San Francisco's total population. The **blue bars** show each group as a percent of the total vaccines administered to San Franciscans. They **do not** represent the percent of each group that has received the vaccine, which SFDPH cannot currently report due to data limitations in the Census.

For example:

- 35% of San Franciscans age 16+ identify as Asian.
- 37% of San Franciscans age 16+ vaccinated by DPH Only identify as Asian

Use the buttons to select vaccine providers and recipient age groups.

Select vaccine providers:

Select age group:

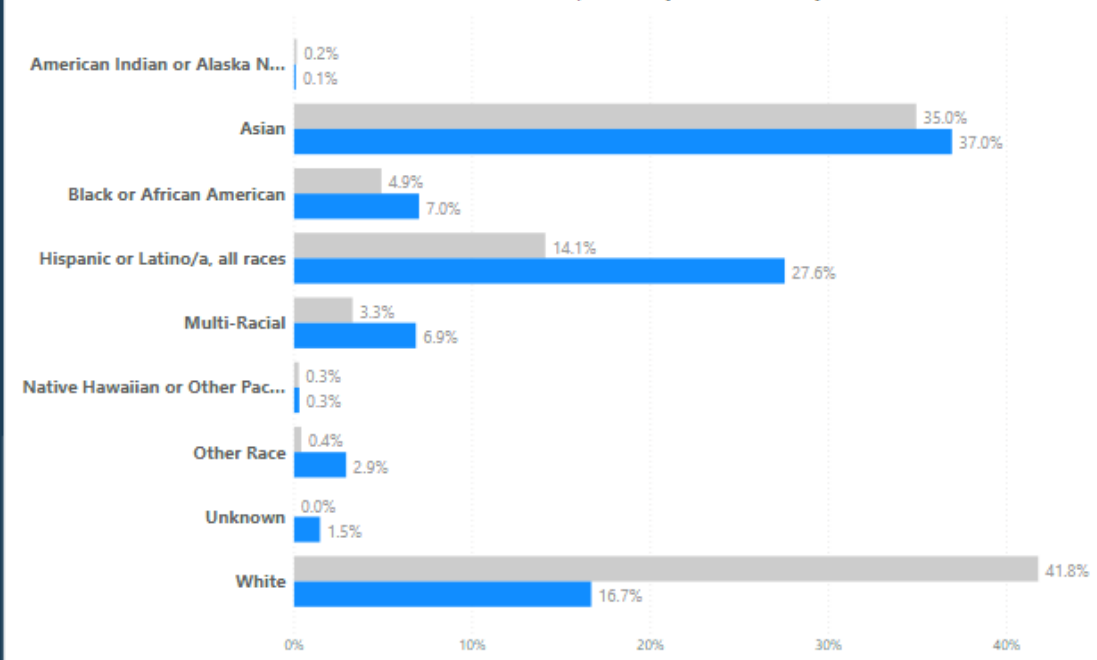
All Providers

SFDPH Only

Over 16

Over 65

San Francisco residents and San Francisco vaccine recipients, by race/ethnicity



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Congratulations to ZSFG's Kate Kinasz, M.D., and Alissa Peterson, M.D for their article published in *Psychiatric News* by the American Psychiatric Association outlining the implementation of COVID-19 vaccinations in the Inpatient Psychiatry Department at ZSFG.

Here is an excerpt from that publication:

“On vaccination day, three nurses administered vaccines, one nurse kept the environment calm and secured the vaccine site on the unit, and the other nurses working on the floor answered questions or helped in the waiting areas. OTs taught patients deep breathing exercises to help with anxiety and provided snacks and a coping skills art group during the 15-minute post-vaccine monitoring period. Phone and in-person interpreters were available as needed. Joan Pauline Torres, one of the nurses administering vaccines, noted that many of our patients expressed interest in the vaccine before it was even available in the hospital. “We provided education early so that our patients felt comfortable in their own decision to get vaccinated once it became available to them, ... [and] establishing a positive environment around the vaccine was key,” she said. No significant side effects were reported other than occasional muscle aches and mild fever after the second dose, relieved by acetaminophen.”

To read the full article, please click the button below:

[Read the whole article](#)

Meet the Psychiatry CPI Trainers!

Andrea Chon, MSN, RN, Nurse Manager of Psychiatric Emergency Services

SFDPH utilizes the Crisis Prevention Institute (CPI) Nonviolent Crisis Intervention program to train our staff in decision-making skills and de-escalation techniques for responding to and managing difficult situations, disruptive behavior, and escalating events in the workplace. This evidence-based training was adopted by our organization in 2017. Meet our **Psychiatry Department CPI Certified Instructors!** These RNs will begin by providing training in the PES and eventually will augment a broader campus-wide cohort of CPI instructors. Thank you, trainers!

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Silvia Hernandez, RN has worked at ZSFG for 4 years on unit 7B. She is excited for her coworkers to build on the foundation that they currently have.

Marcus Jackson, RN has worked at ZSFG for 1 year on unit 7L. He's excited about this CPI training because it will be more comprehensive than past trainings.



Lauren Watanabe, OT has worked in the Department of Psychiatry for 6 years. She is looking forward to working with other disciplines and brainstorming ways to help patients.

Brooke Jensen, RN has worked at ZSFG for 7 years, she is one of the Department of Psychiatry's nurse educators and is on the BERT team. Her goal in the CPI training is for all different disciplines to have a common language and set of skills for working to deescalate patients.



Richard Stejskal, LCSW has worked in the Department of Psychiatry for 3 years. He is eager to empower the multidisciplinary teams to use their skills for safer outcomes for patients and staff.



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Catherine Argumedo, JD, CHC, Compliance and Privacy Officer

ZSFG has experienced a number of privacy breaches recently due to staff inadvertently giving items containing protected health information (PHI) to the wrong patient when they are leaving the hospital. These items have included:

- Medications
- Discharge summaries
- After visit summaries
- Patient itineraries printed from EPIC
- Handwritten appointment slips
- Documents included within the patient's belongings.

Please review all items, documents, medications, or anything else containing patient information before handing them to a patient.

Please double check the full patient name and confirm with the date of birth or other identifier (such as MRN or phone number), as patients may have similar initials and/or names.

Please confirm the full patient name and additional identifier before handing documents, medications, or any other items containing PHI to your patients at discharge.

Thank you for your continued commitment to protect patient privacy and protected health information, especially during these challenging times.

If you have any questions about handling documents with PHI or would like to report a privacy incident, please call the Privacy Officer at 415-728-6928 or email her at catherine.argumedo@sfdph.org.



Department

Be-Verlyn Navarro, MSHA, RN, Director of the Emergency Department

John Ikeda is one of our MEAs in the ED for 8 years now. On February 17th, he was watching the evening CBS national news and learned about several 3M counterfeits coming into the nation's supply. He also noticed that the quality of the N95 he was using in the ED has changed compared to the previous ones he was using. The next morning, upon arrival to work, he went to check the PPE carts and the serial numbers of the N95s. He checked against the 3M website for the counterfeit serial numbers and found matching ones in the ED supply. He immediately notified ED leadership about this issue. Entire ED supply of N95 were checked and all counterfeits were removed.

Thank you to John for his attention to this detail and for advocating for patient safety.



Wellness: Frontline Worker Counseling Program



The Frontline Workers Counseling Project (FWCP), formerly called the COVID-19 Pro Bono Counseling Project, is an initiative that helps connect frontline workers with free, confidential psychotherapy and counseling. Over 450 licensed and insured professional psychotherapists in the Bay Area have volunteered to offer free services through the FWCP, representing a wide range of personal and professional backgrounds, including psychologists, licensed clinical social workers, psychiatrists, and marriage and family therapists.

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predetermined number of sessions indicated in the therapist's listing on our site. The FWC's role is to make locating free psychotherapy as quick and easy as possible for overwhelmed, overworked frontline workers. <https://fwcp.org/>

Eligibility

Our project is now open to all frontline and essential workers in the following counties: Alameda, Contra Costa, Marin, Napa, Sacramento, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, and Yolo. We consider all essential workers to be "on the front lines" due to the sacrifices and risk their jobs entail. The eligible worker population includes, but is not limited to:

- All kinds of workers in hospitals, clinics, and other healthcare settings. This includes both clinical and non-clinical staff.
- Workers in homeless and domestic violence shelters, or who provide essential services to unsheltered people or people with insecure housing.
- All first responders who may be exposed to COVID-19 due to their jobs, such as firefighters and EMTs.
- Workers who help to distribute food through programs for families in need, through working for delivery services, and through working at grocery stores.
- Delivery and postal workers.
- Essential childcare providers and educators.
- Workers who help support essential government functions, such as poll workers.

[Click Here to Access the Front Line Workers Counseling Program Website](#)



Staff Spotlight: Norlissa Cooper, PhD, MSN, RN



We would like to congratulate Norlissa, who has been appointed as a member of the Association of Women's Health, Obstetrics and Neonatal Nurse (AWHONN) Public Policy Committee. The mission of the Public Policy Committee is to guide the direction of the organization's advocacy efforts through the identification, monitoring and evaluation of social, political and environmental trends, issues, risks and concerns.

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1. Provide insight to inform AWHONN's Legislative Agenda.
2. Review and revise selected position statements.
3. Lend guidance and support to inform public comment on issues related to public policy or government affairs.
4. Serve as a sounding board when rapid responses are need to emerging opportunities or challenges that do not require board intervention.
5. Select the topic and speaker(s) for the Legislative Forum at convention.

Norlissa is also the Lambda Chi Chi Sorority Chapter President. The Chapter was formed in 2015 to develop healthy communities through advocacy, collaboration, education, leadership, research and service and is comprised of professional registered nurses and nursing students. Their signature program, Nurse-led Community-based Public Healthcare Initiative (NCPHI) trains Peer Health navigators to conduct preventative health screenings, provide resources, literature and coordinated referrals to high risk, vulnerable and under-served groups. Lambda Chi Chi also hosts health fairs and partners with nonprofits and hospitals for health outreach initiatives.



RN 2320 Reassignment Opportunities

The RN Reassignment Program at the Department of Public Health was created to gauge the response of current PCS 2320 RN Registered Nurses with regards to reassigning to a different unit. There are currently RN 2320 reassignment opportunities in Critical Care, Emergency, and Quality Management. Use the link below to learn more about the RN Reassignment Program.

[Click here to see the current list](#)



Team Highlight: Critical Care COVID Units

Christina Bloom, RN, MSOL, NEA-BC, Nursing Director of Critical Care

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As we mark the anniversary of caring for COVID-19 patients at ZSFG, the ICU reflected back over the past year to recognize our achievements and successes.

A few of these include:

- Established COVID specific care delivery workflows, guidelines and practices
- Increased ICU capacity by using overflow units as well as converting PACU space into additional overflow
- Created and staffed COVID ICU teams, adjusting structure and workflow through rapid PDSA cycles
- Trained and oriented additional RN assistance from traveler companies, PACU and CCL. Special thanks go out to all of the PACU and CCL RNs who assisted in caring for our patients in times of surging census!
- Developed a myriad of innovative PPE and equipment conserving strategies, while reducing staff exposure and risk and maintaining patient safety
- With the help of Aiyana Johnson's team, implemented tablets to help our patients and families stay connected to each other when we weren't able to welcome visitors

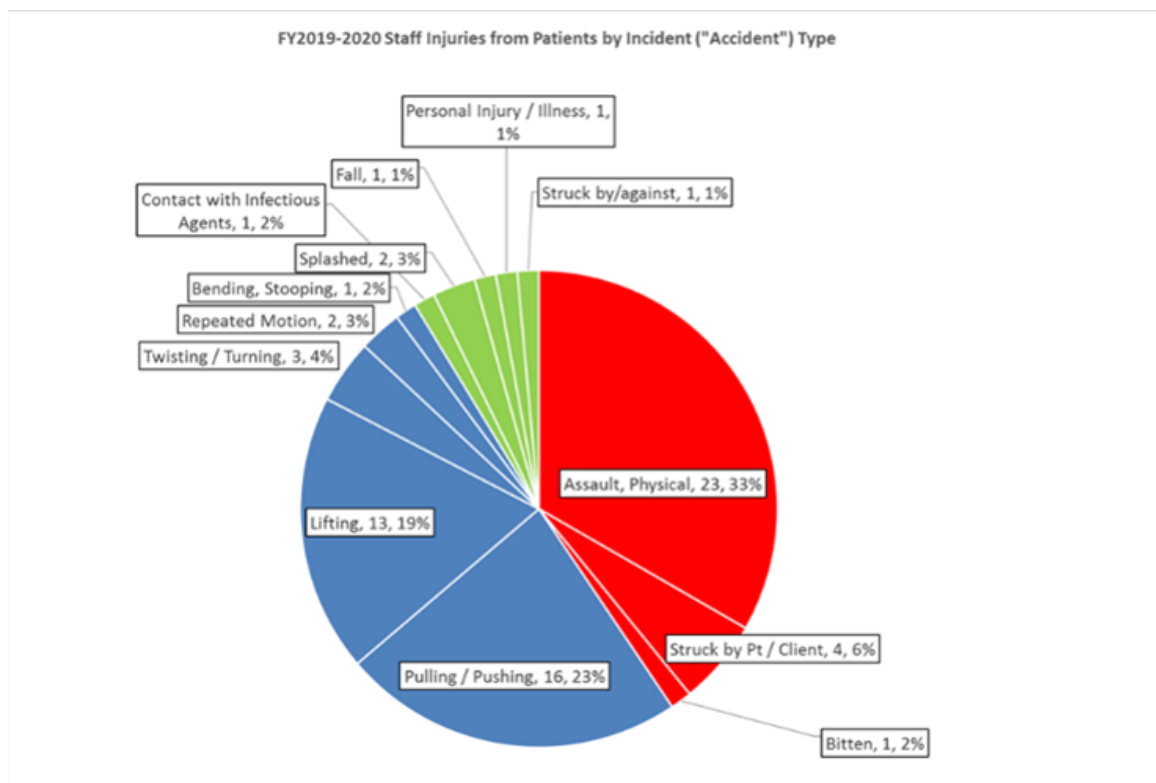
In all, we cared for 197 COVID-19 patients from March of 2020 through January of 2021. While losing even one patient feels like a tragedy to our team, we are proud that our overall mortality rate of 22% is much lower than other published reports throughout the world. We attribute this success to an amazing interdisciplinary team throughout the hospital who worked tirelessly to provide the best care to our critically ill patients.



[Nursing Quality: Safe Patient Handling Update](#)

Safe Patient Handling Committee is an interdisciplinary committee that collaboratively identifies opportunities, challenges, and workflows related to safe patient handling at ZSFG. This committee reviews staff injuries on a yearly basis and promotes hospital wide changes to improve staff safety when providing patient care and handling patients.

During the Fiscal Year 2019-2020, there were a total of 35 staff injuries related to patient handling which has increased from the Fiscal Year 2018-2019 in which there were 20 staff injuries.



The Safe Patient Handling Committee is committed to improving staff safety throughout the hospital. Initiatives such as tagging lift equipment with Aeroscout locator tags, purchasing additional Sera Steady's, and color coding equipment are a few.



The Sara Steady allows patients to stand with assistance, and then sit on the Sara Steady and be transferred from the bed to toilet, bed to wheelchair, etc. This device accommodates up to

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The Safe Patient Handling Committee is looking for additional members from various care areas to join this interdisciplinary team. If you are interested in joining, please send an email to reanna.mourgos@sfdph.org and be sure to include your manager.



BRN License Renewal Postcards

Please note that the California Board of Registered Nursing is **NO LONGER** sending letters to remind nurses to renew their licenses.

Please now look out for a **postcard** from the BRN in your mail! Here is an example of what the postcard looks like:


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DEPARTMENT OF CONSUMER AFFAIRS

BOARD OF REGISTERED NURSING
(916) 322-3350
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LICENSEE NAME	LICENSE NO	EXPIRATION DATE
[REDACTED]	RN [REDACTED]	03/31/21

This is to notify you that your License(s) are up for renewal.

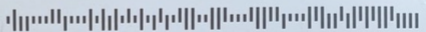
Please go to www.breeze.ca.gov and log into your Breeze account to renew. If you possess Advance Practice certificate(s) and/or furnishing number(s), you may renew your certificate(s) in addition to your registered nurse license.

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EVS, MEAs, RNs, NPs, and MDs...

You show up every day to a high-risk area prepared to give it your all. You have handled the unprecedented challenges in the department with a flexibility and fluidity that is uniquely your own.

Your exemplary teamwork and professionalism continue to ensure patients in our community receive the best possible outcomes, pandemic notwithstanding. We appreciate you.

~ From a nurse in the trenches with you.

Have a topic you would like included? Want to contribute content for a future newsletter? An announcement or shout-out? Contact Reanna Mourgos (6-3204, reanna.mourgos@sfdph.org)

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