

Joint Conference Committee Regulatory Affairs Status Report for May 2021 Meeting

I. PENDING SURVEYS

- | | |
|--|---|
| 1. CA DHCS MHRC Annual Licensing Survey | 5/18-20/2021 |
| 2. TJC, CMS Deficiency Revisit Survey | Anticipate Early June (30 days post survey) |
| 3. CMS 4A SNF Recertification | Anticipate any time |
| 4. CMS 4A SNF Fire Life Safety | Anticipate after SNF Recertification Survey |

II. COMPLETED SURVEYS

- | | | |
|--|---------------|--|
| 1. Joint Commission Stroke Certification Survey | 4/29/2021 | NO DEFICIENCIES |
| 2. Joint Commission TBI Certification Survey | 4/30/2021 | 1 DEFICIENCY – see attached page |
| 3. Joint Commission Triennial Accreditation Survey
(Hospitals and Nursing Care Center) | 5/4-7/2021 | 1 Conditional Finding, 35 other findings – see attached page |
| 4. Commission on Cancer | 5/6/2021 | Consultative Findings |
| 5. TJC Complaint focused on survey process - unsubstantiated | Due 6/22/2021 | Response complete and submitted |

III. PLANS OF CORRECTION

No new plans of correction this month

IV. OPEN SITE VISITS – Investigation commenced by CDPH

COMPLAINT: submitted by public.

FRI: Facility Reported Incident.

ABUSE: Long Term Care CMS self report

- | 1. FRI | Patient Death following Med Error | 4/17/2020 | Ongoing – Anticipate Deficiencies |
|---------------------------|---|------------|---|
| 2. FRI | Wrong Site Surgery OR Kidney Stent | 4/5/2020 | Documents Requested |
| 3. Privacy Breach | 7L | 3/15/2020 | Pending Visit |
| 4. Privacy Breach | HIS | 4/24/2020 | Pending Visit |
| 5. ABUSE | Allegation of Staff to Resident Abuse 4A | 6/1/2020 | Documents Requested |
| 6. FRI | Wrong Site Surgery OR Kidney Stent | 6/8/2020 | Documents Requested and onsite survey commenced |
| 7. HAPI | Stage III Mid-Coccyx (Unavoidable) H44 | 6/17/2020 | Documents Requested |
| 8. FRI | Fall with Injury H38 | 7/8/2020 | Pending Visit |
| 9. ABUSE | Allegation of Staff to Resident Abuse 4A | 7/17/2020 | Documents Requested |
| 10. FRI | Patient to Patient Abuse, 7C | 8/7/2020 | Pending Visit |
| 11. FRI | Elopement, H42/44 | 8/7/2020 | Pending Visit |
| 12. FRI | HAPI H38 | 8/19/2020 | Pending Visit |
| 13. Privacy Breach | 3 ED Patient records stolen for a Social Workers car off campus | 7/31/2020 | Pending Visit |
| 14. FRI | Fall sustaining fractured mandible H54 | 8/13/2020 | Pending Visit |
| 15. FRI | HAPI, H38 | 8/19/2020 | Pending Visit |
| 16. FRI | Fall, 4A | 9/8/2020 | Pending Visit |
| 17. Privacy Breach | 3D – appointment information sent to wrong patient | 9/8/2020 | Pending Visit |
| 18. FRI | ED – Fall with injury | 10/5/2020 | Documents Requested |
| 19. FRI | 7C – Alleged Sexual Assault | 10/13/2020 | Pending Visit |

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20.	Privacy Breach	PHI sent via email to incorrect patient	10/4/2020	Pending Visit
21.	FRI	Alleged Sexual Assault 7C	10/21/2020	Pending Visit
22.	FRI	Fall with Injury H64	10/29/2020	Pending Visit
23.	FRI	Elopement H64 (Patient returned to ED)	10/31/2020	Documents Requested
24.	FRI	Alleged Sexual Assault 7B	11/10/2020	Pending Visit
25.	Privacy Breach	Test Result provided to patient and relative overheard	11/02/2020	Pending Visit
26.	FRI	Retained Foreign Object H22	11/17/2020	Pending Visit
27.	FRI	HAPI H34	11/17/2020	Pending Visit
28.	FRI	COVID-19 Outbreak 4A	1/6/2021	Pending Visit
29.	FRI	Power Outage >4hrs B100	1/13/2021	Pending Visit
30.	Privacy Breach	Patient Labels Lost 4A	1/14/2021	Pending Visit
31.	FRI	Fall with Injury 4A	2/10/2021	Pending Visit
32.	FRI	Retained Foreign Body (Glove tip) ED	2/20/2021	Pending Visit
33.	Privacy Breach	PES Allegation that phi was released without consent	7/16/2020	Pending Visit
34.	Privacy Breach	7B staff provided information via phone without consent	1/29/2021	Pending Visit
35.	Privacy Breach	PACU medication given to wrong patient (drug was correct drug)	2/2/2021	Pending Visit
36.	Privacy Breach	H76/78 Misplaced patient list and labels	2/10/2021	Pending Visit
37.	Privacy Breach	7B appointment slip given to wrong patient	2/12/2021	Pending Visit
38.	Privacy Breach	H25 medication given to wrong patient (drug was correct drug)	2/20/2021	Pending Visit
39.	FRI	Medication Error ICU	3/23/2021	
40.	Abuse	Resident to Resident 4A	4/7/2021	
41.	FRI	Product/Devise – Blood Transfusion Event IR	4/3/2021	
42.	FRI	Fall with Hip Fracture ED	4/13/2021	

V. NEW FACILITY REPORTED INCIDENTS (FRI)

COMPLAINT: submitted by public.

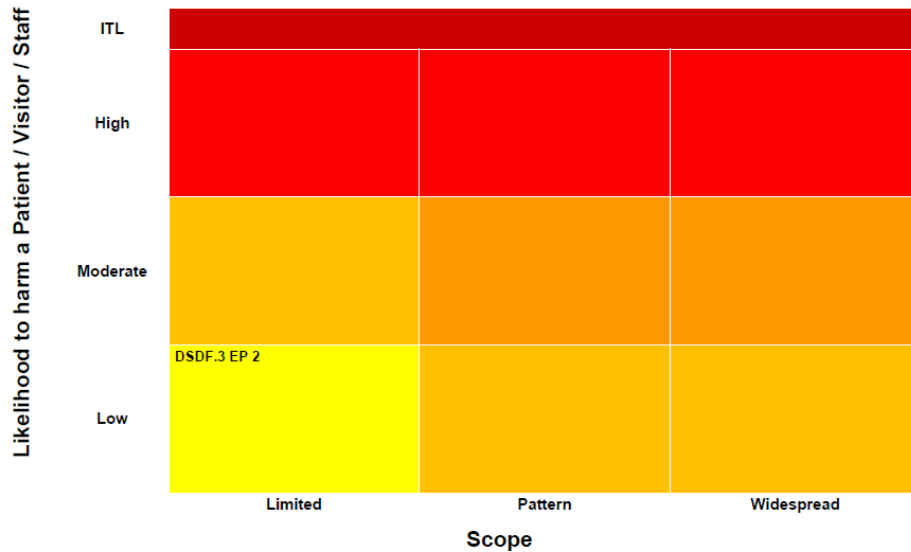
FRI: Facility Reported Incident.

ABUSE: Long Term Care CMS self report

1.	FRI	HAPI Right Heel, H54	4/1/2021
2.	FRI	HAPI Lefy Heel H62	4/22/2021
3.	FRI	Smoke Detector malfunction requiring Fire Watch	5/13/2021

TJC Disease Specific Certification – Traumatic Brain Injury. FINAL REPORT

The Joint Commission
SAFER™ Matrix
 Program: Traumatic Brain Injury



Overview

This was our first experience as an organization if an entirely virtual survey.

Organizational Strengths

- Data Driven
- Experts in our program
- Surveyor expressed that ZSFG “Inspired” her
- Integrated program

Opportunities

Only one LOW/LIMITED finding, really focused on communication.

TJC Hospital Accreditation Program – PRELIMINARY, ONSITE REPORT (may be subject to change)

The Joint Commission
SAFER™ Matrix
 Program: Hospital

Likelihood to harm a Patient / Visitor / Staff	ITL	ITL		
	High	MM.03.01.01 EP 6 IC.02.02.01 EP 2 LD.04.01.05 EP 25		
	Moderate	EC.02.02.01 EP 5 EC.02.04.01 EP 5 EC.02.05.01 EP 15 EC.02.05.01 EP 23 EC.02.05.05 EP 6 EC.02.06.01 EP 1 LS.02.01.20 EP 14 MM.05.01.07 EP 2 PC.03.05.05 EP 6	IC.02.01.01 EP 1 IC.02.02.01 EP 4 LD.04.01.07 EP 1 MM.03.01.01 EP 2 NPSG.15.01.01 EP 1	
	Low	EC.02.03.01 EP 9 EC.02.05.09 EP 11 EC.02.05.09 EP 12 EC.02.05.09 EP 14 EC.02.06.01 EP 20 EC.02.06.01 EP 26 LS.02.01.20 EP 28 LS.02.01.30 EP 19 LS.02.01.34 EP 9 LS.02.01.35 EP 5 LS.02.01.35 EP 10 LS.02.01.35 EP 11 MM.06.01.01 EP 3 PC.01.02.01 EP 1 PC.01.02.07 EP 1 RI.01.01.03 EP 2	EC.02.03.05 EP 27	EC.02.03.05 EP 25 RI.01.02.01 EP 1
	Limited	Pattern	Widespread	

Overview

The lead surveyor emphasized that for a organization “as large and complex” as ZSFG this was a very **successful** survey, with the number of standards cited not being excessive in any way.

What Can We Celebrate?

- Data Driven Organization
- PI reaches the frontline staff/DMS
- Engaged Providers
- Strong Safety Culture
- Team spirit and approach to problem solving
- Greatest strength are our staff and they are; engaged, enthusiastic and consistent

Opportunities

- Hospital Accreditation (HAP) report has **36 standards** cited on the Safer Matrix
 - Total of 276 Standards
 - With >1500 EPs

High Risk Findings

- IC.02.02.01** status & condition of surgical instruments outside of periop
- LD.04.01.05** Radiation Safety Program
- MM.03.01.01** Unlocked medication carts in anaesthesia areas

Medicare Deficiency Revisit

- The Joint Commission will revisit within 45 days with a focused survey for the specific findings that rose to “CONDITION” level. These findings are centered around infection control, the use of surgical instruments outside of the perioperative area and the storage of medical devices and supplies.

TJC Nursing Care Center – PRELIMINARY, ONSITE REPORT (may be subject to change)

The Joint Commission
SAFER™ Matrix
 Program: Nursing Care Center

Likelihood to harm a Patient / Visitor / Staff	ITL	ITL		
	High	PC.02.01.03 EP 7		
	Moderate	PC.02.01.01 EP 1		PC.01.03.01 EP 1
	Low	PC.02.03.01 EP 10	EC.02.06.01 EP 1 IC.02.01.01 EP 1	
		Limited	Pattern	Widespread
		Scope		

Overview

One day survey with one surveyor focused entirely on 4A

What Can We Celebrate?

- Data Driven Organization
- Resident centered
- Engaged and caring staff

Opportunities

- Nursing Care Center (NCC) report (4A SNF) has **6 standards** cited on the safer matrix
 - Total of 210 Standards
 - With >1000 Eps
- Primarily care focused which is in line with the focus of the NCC Standards

High Risk Findings

High risk due to involvement of a high alert medication (Heparin). No resident harm was evident