



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

EOC Annual Report Fiscal Year 2020 - 2021



San Francisco Department
of Public Health



Overview

- Scope of Report
 - **Seven Joint Commission EOC Chapters**
 - Emergency Management
 - Fire Life Safety
 - Hazardous Materials and Waste
 - Medical Equipment
 - Safety Management
 - Security Management
 - Utilities Management

- Annual Review by Environment of Care Committee. The overall program was deemed effective.



Who are the Program Managers?

- Emergency Management (Lann Wilder – Director of Emergency Management)
- Fire & Life Safety Management (Greg Chase – Director of Facilities Services)
- Hazardous Materials and Waste Management (Mike Harris – Safety Officer)
- Medical Equipment Management (Elkin Lara-Mejia – Director of Biomedical Engineering)
- Safety Management (Mike Harris – Safety Officer)
- Security Management (Basil Price – SF DPH Director of Security)
- Utility Systems Management (Greg Chase – Director of Facilities Services)

What does the EOC Committee do?

- Identifies risks and implements systems that support safe environments.
- Ensures that the hospital staff are trained to identify, report and act on environmental risks and hazards.
- Sets and prioritizes the hospital's EOC goals and performance standards.
- Assesses whether EOC goals are being met.
- Works to ensure the hospital is compliant with the EOC-related requirements of all applicable regulatory bodies.

Membership of the EOC Committee is comprised of:

- Program managers for each of the seven EOC Management Programs (as previously listed).
- Representatives from:
 - **Clinical Laboratories** (Andy Yeh),
 - **Dept. of Education & Training** (Kala Garner),
 - **Environmental Services** (Francisco Saenz),
 - **Infection Prevention & Control** (Elaine Dekker),
 - **Nursing** (Andrea Chon),
 - **Quality Management** (Tom Holton, Susan Brajkovic, etc, al),
 - **Food Nutrition Services** (Katie Merriman),
 - **Materials Management** (David Lawlor),
 - **Linen and Messenger Services** (Philip Anih)
 - **Pharmaceutical Services** (Julie Russell, et al)



Also Supporting EOC Activities Are:

- Biomedical Engineering, (Eunice Santiago)
- Bloodborne Pathogen/Safe Device Committee, (Gemma Cohen)
- Environmental Services, (Louis Moreno)
- Environmental Services, (Reyland Manatan)
- Facilities Services, (Christina Rodriguez)
- Materials Management, (Joseph Nauer)

Highlights and Findings by Chapter

Emergency Management

- **Program Objectives: Met**
- **Effectiveness: Program found to be effective.**

Accomplishments:

- Passed Joint Commission survey with excellent overall feedback and no requirements for improvement.
- Exercises: departmental earthquake preparedness drills for the Great California ShakeOut, and one City-wide Medical Surge Tabletop Exercise.
- Actual Emergencies: two brief partial power failures, one minor elevator failure, and the ongoing response to the Covid-19 pandemic.

Goals and Opportunities for Improvement in FY 2021-22 include:

- Develop and implement new dashboard of key performance indicators to ensure quarterly reporting is comprehensive.
- Develop and implement updated plans, procedures and monitoring mechanisms to address expected updates to The Joint Commission Standards.
- Evaluate and improve disaster preparedness, emergency response and patient outcomes in terms of equity.

Highlights and Findings by Chapter

Fire Life Safety Management

Program Objectives: Partially Met (exceeded goal for false fire alarms).

Effectiveness: Program found to be effective.

Goals and Opportunities for Improvement in FY 2021-22 include:

- Monitor and manage false fire alarms for a quality and safe care experience in Bldg 25.
- Continue monitoring construction projects on the ZSFG Campus. Ensure that the appropriate Risk Assessments for a quality, and safe care experience are filed for the projects.
- Continue implementing fire alarm upgrade funded by the 2016 bond.
- Engage staff and contractors to implement projects funded by the 2016 bond measure.



Highlights and Findings by Chapter

Hazardous Materials & Waste Management

- **Program Objectives: Partially Met**
- **Effectiveness: Program found to be effective.**

Accomplishments:

- Continued to work with Capital Projects, ZSFG Facilities, and Infection Control to allow construction within operating hospital buildings as well as in very close proximity to staff, patients, and visitors without significant incidents or exposure concerns.
- Worked with Materials Management, Infection Control and DOC Logistics to identify alternate cleaning and disinfection products to address COVID-related supply shortages.

Goals and Opportunities for Improvement in FY 2021-22 include:

- Conduct RFP for pharmaceutical waste disposal contract.
- Rebuild pandemic/disaster stockpile.
- Reduce and/or eliminate exposure to a hazardous material on campus.

Highlights and Findings by Chapter

Medical Equipment Management

- **Program Objectives: Met**
- **Effectiveness: Program found to be effective.**

Accomplishments:

- Hired a Biomedical Technician II with a background in Dialysis. The technician's focus will be Dialysis (Inpatient and Outpatient) as well as other clinical departments on campus.
- Discontinued Bair Hugger 750 models (warming blanket system) were replaced with new 775 models. An additional 17 Bair Hugger 775 models were ordered and will be delivered in August 2021.
- An additional 100 Baxter Sigma Spectrum infusion pumps were rented due to the Covid-19 pandemic
- 11 CareFusion LTV1000 ventilators were brought back to full functionality to be ready to be utilized during the Covid-19 pandemic

Goals and Opportunities for Improvement in FY 2021-22 include:

- Provide further training for all Biomedical Technicians in order to continue insourcing PM and repair services.
- This would reduce the total cost of ownership for each medical device.
- Hire a Biomedical Technician I/II with dialysis background to provide support when Outpatient Dialysis (Ward 17) moves to building 5 and expands its patient stations from 13 to 30.
- Continue working on developing a medical equipment lifecycle plan to replace medical devices/systems every 3-5 years.
 - Define a capital strategy that would involve communication with ZSFG senior/executive leadership as to when a device(s) will need to be replaced.
- Continue developing a definite path to identify medical technology that will bring ZSFG to the forefront of health care and overall to improve the rate of change at ZSFG when it comes to medical equipment technology.

Highlights and Findings by Chapter

Security Management

- **Program Objectives: All program objectives were met.**
- **Effectiveness: Program was found to be effective.**

Accomplishments:

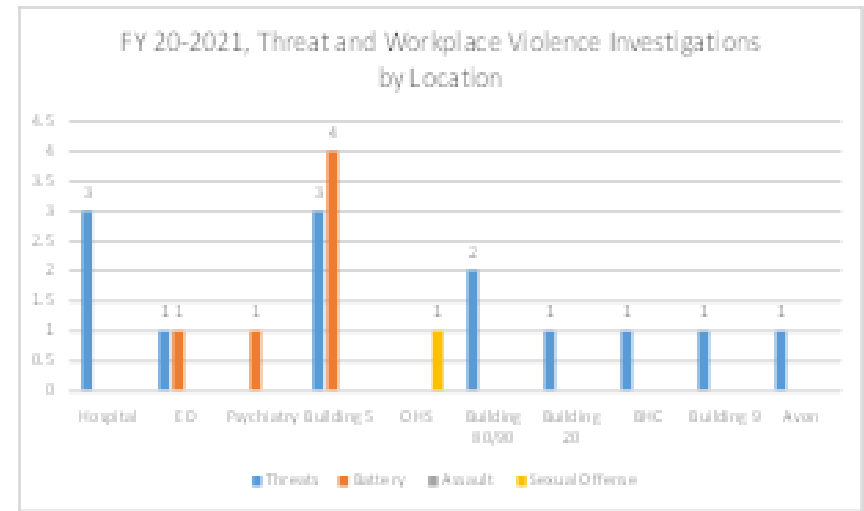
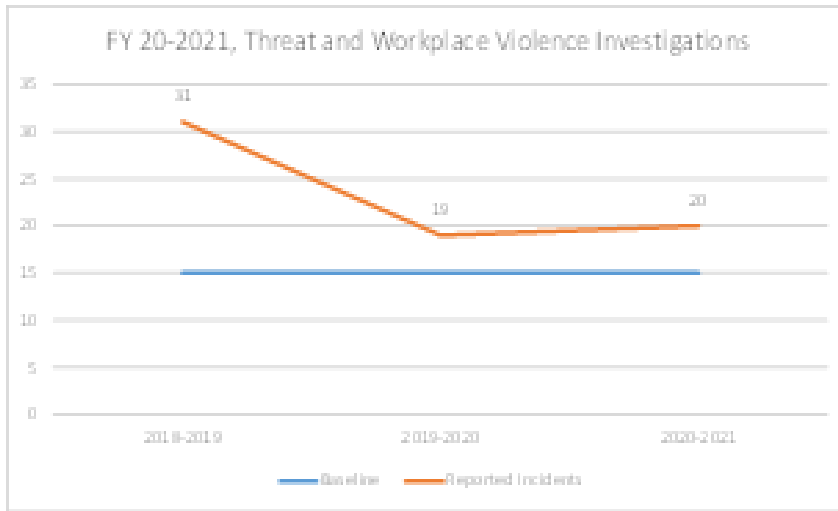
- The 2020-2021 Security Program was successful in assuring the provision of a safe, accessible, and secure environment for staff, patients, and visitors, which included the following:
 1. Installation of electronic security systems in the Hospital and Campus Buildings.
 2. Responded to 9,407 calls for service.
 3. Reduced crimes against persons and property by 42% (40 incidents)
 4. Reduced use-of-force incidents by 15% (17 incidents)
 5. Confiscated 2,705 weapons and contraband through Emergency Department Security Weapons Screening.
 6. Investigated 20 moderate/high risk workplace violence threat incidents and developed security plans to address the threat and protect the individuals involved.
 7. The approval of the DPH Security Staffing Proposal to add 31.9 FTE Psychiatric Nurses and License Psychiatric Technicians to provide 24/7 Behavioral Emergency Response Services in the Emergency Department and enhancing the role of the Sheriff's Cadets to provide healthcare security services.

Performance Metrics

FY 2020-2021, Annual Performance Metrics

	Target	Overall Performance
Code Green Response (Patient Elopement)	90%	100%
Customer Satisfaction	98%	59%
Electronic Security Systems	90%	98%
San Francisco Sheriff Office MOU Compliance	3.5	3.2
Employee Security Awareness	90%	100%

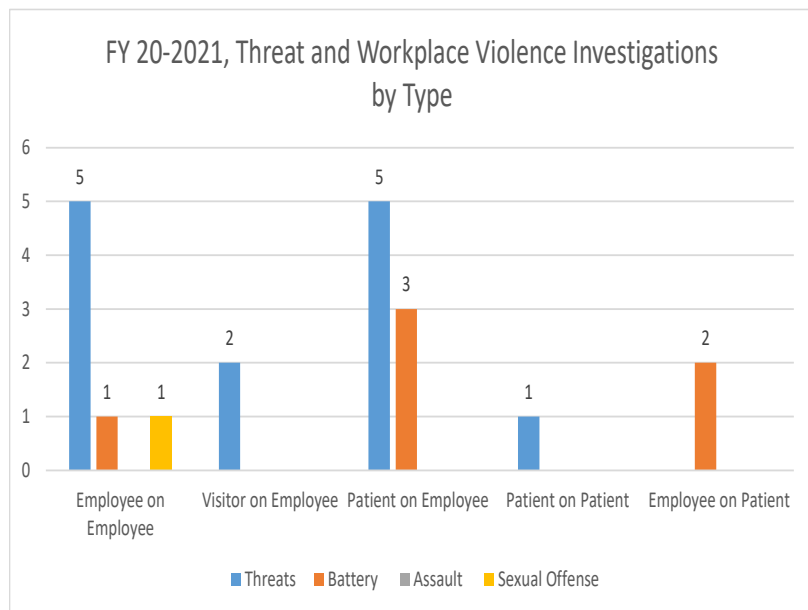
Threat and Workplace Violence Investigations



- Over a 3-year period, moderate and high-risk investigations decreased 39%. There was a 5% increase in investigations from FY 19-2000.

- Threat reports accounted for 65% of the investigations, and 66% of investigations that involved physical violence, occurred in Building 5.

Threat and Workplace Violence Investigations



Patient-against-employee reports accounted for 40% of moderate and high-risk investigations, followed by employee-against-employee reports.

Security-response-plans to address threats and acts of violence, included:

Remedial Action Taken	
Behavioral Plan	1
Citation Issued	1
Treatment Transferred	1
Protection Plan	1
Employee Disciplinary Action	4
SFSO Admonishment	2
SFSO Detention	3
SFSO Standby	1
SFSO Investigation	1

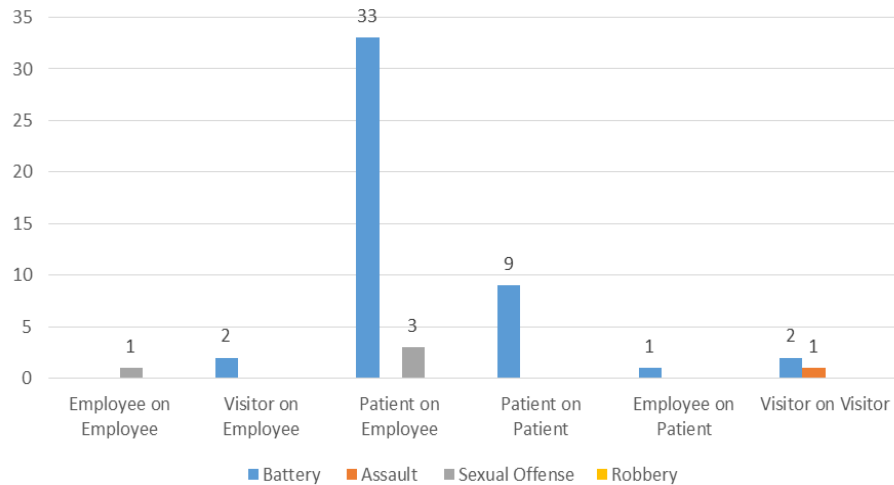
Crimes Against Persons and Property

Yearly Comparison	2019-2020	2020-2021
SFSD - Facility Property Thefts Reports (>\$900)	6	2
SFSD - Burglary Reports	9	2
SFSD - Battery Reports	55	47
SFSD - Sexual Offense Reports	4	4
SFSD - Assault Reports	20	1
SFSD - Robbery Reports	2	0
SFSD - Homicide Reports	0	0
Total	96	56

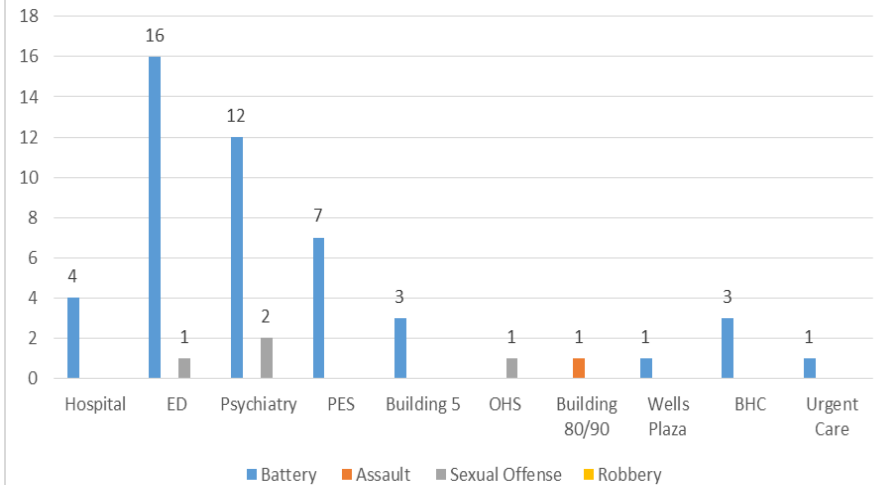
- Crimes against Persons and Property decreased 42% from FY 19-2020.
- Battery reports decreased 15% from FY 19-2020.
- Assault reports decreased 95% from FY 19-2020.
- Battery reports accounted for 84% of crimes against persons.
- Theft Incidents occurred in Building 40 and CHN Building
- Burglary Incidents occurred in Building 80 and CHN Building

Crimes Against Persons and Property

FY 20-2021, Crimes Against Persons by Type



FY 20-2021, Crimes Against Persons by Location

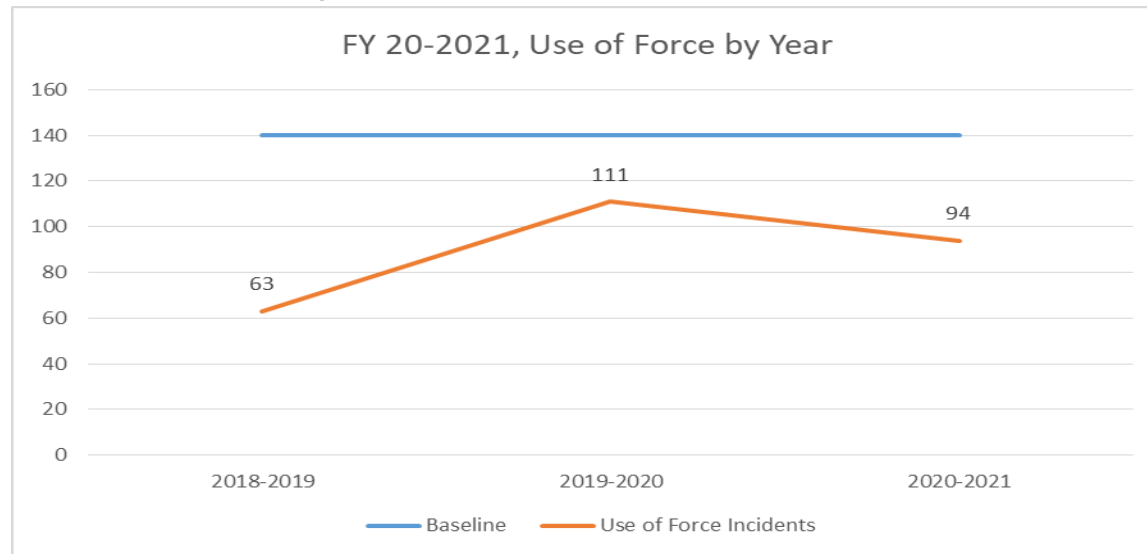


- Reports from the Emergency Department accounted for 32% of person-crimes, followed by Psychiatry with 26%.

- Patient against Employee reports accounted for 69% of crimes against person incidents.
- 38% of persons that were victims of physical attack, pressed charges against their assailant.

Use of Force by Year

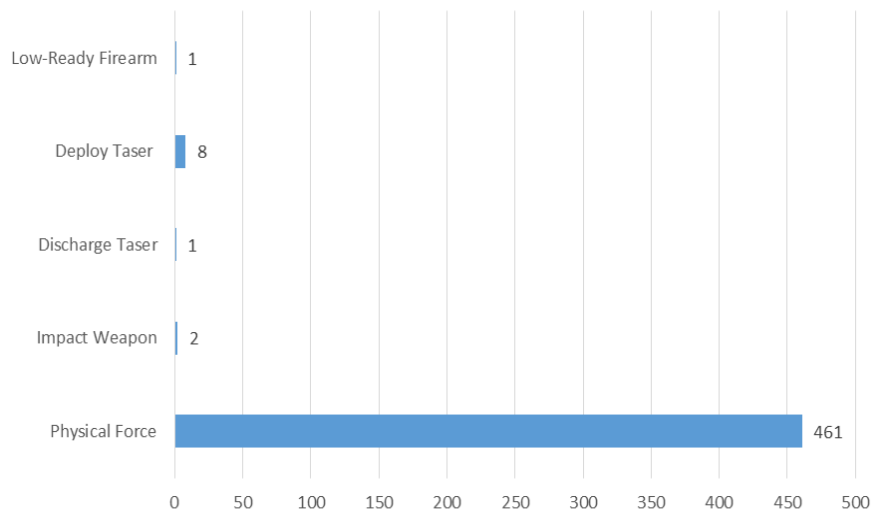
- Use-of-force data is tracked of all SFSO incidents occurring on ZSFG campus. In 2020-2021, there were 94 incidents involving use-of-force. The incidents were analyzed by the types of force, type of incidents, location, cases, demographics, and reported acts by demographics.



Use-of-force decreased 15% from FY 2019-2020.

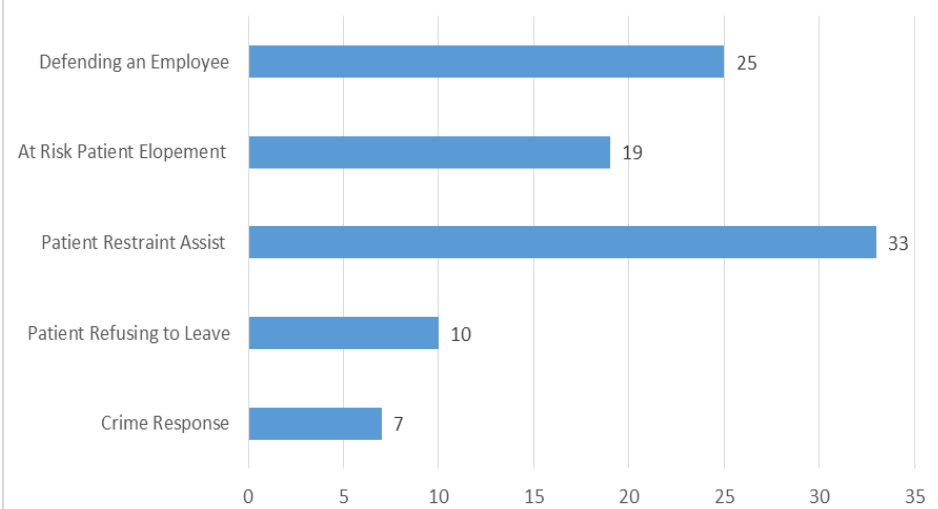
Use of Force by Type and Incident

FY 2020-2021, Use of Force by Type



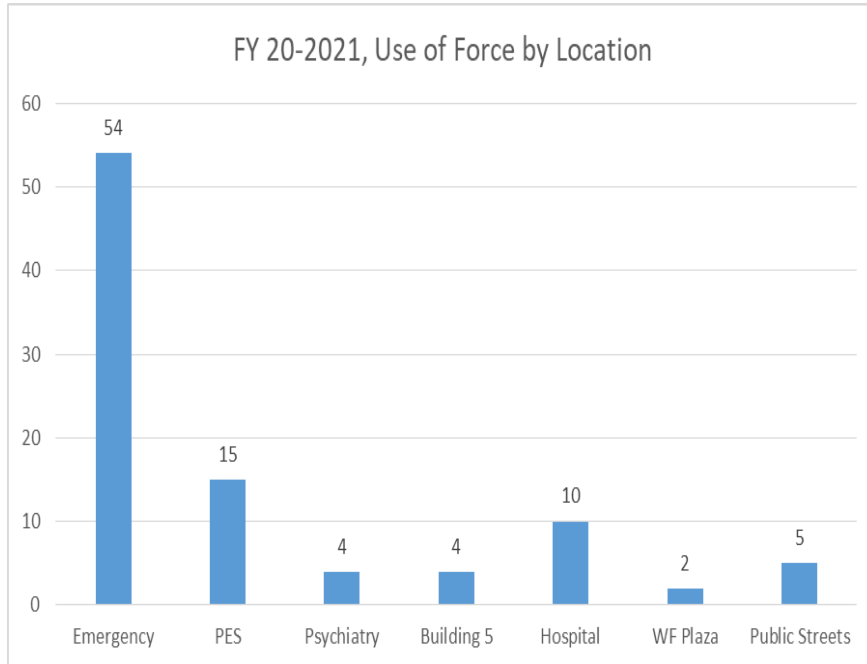
Of the 94 use-of-force incidents, there were 473 types of force used. Physical force accounted for 97% of the force used.

FY 20-2021, Use of Force by Incident

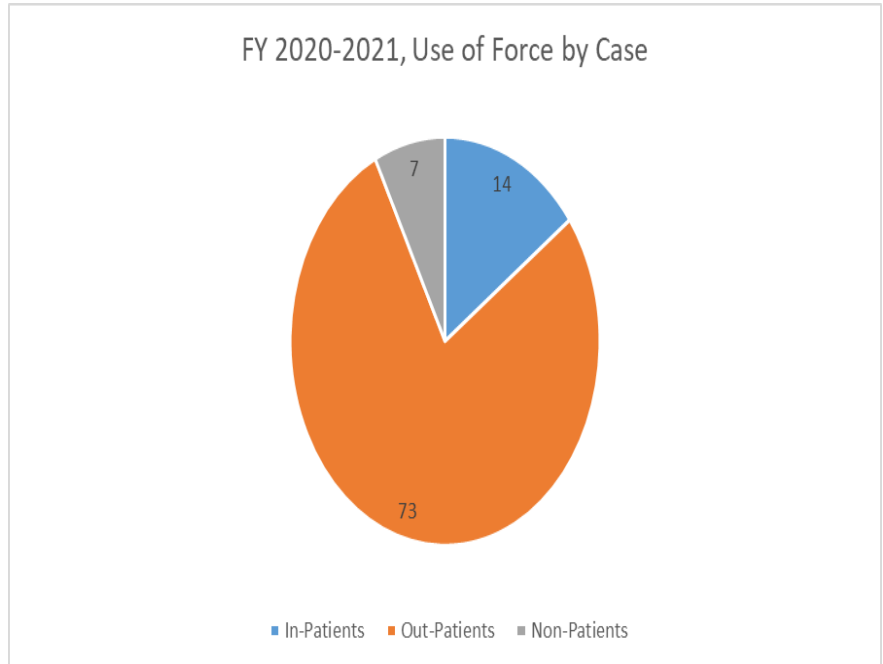


Deputies assisting with patient restraints and defending staff from patient-initiated attacks, accounted for 62% of use-of-force incidents.

Use of Force by Location and Case



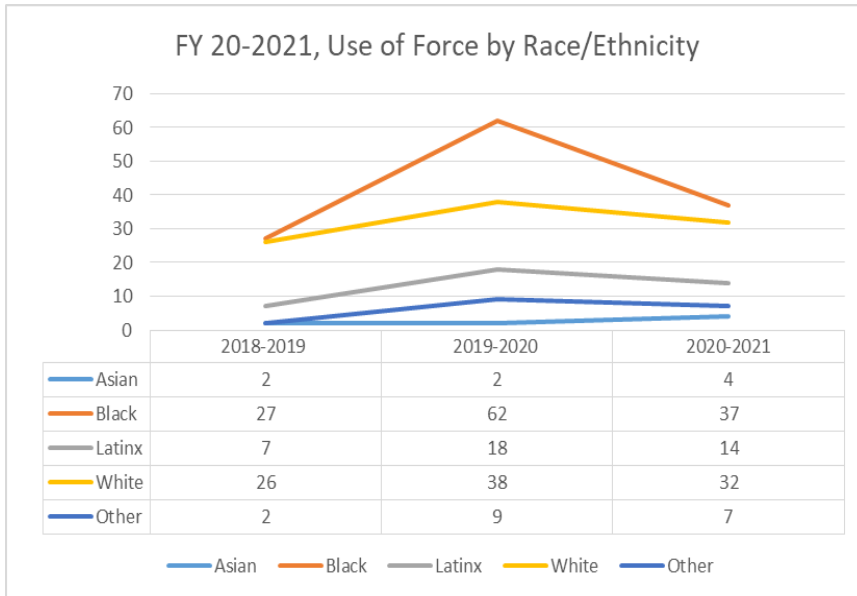
Fifty-seven percent of use-of-force incidents occurred in the Emergency Department.



Seventy-one percent of use-of-force is against outpatients that includes the Emergency and PES patients.

Use of Force by Race and Ethnicity

- Use-of-force decreased in every race/ethnicity, except Asians. Black/African Americans were subjected to force more than other race/ethnicities.

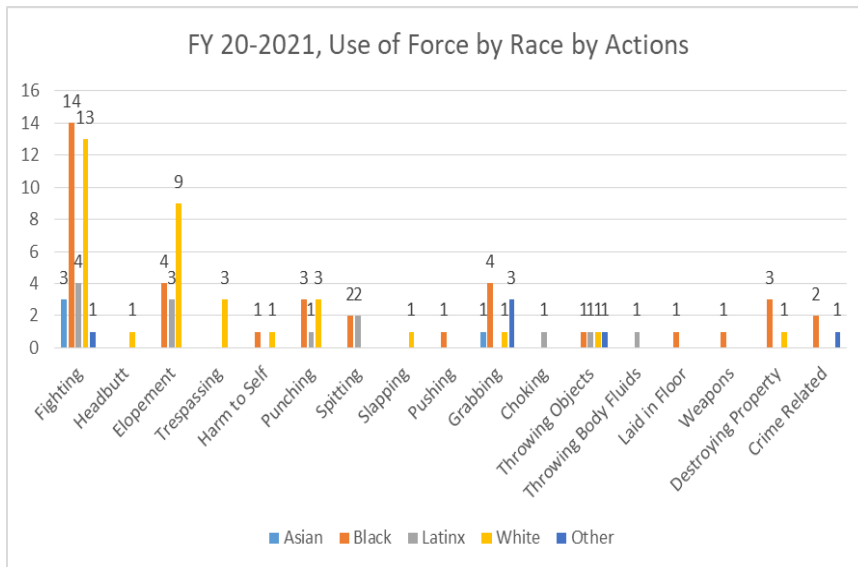


Use-of-Force by Patient Related Service calls and Clinical Data

Per 1K Patient Related Service Calls	10
Per 1K ED Registrations	1
Per 1K PES Intakes	3
Per 100 Psychiatry Admissions	1

Use of Force by Race and Ethnicity by Actions

- Use-of-force is used in response to reports of fighting 42% more than other reported acts.
- Acts committed by Whites were reported 50% more (13 incidents) than other race/ethnicities.



Patient Initiated Physical Attacks by Race/Ethnicity	
Asians	7%
Blacks	41%
Latinx	14%
White	32%
Other	7%



Highlights and Findings by Chapter

Utility Systems Management

Program Objectives: Met

Effectiveness: Program found to be effective

Goals and Opportunities for Improvement in FY 2021-2022 include:

- Continue support the chiller replacement project in Bldg 2.
- Continue support the cooling tower replacement project in Bldg 2.
- Further develop, with the assistance of the project management team, the replacement project for the main switchgear, and electrical distribution system in Bldg 5.



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Questions?



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