



**ZUCKERBERG
SAN FRANCISCO GENERAL**
Hospital and Trauma Center

Update on Psychiatric Services at ZSFG

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Psychiatric Emergency Services (PES) Zuckerberg San Francisco General Hospital

- Licensed for 18 patients; not to exceed 23 hours length of stay; patients routinely in hallways
- The only dedicated 24/7 secure (locked) psychiatric emergency service in San Francisco
- Emergency assessment and treatment of mental health, substance use, and medical conditions
- Linkage to follow-up services
- Receives both voluntary and involuntary (5150 and conserved) patients
- Census capped at 20-21 patients due to limited space

Multidisciplinary Psychiatric Staffing

- Psychiatrists (24/7) and Psychiatric Nurse Practitioners
- Psychiatric Nurses and Licensed Psychiatric Technicians (1 staff to 4 patient ratio at all times)
- Psychiatric Social Workers – placement and linkage
- Psychiatric Occupational Therapists – life skills assessment, coping skills enhancement
- Patient Navigator – accompanies patients to next step

PES Open for the City throughout COVID Pandemic

- Pivoted to all psychiatric patients arriving at ZSFG ED for COVID clearance (rather than pre-COVID direct to PES)
- “100% PES Condition Red” = “Go to the ZSFG ED first!”
- Patients triaged, assessed, and treated by PES psychiatrist in the ED with Behavioral Emergency Response Team (BERT) and PES nursing support
- Currently 60% of psychiatric patients presenting to ED go directly to PES from ED Triage without entering ED
- Psychiatrist d/c’s 1/3 of patients seen the ED (PES bypassed)

PES Linkage to Ongoing Treatment

- 13% admitted for acute inpatient psychiatric treatment
- 7% admitted to Hummingbird Psychiatric Respite (DPH BHS expanded beds by 80% in 2021)
- 6% transferred to Dore Urgent Care Clinic (Behavioral Health)
- 59% discharged with outpatient referrals

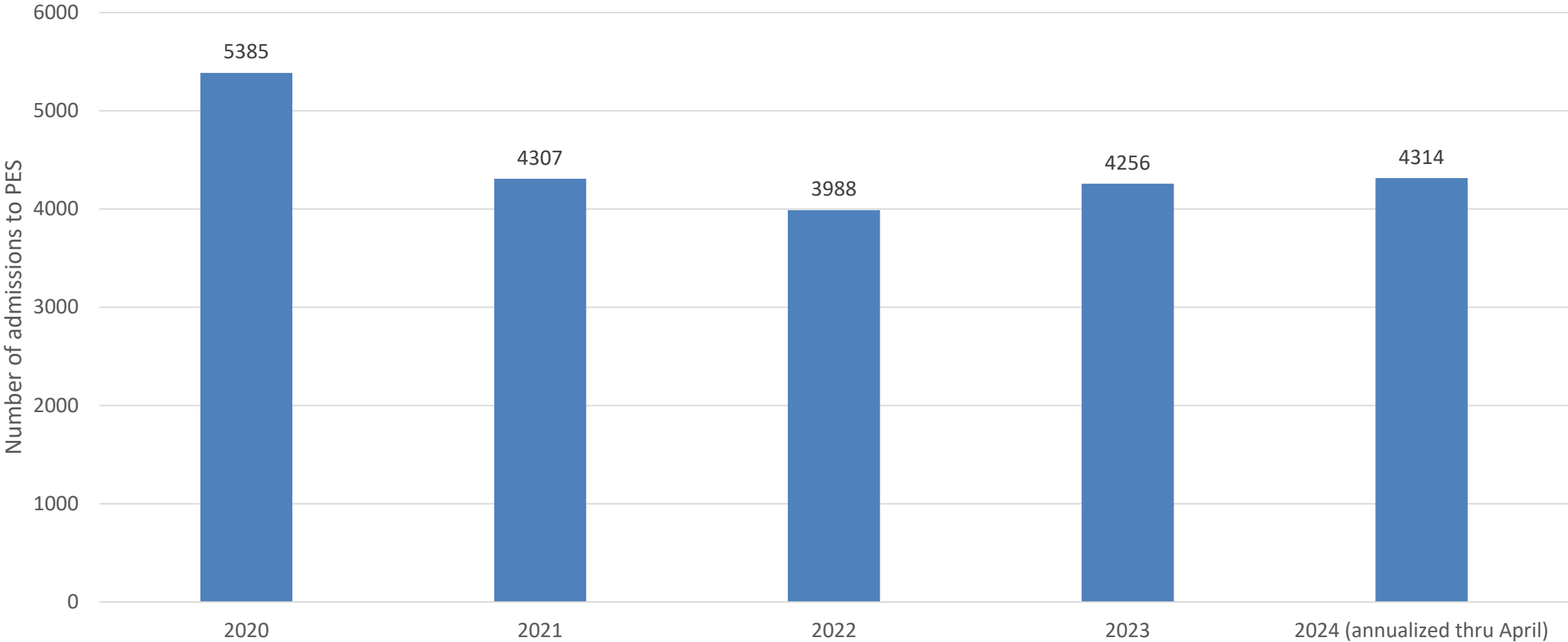
DPH BHS/PES Linkage Innovations

- 120% increase in discharge medications (psychotropics and naloxone) provided to patients leaving PES during pandemic
- DPH BHS BEST Team linkage case managers come to PES to meet and link with patients before they leave PES
- DPH BHS helped strengthen partnerships with HealthRight360 to provide reserved detox beds, and with Salvation Army Harbor Lights to streamline referrals
- Increased intensive case management referrals to Transitional Age Youth Acute Linkage, Citywide Linkage, BHS Office of Coordinated Care (OCC)

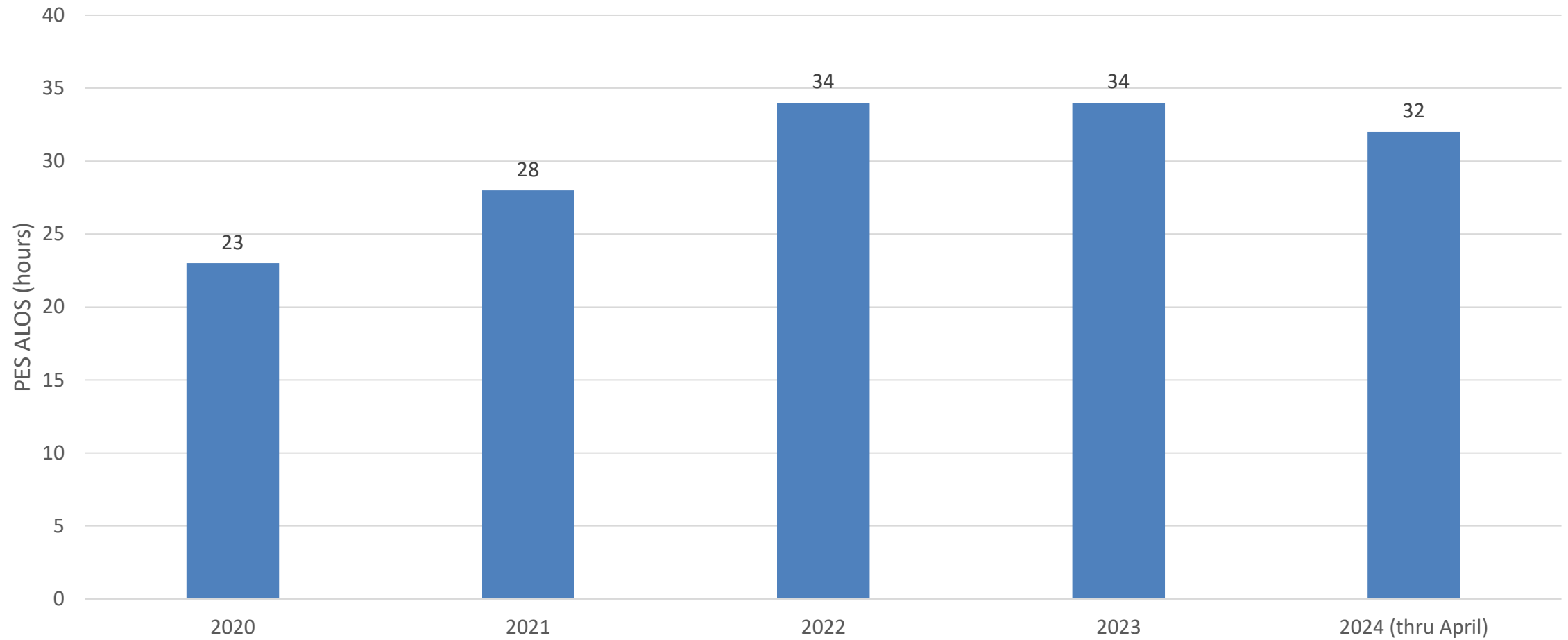
Citywide PES Linkage Team

- Intensive PES-based case management interventions have been able to link patients who are high users of PES to transitional housing or shelter (with reduced visits to PES)
- Patients are able to get short-term ongoing medication services from the Citywide PES Linkage Team psychiatrist
- The ultimate goal is stable linkage with DPH BHS clinic-based services

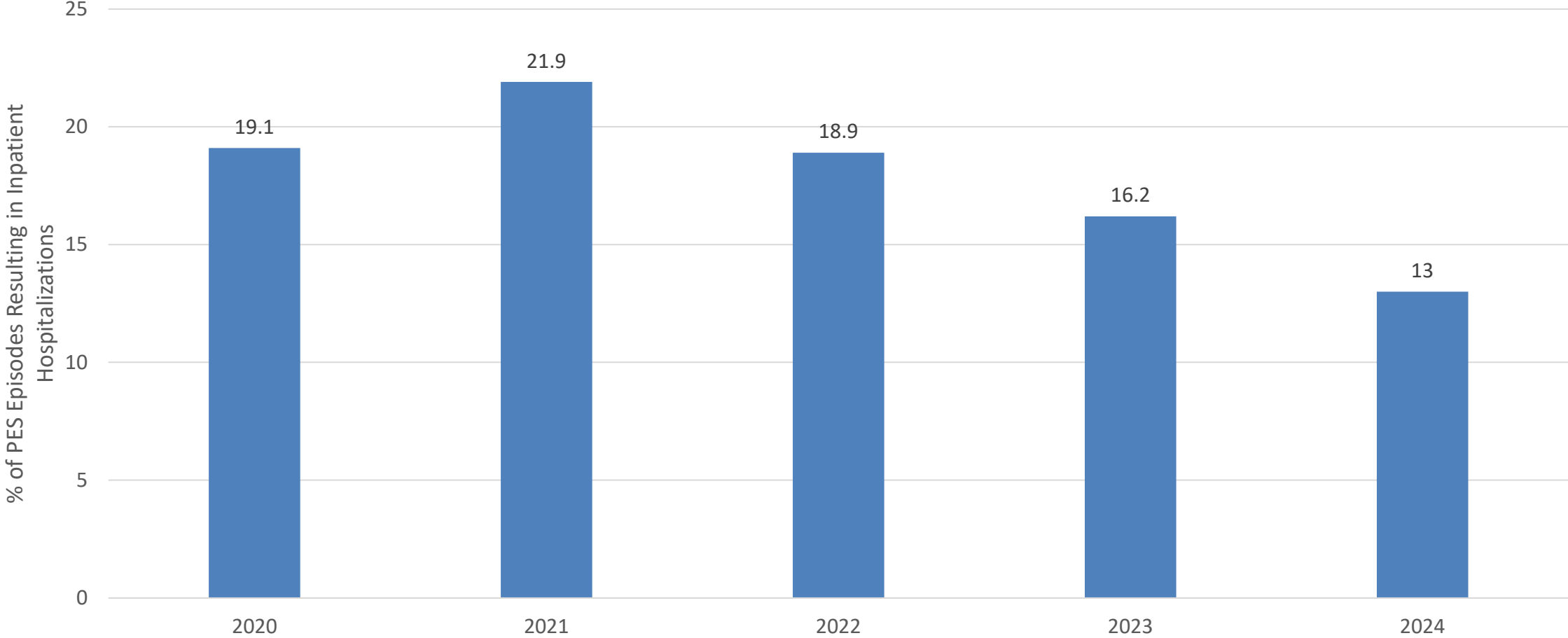
PES Admissions (Number of Episodes)



PES Average Length of Stay (Hours)



Percent of PES Episodes Resulting in Inpatient Hospitalization (ZSFG and Other Acute Hospitals)



Non-Acute (LLOC) Patients Waiting on ZSFG Psychiatry 7B/7C

March 11, 2024

	<i># of patients</i>	<i>ALOS (so far)</i>
Napa State Hospital	2	334
Psychiatric Skilled Nursing Facilities (Psych SNF)	4	229
Locked Sub-Acute Treatment (LSAT)	7	127
Residential Care Facility – Elderly (RCF-E)	4	151
Residential Care Facility (RCF)	2	6
Residential Treatment Facility (RTF)	6	22
Acute Diversion Unit (ADU)	1	10
Home	1	698*
Shelter	5	30
TOTAL	32 patients	127 days

*Patient was transferred to ZSFG from Laguna Honda

Future State PES (2026)

- Building 5 – 1st floor, SE corner opening onto Dr. David Sanchez Way
- Dayroom clinical space expanded by 300% with open sightlines for increased patient and staff safety
- Private/seclusion rooms increased from 4 -> 6 (50%)
- Separate Exit sally port added (2 sally ports) for extra security/safety
- Expanded Triage area for safety/privacy
- Dedicated Citywide PES case management office space with safe patient access

Future State PES (2026)

- Potential for expansion of census from 20 -> 24/28 patients (1:4 ratio most economically efficient)
- Nursing/Medical staffing expansion budget proposal to be submitted October 2024
- Efficient utilization of PES services requires improved access to shelter resources for unhoused patients 24/7