



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure for Staff - Submission of
Written Reports for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Number: _____ - _____ -
2. For Civil Service Commission Meeting of: March 18, 2024
3. Check One: **Regular Agenda**
4. Subject: Personal Services Contract #49137 – 14/15 Modification 5 with the
Department of Public Health
5. Recommendation: Adopt the report.
6. Report prepared by: Reanna Albert, PSC Coordinator, Department of Public Health
Telephone number: reanna.albert@SFDPH.org
7. Notifications: Please see page 2.
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director:

Date:

9. Submit the original time-stamped copy of this form and person(s) to be notified
(see Item 7 above) along with the required copies of the report to: **Executive Officer, Civil
Service Commission, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102**
10. Receipt-stamp this form in the ACSC RECEIPT STAMP≡ box to the right using the time-stamp in the CSC Office.

CSC RECEIPT STAMP

Notifications:

IFPTE Local 21:

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City and County of San Francisco
London N. Breed, Mayor

San Francisco Department of Public Health

Grant Colfax, MD
Director of Health

DATE: March 6, 2024

TO: Sandra Eng, Executive Director, Civil Service Commission

FROM: Reanna Albert, PSC Coordinator, Department of Public Health

RE: Request for PSC 49137-14/15 Mod 5 Intermittent, Supplemental Temporary Nursing Personnel for San Francisco Health Network, Calendaring for March 18, 2024 Civil Service Commission Meeting

This is to respectfully request PSC 49137-14/15 Mod 5 Intermittent, Supplemental Temporary Nursing Personnel for San Francisco Health Network to be heard at the March 18, 2024, Civil Service Commission Meeting.

DPH had made edits to PSC 49137-14/15 Mod 5 after meeting with SEIU Miscellaneous on December 6, 2023 to clarify the language in section 2B. This version of the PSC should have been attached to the January 8, 2024 memo to Suzanne Choi, DHR PSC Coordinator; however, a prior version was included instead. Attached is the correct version of the PSC.

The contractors under this PSC will provide San Francisco General Hospital (SFGH) and Laguna Honda Hospital (LHH) a continuous, reliable source of intermittent, supplemental, and travel nursing personnel during high patient census, high acuity, unexpected staff illnesses and/or vacations, and to meet State nurse-to-patient staffing ratio requirements. Access to supplemental, temporary nursing personnel is crucial for SFGH and LHH to effectively respond to crises, reduce ambulance diversions, maintain inpatient revenue-generating capacity, comply with mandated nurse-to-patient ratios, and address ongoing shortages in nursing staff.

We appreciate your time and consideration. Please let us know if you need further information. I can be reached at reanna.albert@sfdph.org.

cc: Ramon Williams, Director of Labor Relations, SFDPH
Rob Longhitano, Director – Office of Contract Management and Compliance, SFDPH
Jonathan Lyens, Director of Contract Strategy, Policy, Planning and Development, SFDPH

Attachments:

- Updated PSC 49137-14/15 Mod 5

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTHDept. Code: DPHType of Request: Initial Modification of an existing PSC (PSC # 49137 - 14/15)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: Intermittent, supplemental temporary nursing personnel for San Francisco Health NetworkFunding Source: General FundPSC Original Approved Amount: \$18,000,000 PSC Original Approved Duration: 07/01/15 - 12/31/17 (2 years 26 weeks)PSC Mod#1 Amount: \$40,000,000 PSC Mod#1 Duration: 05/01/17-12/31/21 (4 years 1 day)PSC Mod#2 Amount: \$30,000,000 PSC Mod#2 Duration: 08/10/18-12/31/22 (1 year)PSC Mod#3 Amount: \$31,748,074 PSC Mod#3 Duration: 08/01/20-06/30/24 (1 year 25 weeks)PSC Mod#4 Amount: \$50,000,000 PSC Mod#4 Duration: 08/01/21-07/30/25 (1 year 4 weeks)PSC Mod#5 Amount: \$100,000,000 PSC Mod#5 Duration: 12/01/23-10/31/27 (2 years 13 weeks)PSC Cumulative Amount Proposed: \$269,748,074 PSC Cumulative Duration Proposed: 12 years 17 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Contractors will provide San Francisco General Hospital (SFGH) and Laguna Honda Hospital (LHH) a continuous, reliable source of intermittent, supplemental, and travel nursing personnel during high patient census, high acuity, unexpected staff illnesses and/or vacations, and to meet State nurse-to-patient staffing ratio requirements. In addition, SFGH is scheduled to transition to a new acute care facility in December of 2015. In order for that transition to be successful, the current staff will require training on the new equipment, technology, patient flow and workflow processes. Supplemental contract nurses and ancillary personnel will be necessary to provide surge capacity in order to backfill SFGH staff while they attend training sessions and scheduled "day-in-the-life" training simulations.

B. Explain why this service is necessary and the consequence of denial:

The ability to access supplemental, temporary nursing personnel enables SFGH and LHH to reduce the frequency and duration of ambulance diversions, creating flexibility in responding to crisis, such as multiple victim situations and maintaining inpatient revenue-generating capacity in the face of an ongoing shortage of nursing staff. In 1999, the State passed AB 394 mandating specific nurse-to-patient ratios for acute care hospitals and specialty hospitals in California. This requires SFGH and LHH to maintain adequate nurse staffing. Without these contract services, the SFGH and LHH will not be able to maintain required nurse-to-patient ratios during unexpected staff shortages. (Continued on attachment)

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.

Yes

D. Will the contract(s) be renewed?

If needed.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why:

The duration of this PSC is more than five years because there continues to be a nationwide shortage of nurses. In order to maintain mandated nurse staffing ratios the Department must continue to utilize temporary staff. The Department forecasts this trend to continue for the foreseeable future.

2. Reason(s) for the Request**A. Display all that apply** Services required on an as-needed, intermittent, or periodic basis (e.g., peaks in workload).

Explain the qualifying circumstances:

Contractors will provide San Francisco General Hospital (SFGH) and Laguna Honda Hospital (LHH) a continuous, reliable source of intermittent, supplemental, and travel nursing personnel during high patient census, high acuity, unexpected staff illnesses and/or vacations, and to meet State nurse-to-patient staffing ratio requirements. Contractors will also allow current staff to be trained on the new equipment, technology, patient flow and workflow processes in the new SFGH hospital building by assisting with maintaining nursing staff in the present building during training.

B. Reason for the request for modification:

The modification is to increase the amount of the PSC request and to extend the term in order to respond to ongoing needs for nursing support due to ongoing operations, responding to surges as a result of emergent needs such as COVID-19 outbreaks, or other communicable diseases, and to ensure coverage when existing staff are unable to fill scheduled or unscheduled shifts. Covered locations include Jail Health Services and Primary Care.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Contractors must be able to provide traveling personnel who are California-licensed nurses with a minimum of one year of nursing experience as well as specialty experience where applicable, current CardioPulmonary Resuscitation (CPR) certifications, and current health and safety classes congruent with City and County policy (DPH Health and Safety Policy) and Joint Commission requirements for hospital accreditation and California Title 22 Standards. (Continued on attachment)

B. Which, if any, civil service class(es) normally perform(s) this work? 2302, Nursing Assistant; 2303, Patient Care Assistant; 2310, Surgical Procedures Technician; 2312, Licensed Vocational Nurse; 2320, Registered Nurse; 2340, Operating Room Nurse; 2430, Medical Evaluations Assistant;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No.

4. If applicable, what efforts has the department made to obtain these services through available resources within the City?

Not Applicable

5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out

A. Explain why civil service classes are not applicable.

Civil service classifications already exist. These registry services are necessary for intermittent, temporary, as-needed services to provide back-up coverage during times of high patient census, high acuity, unexpected staff illnesses and/or vacations and/or unanticipated staff shortages. It is standard practice to use surge staffing during transitions requiring training of large numbers of staff. The expected length of the surge registry services would be from August 2015 to December 2015.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain: No, because the City currently has Civil Service classifications used to provide a portion of these services on a regular basis. These registry services are needed to meet intermittent staffing needs during periods of unusually high patient activity or low staffing of civil service employees (Continued on attachment)

6. Additional Information

A. Will the contractor directly supervise City and County employee? If so, please include an explanation.

No.

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.

Please see attachment.

C. Are there legal mandates requiring the use of contractual services?

No.

D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.

No.

E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.

No.

F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
Cross Country Staffing; Aya Healthcare, Inc.; TaleMed, LLC

7. **Union Notification:** On 10/10/23, the Department notified the following employee organizations of this PSC/RFP request: SEIU, Local 1021 (Staff Nurse & Per Diem Nurse); SEIU Local 1021; SEIU 1021 Miscellaneous; Professional & Tech Engrs, SFAPP; Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Architect & Engineers, Local 21;

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Kelly Hiramoto Phone: 415-255-3492 Email: kelly.hiramoto@sfdph.org

Address: 101 Grove Street, Room 307, San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49137 - 14/15

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 01/30/2024