

SFBCH-Adult Residential Facility Working Group

December 2020 Report to the Board of Supervisors

This report is the second regular report to the board of supervisors and the Mayor's office regarding ordinance No. 295-19, to advise the Board of Supervisors and the Mayor on issues relating to Resident care, training, workplace conditions and staffing at the the Adult Residential Facility (ARF) of the Behavioral Health Center (BHC) located at 877, Potrero Avenue.

Current Members:

Co-chairs: Monica Diaz LPT, SEIU 1021; Andrea Turner, ZSFG COO (replacing: Dr. David Woods, CPO)

Secretary: Casie Aniya (replacing Emeterio Garcia)

Amy Wong MHTS, IFPTE L21; Sarah Larson, MHTS, IFPTE L21, Karlyne Konczal LVN, SEIU 1021; Kelly Morson, LVN, SEIU 1021 (replacing Connie Truong AL) SEIU 1021 and Sharifa Rahman MHW, SEIU 1021; Linda Sims RN, BHC Facility Director; Jeffery Schmidt, Director of ZSFG Operations (replacing Luis Calderon, acting SFHN Transitions Deputy Director); Adrian Smith (replacing Joanna Cheung, MFT), ARF Director and Adela Morales, RCFE Director

The labor team is holding out hope regarding the abrupt change in oversight on 7/1/2020 from Transitions to ZSFGH. This change was not announced to staff or the unions until over a month after the contract began. Due to the changes in oversight and the circumstances around the COVID surge, there have recently been multiple changes in management personnel within the group. Labor is waiting to see what changes will develop with the change in oversight and support for the BHC.

MEETINGS

After the March 1st, 2020 report was submitted, the Working Group convened on March 5th, July 2nd, August 6th, October 1st, and November 5th. It is noted that after the meeting on March 5th, all subsequent meetings had taken place remotely through Microsoft Teams due to the social distancing recommendation. Scheduled meeting on April 2nd was cancelled due to precaution to mitigate the risk of exposure to COVID-19. Scheduled meetings on June 25th and September 3rd cancelled due to a) Troy Williams scheduling issues and b) chronic technical issues with meeting platform.

The Working Group will continue to meet on the first Thursday of each month. Due to meetings being missed previously, additional 30 minutes will be added to each meeting. Working Group will run from 9:30am to 11:30am.

Staffing

- The group is waiting for management to produce workable staffing model. There have been several requests over the past year and management has yet to produce a model.
- At this time various staff are expected to cover the front desk, drive residents to appointments, accompany residents to all off unit activities, such as medical and psychiatric appoints, banking and various shopping trips which would normally be independent or covered by case managers. Nursing staff are also often expected to cover staff shortages on other units.

- There have been some new hires, but we are still very short, especially since staff are required to escort residents on all visits, appointments and screenings due to Covid.
- Staff is requesting the hire of a facility-wide coordinator to be a point person regarding the facilitation and scheduling of trainings, orientation, testing and certifications.
- Jeff Schmidt explained that the hiring process is difficult to streamline with HR, which has made recruitment very challenging. The idea was floated to recruit new graduates.
- The labor group has been requesting that the interview process be an interdisciplinary process rather than just managers.

Staff hired since March, 2020 include 1 Team Leader, 2 Licensed Psychiatric Technicians, and 1 Licensed Vocational Nurse for the ARF. Additional LPTs, LVNs, and mental health workers were hired for the BHC. HR is in the process of hiring additional Team Leaders, LPTs, and LVNs. However, Staff have not yet been able to move into positions they bid on last December, which will affect staff ratios Throughout the BHC.

Workplace safety-

Linda Sims and Sarah Larson met with Risk management regarding a list of safety issues created with the help of staff. Risk management explained that they could only respond to management request for root cause analysis after a reported critical incident. This report was never finalized or shared with the working group.

There was some agreement that remedies to the ARF should extend to the RCFE and the rest of the BHC where applicable.

- Basil Price, director of Security is expected to present a safety analysis of the ARF. Reported concerns include Campus safety issues, drug dealing and use, sexual activity, human waste and the debris left, particularly around the secluded ARF entrance have not been addressed.
- Management reports having many meetings with HR, but no significant changes have been in effect regarding problem employees with threatening or menacing behaviors, bullying peers, refusing assignments, false allegations, inadequately trained staff with little to no supervision, using peers to train new staff with no procedural plans or supervision.
- We want DPH to hold managers and supervisors accountable for their action or inaction in supervising and managing their own workforce, which suggests a systemic issue at ZSFGH Human resources.
- Management has yet to implement the new Workplace Violence Prevention policy, written last August. However, employees have been issued personal alarms.
- The group had pointed out that panic buttons should be placed in stations, off unit areas, communal areas, and clients rooms.
- Labor has requested several times to meet with the watch commander and discuss difficulties in getting quick and effective responses to 911 calls to no avail.

Patient Care-

- Leadership has not provided staff clear, effective expectations on setting limits, patient's rights, and enabling negative behaviors. There is no clear communication in the use of behavioral plans

for special needs. Though residents are required to sign a contract to abide by house rules, there are no clear ways to enforce them.

- Management has not yet addressed how to monitor recreational drug use and the availability of 5150 to assist in stabilizing and setting limits on dangerous and or threatening behaviors.
- Drug use, refusal of medications and medical care, binge eating, violent acting out, predatory behaviors and poor hygiene are not being addressed to any effect.
- There is currently no access to bridge programs or a treatment specialist at the ARF to address special needs.
- This facility continues to have an opaque system of admissions via Transitions placement team and other external sources who are slow to respond, if at all, to residents who decompensate, leaving this facility with no recourse but to keep residents who either need a different level of care or impinge upon the rights of their peers.
- ARF staff presented 8 recommendations to improve client care that are currently not practiced:
 - 1) Develop a schedule and tracking sheet to monitor residents showering and room cleanliness
 - 2) Propose ways to encourage to participate in activities. Not much movement in this item yet.
 - 3) Discuss improving tracking residents 'service plans. Having team leaders review and document residents service plans monthly
 - 4) Focus on development residents independent living skills
 - 5) Staff training in treating residents with respect and dignity
 - 6) Proper reporting and documentation on unusual incidences
 - 7) Staff practice good boundary, limit setting and review Community Care Licensing regulations annually
 - 8) Create a functional therapeutic milieu which is emotionally, environmentally, and socially supportive of our residents

We are hoping to address these issues in the upcoming year.

Training

- After much discussion, ZSFGH admin has reported that Kala Garner at Department of Education and Training (DET) is currently trying to figure out a plan for Crisis Prevention Intervention (CPI) training; a crucial part of the new workplace violence policy which cannot be taught online.
- A plan for Medication Training has been written by Sharifa and Adela, see below.
- Sarah asked if Medication management group could be offered for residents on a monthly basis in order to encourage medication compliance and support. Waiting for response from management.
- CPI Training is on hold due to COVID surge

Progress

- Pharmacist Dr. Mark Watanabe is expected to commence Medication management training for staff on January 28, 2021.
- Karri Konczal will be joining the Workplace Violence Committee at ZSFGH.
- CPR and first Aid training are now available online.