San Francisco
Behavioral Health Center
Adult Residential Facility
Working Group

CITY AND COUNTY OF SAN FRANCISCO
Department of Public Health

London N. Breed Mayor

MINUTES
SF Behavioral Health Center Adult Residential Facility Working Group
Thursday, August 5, 2021, 9:30 a.m.
San Francisco Behavioral Health Center
Microsoft Teams Live Event

1) ROLL CALL & INTRODUCTIONS

Present:
- Andrea Turner, Co-Chair / ZSFG Chief Operating Officer
- Monica Diaz, Co-Chair / Team Leader RCFE, SEIU Miscellaneous
- Linda Sims, RN, BHC Director
- Adela Morales, RCFE Program Director
- Jeffrey Schmidt, Director of ZSFG Clinical Operations
- Adrian Smith, ZSFG Chief Quality Officer
- Ingrid Thompson, RN, MHRC Director of Nursing
- Kelly Morson, Team Leader ARF, Local 21
- Sharifa Rahman, Mental Health Rehabilitation Worker, ARF, SEIU Miscellaneous
- Connie Truong, Activity Leader MHRC, SEIU Miscellaneous
- Amy Wong, Mental Health Treatment Specialist, MHRC, Local 21
- Sarah Larson, MS, Mental Health Treatment Specialist, RCFE, Local 21

Absent:
- Linda Sims, RN, Behavioral Health Center Director
- Ingrid Thompson, RN, MHRC Director of Nursing

Other Attendees: Kathlyn Marquez, SFBHC ARF Working Group Secretary.

Full materials are online here: https://www.sfdph.org/dph/comupg/knowlcol/meetingsgroups/agendasminutes.asp
or by email request to kathlyn.marquez@sfdph.org
The meeting was called to order at 9:41 AM.

2) REVIEW AND APPROVAL OF THE JULY 1, 2021 MEETING MINUTES
Andrea Turner opened topic for discussion.

Public Comment:
There was no public comment on this item.

Discussion:
Ms. Wong asked that on page 2, the conversation of adding the ZSFG Policy on threats and violence in the workplace and prevention management should reflect Ms. Sims’ comments of adding this topic for discussion for the agenda of today’s August 5th meeting. Ms. Turner replied that this agenda item would be deferred to the September 2nd meeting because she will need to meet with Ms. Sims when she returns regarding the workplace violence policy in question to obtain more background on the topic.

Ms. Wong asked that on page 3, the “one remaining vacancy” be changed to “one team leader vacancy.”

Ms. Wong asked that on page 7 to add her comment of “why the ARF cannot have the 14 beds back.”

Action:
The Working Group voted unanimously to amend and approve the July 1, 2021 minutes with the outlined changes above.

3) CPI TRAINING UPDATE
Andrea Turner opened topic for discussion.

Public Comment:
There was no public comment on this item.

Discussion:
Ms. Turner relayed that the CPI training is going very well. Based on the last report received from Mr. Price, staff at BHC were very engaged. Mr. Price enjoyed the training session with everyone and felt the team received the training well and posed great questions going forward. Ms. Turner stated she would have a better assessment tomorrow.

Ms. Morales stated that the classes went well with good participation and attendance. There are three more classes scheduled for August 11th, August 12th, and August 24th.

Ms. Rahman commented that she enjoyed the way Mr. Price presented the CPI Training.

Ms. Turner thanked the group for their comments and will relay this feedback to Mr. Price.

Ms. Truong commented that CPI training was excellent; however, because they were the first group to be trained, there was not enough time allotted for physical practice. Mr. Price’s first portion of training included a lecture where the group absorbed the concept, but after the break, the group did not have enough time for physical practice. Ms. Truong requested that the group have an opportunity for a more hands-on approach that includes rotation of how to conduct turning and first steps. If possible, she asks and recommends a refresh training within six months. She acknowledged that the group enjoyed the physical training portion, which is necessary and will prevent injury with clients and staff. In addition, more access and body movement will prompt muscle memory.
Ms. Turner indicated that she would communicate these comments to Mr. Price. And confirmed the request for refresh training within the next six months.

Ms. Truong confirmed the request for refresh training to occur within the next six months, and that staff would love to participate in more physical training.

Mr. Smith discussed that in other areas, further down the road with CPI Training is to help staff remember and use those skills is to conduct drills or a mock code to practice those skills amongst yourselves. If the staff has only completed one training, it will require more instruction, and Mr. Smith noted that he understands and recognizes this. However, PES has begun to build drills and mock activation, so staff feels proficient and ready to use those skills. Moving forward in planning the future, this may be something that the BHC may consider as well.

Ms. Turner asked what department would work with the BHC to conduct these drills on a calendar rotation?

Mr. Smith verbalized that he is not confident that he can answer that question immediately. He will need to touch base with PES to inquire how the department is coordinating these efforts. He understands that Mr. Price was involved in these efforts. It’s an idea to think about, and Mr. Smith will gather more information.

Ms. Turner asked Mr. Smith to discuss this topic at next month’s meeting, and Mr. Smith agreed. 17:58

4) STAFFING MINIMUMS UPDATE
Andrea Turner opened the floor.

Public Comment:
There was no public comment on this item.

Discussion:
Ms. Turner relayed that Jason Wong, HR Analyst, Ms. Sims, and Mr. Schmidt have been working on getting staffing appropriately modeled.

Ms. Turner and Ms. Diaz discussed that the staffing model needs to be revisited. Ms. Turner enlisted the help of Jenna Bilinski, KPO Director and Social Medicine Liaison for Mental Health San Francisco, to work with Ms. Sims, Human Resources and Finance, to create a new model. 19:45

Ms. Morson requested information regarding the BHC budget and process. Ms. Turner replied she could not provide an answer at this time due to a lack of clarity. However, this topic can be revisited with answers later. Mr. Schmidt said the budget will be addressed in the town hall meeting.

Ms. Diaz asked how soon can a new staffing model be obtained? Ms. Turner stated that a deadline is dependent on Ms. Bilinski’s progress. Ms. Turner discussed that a staffing model is in the works, but it is not the same as a staffing model. The staffing models speak to how many FTEs are needed for the ARF’s work in 24 hours. The staffing grid determines the hours and shifts. The staffing model can be used to create the staffing grid. The leaders in the department will then select and define the staffing grid for the department.

Ms. Diaz stated that the leaders in the department had defined a staffing grid of 3-3-2, which is not appropriate for the facility's needs. Therefore, she is pushing for the staffing grid to increase to 4-4-3, substantiating the work. Additionally, she stated that they would like to work with management to increase staffing minimums.
Ms. Truong stated she understands the minimum staffing requirement and relayed that this is an issue because the BHC is short-staffed on other floors. As a result, staff and team leaders are being pulled from the ARF to support other units regularly.

Mr. Schmidt discussed this issue is not unique to the ARF. He will speak with Ms. Sims regarding the new 4-4-3 staffing model and will investigate this further. This endeavor will be challenging due to the number of current vacancies across the BHC. However, Mr. Schmidt continued, Ms. Sims and HR are working to fill these vacancies.

Ms. Morales confirmed that the unforeseen absences impact the ARF in obtaining coverage. Currently, in the ARF, there is still a vacancy of one team leader and two LPTs. She spoke with Ms. Sims and determined these classifications are challenging to recruit. Ms. Turner stated due to the specific job requirements, and the BHC cannot obtain temporary contractors for support. Ms. Morales confirmed that staff could not work until cleared due to Medicare licensing, a relatively lengthy process.

Ms. Morson asked if there is a way to request staff from the main hospital to cover the third floor if staff are available? Mr. Schmidt stated that staff used to float from Acute Psychiatry over to the BHC. This option is not out of the question, but staffing in Acute Psychiatry is currently extremely short. They now do not have enough staff to float to the BHC. Mr. Schmidt will explore this option with Ms. Sims and Acute Psychiatry leadership.

5) SECURITY RISK ASSESSMENT IMPLEMENTATION UPDATE

Andrea Turner opened the floor.

Public Comment:
There was no public comment on this item.

Discussion:
Mr. Schmidt stated that Mr. Price has submitted project and upgrade recommendations to the Mayor’s office for approval in early August and awaiting approval for the budget. Mr. Price is exploring a different type of duress button. His original recommendation included installing 11 duress buttons in various places of the building. Mr. Price is working with a vendor on personal duress devices, similar to the staff’s alarms in Acute Psychiatry. These alarms also directly alert the Sheriff’s Operation Center (SOC), so they are aware. These personal alarms will be helpful for staff if they are in an area where no duress button is available. Mr. Price is awaiting a quote from the vendor, and more information should be available in mid-August. Mr. Schmidt continued that by September when the budget is approved, Mr. Price will work with the same vendor to conduct a walkthrough of the facility to determine surveillance camera installation locations which will be monitored in the SOC, and respond if there is trouble. In October or November, equipment should be ready for installation. Soon after installation, Mr. Price and the vendors will train staff on the equipment and response protocols.

Mr. Schmidt continued, another project in the works includes obtaining a quote for the security gate, which will be placed at the bottom of the stairwell on the Potrero St. exit and entrance. This gate will have a card reader and a button with a microphone. The reader will allow staff to enter, and exit and the microphone will enable clients to access that door. Schmidt relayed that there is no timeline as to when this work will begin. Greg Chase is currently working on that quote which is also part of this budget request.

Ms. Morson asked if the Methadone Clinic will stay where is it. Mr. Schmidt confirmed that the Methadone Clinic would remain until the pandemic is over.

Ms. Morson inquired if there is a possibility of moving the bus stop back to where it was, in front of the other building. This topic has been brought up at a weekly Security Leadership meeting and discussed at length.
Additionally, there will be a walkthrough to review the area's state conducted by Mr. Schmidt, Ms. Turner, Mr. Saltz, the Gardner teams, and the Sheriff's Department. Mr. Schmidt said he would explore this option of moving the bus stop with Facilities. Ms. Turner noted this option is not a permanent solution and will investigate what can be done in the meantime.

Ms. Morson asked if surveillance cameras will be installed in front of Hummingbird. She suggests installing a camera in the remote area because it’s become a gathering place. Mr. Schmidt is not knowledgeable of the actual plan of where the camera will be installed. He will bring this to Mr. Price’s attention before the walkthrough of the facility is conducted.

6) WORKPLACE VIOLENCE PREVENTION UPDATE
Andrea Turner opened the floor.

Public Comment:
There was no public comment on this item

Discussion:
Ms. Turner discussed with Ms. Sims about representation from the BHC in the Workplace Violence Committee and starting an internal BHC Workplace Violence Committee. Ms. Turner stated that she would work with Ms. Sims using the PASTA for the Workplace Violence Committee to ensure that the internal committee will follow that charter. Additionally, the chair of the internal committee will represent the BHC in the Workplace Violence Committee for the organization.

Mr. Smith stated that the online UO reporting system went live on July 1st. The volume of reports that they’ve received has generally been low. He asked Risk Management to run a report, and they have not seen any workplace violence reports come through the UO system. Mr. Smith encourages staff to fill out a UO online for any workplace violence incidents that occur. He will work with Linda, Adela, the team, and the individual involved to investigate, make recommendations, and necessary changes.

Mr. Smith noted, starting in August, Risk Management will begin a deeper dive into reports to determine if the incident was verbal or physical assault with no injury or a physical assault with an injury. As of August 1st, there will be more specificity in the data moving forward. These reports are sent to each area’s leader for dissemination within their team.

Ms. Diaz stated that the lack of data is due to the format change of the UO system. The staff is not aware of the new system, and as a result, they are not reporting. Mr. Smith encourages whoever is closest to the incident to fill out the UO online available to all staff on the CHN Intranet website. Ms. Morson stated that at the ARF and RCFE, they still have paper charts with UO forms to fill out. She suggests adding the online UO information on those forms to prompt staff to fill out UO’s online. Mr. Smith stated that he would work with Mr. Schmidt and Ms. Morales to ensure the new UO training is sent out to staff. Additionally, he suggests reminding staff to check their emails because this is where the information will be displayed. Mr. Smith mentioned that his team created flyers and will resend this information to BHC staff. Ms. Morales confirmed that an email was sent out to all staff with instructions on how to fill out the online UO’s. Regarding the ARF and RCFE, they still need to send the unusual incident occurrence to Community Care Licensing. Then, any staff can go online and complete a UO. Ms. Morales stated that she would check in with staff to ensure they are checking their emails.

7) RESIDENT CARE IN THE ARF UPDATE
Jeff Schmidt opened the floor for discussion.

Public Comment:
There was no public comment on this item.

Discussion:
Ms. Rahman stated that a few of the day shift staff had been out on vacation. The ARF has been running the unit on very minimum staffing. Although this endeavor was challenging at times, the team has been able to manage most of the activities. Clients have frequently been going out to the community, and upon their return, the staff ensures that all COVID protocols are followed. The Resident Council group that occurs every Thursday has been very successful. The clients suggest ideas around how to improve their living skills. A few clients asked if they could use the kitchen at least once a month for at least an hour to make their favorite dish. Erica, one of the activity leaders, is willing to lead this activity. These activities are going very well with the minimum staffing in place. Staff continues to support activities such as the gym, playing pool, or gardening. The med nurses are doing the medication groups. Ms. Rahman would like to change the medication group to every other week instead of every week because there is not enough client participation. ADL’s activities and service plans are going well, but there are not enough modeling meetings left. Ms. Rahman discussed item #3 on the Resident Care Improvement plan, where team leaders have been doing an excellent job communicating with the teams. Ms. Rahman noted that she really appreciates all day shift staff committed to the activities plan and calendar. Staff also adjust their break times to accommodate client activities. Clients have been very appreciative, and staff has witnessed increased participation.

Ms. Morson shared that July 4th was a successful, fun event where clients and staff had a perfect time. Everyone had a hot dog and little 4th of July goodies. In addition, chaplain Margo sent pizzas to all three units for the celebration. A generous effort that Chaplain Margo continues every year.

Mr. Schmidt thanked Ms. Rahman, Ms. Morson, and the team for all this great work.

Ms. Rahman mentioned that she briefly spoke with Anile, and she will help purchase therapeutic items for the client garden. This effort is pending the budget, and once it’s approved, Anile will take Ms. Rahman shopping for garden items.

8) TOPIC SUGGESTION FOR NEXT MEETING
   Jeff Schmidt opened the floor for discussion.

Public Comment:
There was no general public comment.

Discussion:
Mr. Schmidt discussed that CPI Training would stay on the agenda for next month’s meeting. Staffing Minimum updates will also remain on the agenda. He noted that an update for floating staff from the main house would be provided. Mr. Schmidt will deliver another update for Security Risk Assessment. He is hoping there are additional UO’s from the UO system to discuss at the next meeting. Lastly, Workplace Violence and Resident Care in the ARF will continue as standing items on the agenda.

Ms. Truong suggested adding Bullying in the Workplace as an agenda item for next month’s meeting. She states that it’s important to mandate staff from the ARF to stop this behavior.

Ms. Morson mentioned another report was due to the Board of Supervisors. She suggests reviewing the ordinance in the next meeting. Mr. Schmidt suggests holding a small workgroup to discuss the ordinance. Ms. Morson relay

9) GENERAL PUBLIC COMMENT
   Andrea Turner opened the floor for general public comments.
Public Comment:
There was no public comment on this item.

10) **ANNOUNCEMENTS**
Jeff Schmidt opened the floor to announcements.

Public Comment:
There was no public comment on this item.

**Discussion:**

Mr. Schmidt announced that there would be a Town Hall meeting in the last week of August and requested Ms. Rahman and Ms. Morson to present an update on Resident Care in the ARF along with improvements. Ms. Rahman and Ms. Morson agreed to give at the upcoming Town Hall.

Mr. Schmidt announced that Wi-Fi (Mi-Fi) hotspots will be available for each program and are coming soon. Clients will also access Wi-Fi through these hotspots. These devices are portable and can be moved to various areas. IT states that these hotspots work very well.

11) **ADJOURNMENT**
The meeting was adjourned at 11:12AM.