

**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

# San Francisco Behavioral Health Center Adult Residential Facility Working Group

## CITY AND COUNTY OF SAN FRANCISCO Department of Public Health

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### 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  
Adela Morales, RCFE Program Director  
Jeffrey Schmidt, Director of ZSFG Clinical Operations  
Adrian Smith, ZSFG Chief Quality Officer  
Kelly Morson, LVN, Team Leader, 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.

The meeting was called to order at: 9:41 AM.

Full materials are online here: <https://www.sfdph.org/dph/comupg/knowlcol/meetingsgroups/agendasminutes.asp>  
or by email request to [kathlyn.marquez@sfdph.org](mailto:kathlyn.marquez@sfdph.org)

## **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 5<sup>th</sup> meeting. Ms. Turner replied that this agenda item will be deferred to the September 2<sup>nd</sup> 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 changes outlined 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 staff received the training well and posed great questions going forward. Ms. Turner stated she will 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 11<sup>th</sup>, August 12<sup>th</sup>, and August 24<sup>th</sup>.

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 great, 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 for the group to have an opportunity for more hands-on practice that includes rotation of how to conduct turning and first steps. If possible, she requests 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 as well as with staff. The 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 physical training within the next six months, twice a year.

Ms. Truong confirmed the request for a 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 staff have only completed one training, staff will require more instruction which he understands and recognizes. PES has begun to build drills and mock activation, so staff feel like they are 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.

#### **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 to get 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.

Ms. Larson requested information regarding the BHC budget and process. Ms. Turner replied, she is unable to provide an answer at this time due to lack of clarity. This topic can be revisited with answers later. Mr. Schmidt said the budget will be addressed in the townhall 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 can be created but it is not the same as a staffing model. The staffing models speaks to how many FTEs are needed for the ARF's work in a 24-hour period. 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 determine and define the staffing grid for the department.

Ms. Diaz stated that the leaders in the department have defined a staffing grid of 3-3-2, which is not appropriate for the needs of the facility. She is pushing for the staffing grid to increase to 4-4-3 which will substantiate 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 in other floors. 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 in this further. This endeavor will be difficult due to the number of current vacancies across the BHC. 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 difficult to recruit. Ms. Turner stated due to the specific job requirements in the BHC, temporary contractors cannot be obtained for support. Ms. Morales confirmed that due to Medicare licensing, staff cannot work until they are cleared which is a fairly long process.

Ms. Larson 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 currently staffing in Acute Psychiatry is extremely short as well. They currently 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 ASSESMENT 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 which are very similar to the personal alarms that staff wear in Acute Psychiatry. These alarms also directly alert the Sheriff's Operation Center (SOC), so they are aware of the alarm. These personal alarms will be useful 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 is going to work with the same vendor to conduct a walkthrough of the facility to determine where surveillance cameras should be installed so it can 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 card reader will allow staff to enter and exit. The microphone will allow 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. Larson asked if the Methadone Clinic will stay where is it. Mr. Schmidt confirmed that the Methadone Clinic will stay until the pandemic is over.

Ms. Larson 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 state of the area conducted by Mr. Schmidt, Ms. Turner, Mr. Saltz, the Gardner teams, and the Sheriff's Department. Mr. Schmidt said he will 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. Larson 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 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 had a discussion 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 will work with Ms. Sims using the PASTA for the Workplace Violence Committee to ensure that the internal committee will follow that charter.

Mr. Smith stated that the online UO reporting system went live on July 1<sup>st</sup>. 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 occur and he will work with Linda, Adela, the team, and the individual involved to make sure they investigate, make recommendations and necessary changes. Additionally, starting in August, Risk Management will start 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 1<sup>st</sup>, 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 reason for lack of data is due to the format change of the UO system. Staff are not aware of the new system and as a result, they are not reporting. Mr. Smith encourages that whoever is closest to the incident, to fill out the UO online which is available to all staff on the CHN Intranet website. Ms. Larson 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 will work with Mr. Schmidt and Ms. Morales to ensure the new UO trainings are 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 staff 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. Any staff can go online and complete a UO. Ms. Morales stated that she will 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 have been out on vacation. The ARF has been running the unit on very minimum staffing. Although this endeavor was difficult at times, the staff has been able to manage most of the activities. Clients have been frequently going out to the community and upon their return, 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 so they can 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 that are committed to the activities plan and calendar. Staff also adjust their break times to accommodate client activities. Clients have been very appreciative, and staff have witnessed increased participation.

Ms. Morson shared that the July 4<sup>th</sup> was a successful, fun event where clients and staff had a really good time. Everyone had a hot dog and little 4<sup>th</sup> of July goodies. 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 will stay on the agenda for next month's meeting. Staffing Minimum updates will also stay on the agenda. He noted that an update for floating staff from the main house will 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 its important to mandate staff from the ARF to stop this behavior.

Ms. Larson 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 work group to discuss the ordinance.

#### **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 will be a Town Hall meeting at 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 present at the upcoming Town Hall.

Mr. Schmidt announced that Wi-Fi (Mi-Fi) hotspots will be available for each program and is coming soon. Clients will also be able to 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.