

Andrea Turner
Co-Chair / ZSFG Chief Operating Officer

Monica Diaz
Co-Chair/ Team Leader RCFE
SEIU Miscellaneous

Linda Sims, RN
BHC Director

Joanna Cheung, LMFT
ARF Director

Adela Morales
RCFE Program Director

Jeffrey Schmidt
Director of ZSFG Clinical Operations

Kelly Morson
Team Leader ARF
Local 21

Sharifa Rahman
Mental Health Rehabilitation Worker
ARF
SEIU Miscellaneous

Karlyne Konczal, LVN
Team Leader RCFE
SEIU Miscellaneous

Amy Wong
Mental Health Treatment Specialist
MHRC
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Sarah Larson, MS
Mental Health Treatment Specialist
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San Francisco Behavioral Health Center Adult Residential Facility Working Group

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MINUTES

SF Behavioral Health Center Adult Residential Facility Working Group

Thursday, January 7, 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, Behavioral Health Center Director
Joanna Cheung, LMFT, Adult Residential Facility Director
Adela Morales, Residential Care Facility for the Elderly Program Director
Jeffrey Schmidt, Director of ZSFG Clinical Operations
Kelly Morson, LVN, Team Leader, Local 21
Sharifa Rahman, Mental Health Rehabilitation Worker, ARF, SEIU Miscellaneous
Amy Wong, Mental Health Treatment Specialist, MHRC, Local 21
Karlyne Konczal, LVN, Team Leader RCFE, SEIU Miscellaneous
Sarah Larson, MS, Mental Health Treatment Specialist, RCFE, Local 21

Other Attendees: Casie Aniya, SFBHC ARF Working Group Secretary.

The meeting was called to order at: 9:50AM.

2) REVIEW AND APPROVAL OF DECEMBER 3, 2020 MEETING MINUTES

Andrea Turner opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Sims requested that on page 3, the sentence be changed from “Ms. Sims stated that she was not working at the BHC in 2005...” to “Ms. Sims stated that she was not working as the Director of the BHC in 2005...”. Ms. Sims also requested to correct the spelling of Mark Watanabe’s name on page 7 from “Mark Watabe”.

Action:

The Working Group voted unanimously to amend and approve the December 3, 2020 minutes with changes outlined above.

3) STAFFING MODEL AND HIRING UPDATES

Andrea Turner opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Sims provided ARF’s hiring updates. She explained that she has interviewed two 2314 Team Leaders for the house float positions and has already offered one interviewee a position. She is now awaiting his response to determine if he will accept a position in the ARF.

Ms. Sims stated that she has received confirmation from the Merit team that they are compiling a list and will begin the application review process to hire the two 2305 LPT vacancies.

Ms. Larson stated that in December 2019 she received a list of open positions and there haven’t been any gains in hiring since then. Ms. Sims replied that this request was for the entire BHC and not just the ARF. Ms. Sims’s updates today were in regard to the ARF only. Ms. Larson confirmed that she asked about the hiring for the entire BHC because ARF staff are required to float to other floors and asked why it is up to staff to determine where they will work in the BHC. Mr. Schmidt replied that as an interviewer himself, although staff may not want to work in certain departments or may not be a good fit for certain departments, rather than lose a good candidate, they would want to fill another vacant position elsewhere.

Ms. Diaz asked how many total positions are still open on the ARF. Ms. Sims confirmed that three team leaders and two LPTs are currently vacant.

Ms. Morson asked about the recruitment issues that were discussed in the December ARF working group meeting. Mr. Schmidt explained that the hiring process is long for any position at DPH. For each position, the hiring manager needs to obtain a list which must be canvased, then conduct a long and potentially difficult interview process. Overall the process is also challenging to streamline with HR. Especially during COVID-19, it has been even more difficult to hire licensed staff as they have jobs and are deployed to support the pandemic. Ms. Sims confirmed that LPTs are difficult to recruit for. She has spoken to other BHC LPTs to ask if they know of anyone who might be interested in applying. Recruitment has also reached out to many areas but has had a difficult time compiling a list of people to interview. Ms. Sims explained that Team Leaders are also challenging to hire due to the minimum qualifications and experience required.

Ms. Morson asked if the team can set a timeline of six to eight months to hire these positions. Mr. Schmidt confirmed that this is achievable if they are able to find the right people. Ms. Sims also stated that the fingerprinting LiveScan clearances can sometimes increase hiring times at the BHC when additional documentation is required.

Ms. Morson requested for more information about the new grad program that Mr. Schmidt had mentioned during the December working group meeting. Mr. Schmidt detailed that when he was the interim Director of the ZSFG Emergency Department, he had major success filling vacancies through their new grad program. To do this for the ARF, they would have to create a new grad training program with HR and partner with schools to recruit from. Mr. Schmidt asked if there is an LPT program in the area that the ARF can partner with.

Ms. Sims asked for clarification on whether these staff would be licensed. Mr. Schmidt confirmed that these students are licensed but do not have experience. Ms. Sims stated that the LPTs they are hiring do not need experience, but the Team Leaders do. Mr. Schmidt expressed that leadership should ask the recruiter to ask schools if they have any interested graduates. Ms. Turner noted that this has been done, but other requirements needed to be met in order to care for our unique patient population. Ms. Sims confirmed that LPTs have the required psychiatric training and that the Merit team has been in contact with schools and different sites in the area to hire. Ms. Sims clarified to the group that the Merit team is a division of the Human Resources Department.

Mr. Schmidt confirmed that the new grad process does not seem necessary or appropriate for the ARF since LPTs do not need experience.

Ms. Diaz asked how many mental health worker positions are vacant. Ms. Sims confirmed that there are none.

Ms. Diaz asked what the ARF staffing model will be. Ms. Sims replied that this was discussed in the December working group meeting. Ms. Larson read a portion of the December working group meeting minutes and asked if leadership has been able to meet offline to reevaluate the staffing model as previously discussed. Ms. Turner stated that she spoke with Jennifer Boffi, Chief Financial Officer of ZSFG, and was told that once BHC leadership is able to connect with the ARF staff for their input, they will meet with Finance to complete the staffing model. Mr. Schmidt confirmed that by next month's meeting, BHC leadership will meet with ARF staff to review the model and report back in February. Ms. Morson noted that it is difficult to monitor residents when there are only three people on day shift and a minimum of four people are needed.

4) TRAINING UPDATES

Andrea Turner opened the topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Sims confirmed that the online, first aid training has gone out to staff.

Ms. Sims explained that for the medication training, she has been working with Mark Watanabe to have the live training recorded. She confirmed that they are still hoping to have three sessions, with the first two on psychiatric medications. The target start date is during the week of January 25, with the following training in the consecutive week. She hopes to post the actual training dates by early next week. However, Ms. Sims did note that this may be subject to change as Mr. Watanabe has been pulled to support the COVID-19 vaccination dissemination. Ms. Morson offered to support the medication training rollout.

Mr. Schmidt asked for Ms. Sims to provide a high-level overview of the content that will be discussed at these trainings. Ms. Sims stated that Mr. Watanabe will review the indications for, and side effects of key psychotropic and antipsychotic medications used for the residents at the BHC.

Mr. Schmidt asked the ARF staff in the work group if this curriculum fits their needs. Ms. Rahman asked if they could add potential medication interaction with other substances. Mr. Schmidt confirmed that this is something Mr. Watanabe can address. Ms. Konczal confirmed that this training is a great idea as many mental health workers do not have this knowledge about the medication they are providing.

Ms. Sims and Mr. Schmidt thanked Ms. Rahman and Ms. Morales for their work as the medication training content was based on the research they completed.

Mr. Schmidt asked the work group if anyone had taken the American Heart Association (AHA) online first aid training course. Ms. Rahman confirmed that she has completed this training and asked if there is an in-person course. Mr. Schmidt confirmed that there are both online and in-person trainings available through AHA, but leadership only intended for the online portion to be completed by staff. He confirmed that Ms. Sims is working with Kala Garner from the Department of Education and Training (DET) to clarify this and better understand what the in-person training requires.

Ms. Larson confirmed that there were some technical difficulties with their website in receiving the certification. Ms. Sims confirmed that DET corrected this error earlier in the week.

Mr. Schmidt asked Ms. Larson to describe the content of the training. Ms. Larson stated that the course reviewed basic first aid training, such as stroke, head injuries, burns, cuts, etc.

Mr. Schmidt provided an update about the Crisis Prevention Institute (CPI) training. He noted that DET planned to facilitate the in-person training in January, but because San Francisco is still undergoing a surge, it has been postponed. Mr. Schmidt hopes the training will be completed in March. Ms. Morson asked that because this training is unable to happen, leadership should again consider staffing as it is difficult to de-escalate situations when the ARF is short-staffed. Mr. Schmidt confirmed that he, Ms. Sims and Ms. Turner are committed to meeting with ARF staff to discuss this.

Ms. Konczal added that it appears most staff in the ARF and BHC do not speak respectfully to residents. She suggested having a training related to respect in working with the residents. Ms. Turner replied that leadership can look into revisiting the respect policy with staff. Mr. Schmidt confirmed that across the hospital, these conversations around respect are important in reminding staff that the way one approaches a patient will dictate how that interaction will go. He agreed that revisiting the respect policy is a good idea and he will speak to some nurse educators to find trainings or talks they have given about de-escalation, communication and proper ways to interact with patients. Ms. Morson and Ms. Konczal agreed that it is important to reinforce these ideas to staff.

Ms. Rahman noted that this conversation leads into item number seven on the agenda. Ms. Sims thanked Ms. Rahman for the reminder and confirmed that she will continue this discussion then, regarding actions that leadership can take from the ARF ordinance requirements.

Ms. Wong thanked Ms. Turner for mentioning the respect policies. She stated that often times more dialogue is needed with leadership to help staff understand these types of policies and what is expected in their standard of care. Ms. Turner confirmed this can be done by leadership.

5) SECURITY RISK ASSESSMENT SUMMARY

Andrea Turner opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

Mr. Schmidt confirmed that he is waiting for Basil Price to present the Security Risk Assessment Summary to ARF staff before disseminating it. However, with the holidays, Mr. Price was unable to do so over the past month. Once he presents it, Mr. Schmidt confirmed that he will disseminate this copy to the working group.

Mr. Schmidt gave a brief overview of the report. He confirmed that the report looked at the inner perimeter, interior security, sensitive spaces, vulnerabilities, client elopements, battery incidents, threats and acts of violence to clients and staff, trespassing, etc. Mr. Schmidt noted that there are recommendations for all areas of the ARF. For example, Mr. Price suggested that around the building, the bushes should be pruned and cut for better visualization. Also, panic and other duress buttons should be installed in areas where there are none.

Ms. Larson asked if security cameras were mentioned in the report. Mr. Schmidt confirmed that they are mentioned, but there are some recommendations that may not be implemented due to the limited budget. However, he stated that there is infrastructure for some improvement that they will implement. Mr. Schmidt will ensure that Mr. Price can virtually present this to the ARF when he is available.

Mr. Schmidt confirmed to Ms. Larson that the entire building will also receive a security risk assessment soon.

6) FINALIZE SFBHC ARF DRAFT WORKING GROUP REPORT

Andrea Turner opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Cheung explained why there are multiple drafts of this report. She stated that during the December 3rd working group meeting, there were two drafts uploaded to the website, one by Ms. Larson and one by herself. However, she was having difficulties merging the two reports because they greatly differ in content. She confirmed that she and Ms. Larson did not meet in person to discuss the drafts but have exchanged emails with both co-chairs copied on them. She also noted that she did not receive any feedback on the drafts but has updated her version. Ms. Cheung then asked the group if they have reviewed these reports and if they have any feedback.

Mr. Schmidt and Ms. Turner thanked Ms. Cheung and Ms. Larson for working on these reports. Mr. Schmidt believes Ms. Cheung's report captures the work that this group has been doing perfectly, but states that if she has made any other changes recently, he has not seen it. Ms. Cheung confirmed that her changes are color coded in the draft that is displayed on the screen. Mr. Schmidt confirmed that he would like more time to review the changes before moving forward.

Ms. Diaz asked why there continue to be multiple versions of the report. Mr. Schmidt confirmed that there can only be one version and asked how the group can support this. Ms. Wong noted that in the previous meeting, some members of the group stated that Ms. Larson's report had more substance and better reflected the progress of the working group.

Mr. Schmidt again asked how the group can move forward. Ms. Konczal suggested not to present this report until there is one version. Ms. Sims suggested adding one more person to support this work since there are major differences in beliefs of what the report should include. Ms. Turner asked if Ms. Sims had anyone mind. Ms. Rahman suggested that both of the co-chairs be involved. Ms. Sims agreed that it would be best to include at least one co-chair. Mr. Schmidt concluded that the two co-chairs, Ms. Larson and Ms. Cheung should meet to determine what needs to be presented in this report.

Ms. Turner also suggested that the group set parameters on what the report should include. Mr. Schmidt offered that the group revisit the ARF ordinance and the previous Board of Supervisors report so that they are similar. Ms. Sims confirmed that the report should describe the work that the group has done, and that Ms. Cheung's report is taken directly from the minutes. She agrees that the group should refer back to the Ordinance for more information.

Ms. Larson stated that her report focuses on the four areas the Board of Supervisors want updates on and encourages everyone to read her version.

Mr. Schmidt confirmed that the next steps are for Ms. Turner, Ms. Diaz, Ms. Cheung and Ms. Larson to meet and finalize one report to present to the group. Ms. Sims also suggested that the group vote on the final report.

7) RESIDENT CARE IN THE ARF

Andrea Turner opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Rahman stated that she, Ms. Morson, Ms. Konczal and Ms. Cheung have discussed Resident Care in the ARF and asked Ms. Cheung to report out on their discussions.

Ms. Cheung presented their conclusions after two brainstorming sessions. The ARF has received citations about client care, most recently in 2018 for a type A citation that was issued because staff failed to treat a client with dignity. Mr. Schmidt asked what the plan of correction was for this citation. Ms. Cheung replied that all staff at the ARF were required to complete a training about treating clients with respect by the deadline set by licensing.

Ms. Cheung then presented the eight proposed items to improve resident care in the ARF as discussed in the brainstorming sessions. Item 1 discussed how to help clients maintain their stable living activities. For this, staff could develop a schedule and tracking sheet to monitor client showering and room cleanliness to remind them to take care of their hygiene and living spaces.

Item 2 proposed ways to encourage clients participate in activities. Not much movement has been made on this topic yet.

Item 3 discussed improving the tracking of clients' service plans. The brainstorming group proposed that a team leader would review and document the progress of clients' service plans, monthly. They also proposed having all client charts in one binder to help avoid problems finding each client's individual chart and allowing for easier chart updates. Ms. Cheung stated that she has been the person updating the client service plans and would like to assign a team leader to do this work. Mr. Schmidt asked for clarification on what a service plan is. Ms. Sims confirmed that it is similar to a patient treatment plan. Ms. Konczal confirmed that reviewing this monthly will help to provide more consistent support for their clients.

Item 4 focused on the development of clients' independent living skills, such as budgeting, grocery shopping, cooking, washing dishes, laundry, and paying rent. The brainstorming group is still developing this idea further to determine its feasibility.

Item 5 suggested that all staff receive the training on treating clients with dignity that was provided in 2018, annually. Additionally, referring back to the previous discussion, the respect policy should also be revisited.

Item 6 reviewed the proper reporting and documentation of incidents. Ms. Cheung explained that at times, staff may report incidents to Cal-OSHA before they report incidents to management.

Item 7 encompassed the revision of residents' rights related to dignity. The group would like to review residents' rights and community care licensing regulations, annually.

Item 8 discussed supporting the non-institutionalized environment for residents. This term is very broad and can encompass the physical and social / emotional environment. For the physical environment, the group discussed looking into updating furniture or new paint and decorations. For the social/emotional environment, it is important that staff create a home-like environment, but also set professional boundaries and remind the clients that staff are not family.

Mr. Schmidt stated that all the ideas the group brought forth are a great plan and seem like actionable improvements. Ms. Cheung confirmed that the group will reconvene to discuss these items in more detail to prioritize and create a plan of action. Ms. Rahman asked the group for feedback and encouraged other staff to join their brainstorming group.

Ms. Diaz noted that it is important for leadership to have open communication with staff so that they feel comfortable reporting issues to them first, before going to outside channels. Ms. Cheung stated that they will include this in their discussion. Mr. Schmidt confirmed that the next time he is at the ARF, he can teach staff how the hospital reports their incidents. He stated that he will begin routine rounds at the BHC and set up an information session, through Linda, to help answer questions, soon. Mr. Schmidt thanked the brainstorming group for their work.

8) TOPIC SUGGESTION FOR NEXT MEETING

Monica Diaz opened the floor for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Diaz asked that the group vote to have Ms. Morson replace Ms. Truong during the next meeting to officially make the change. Mr. Schmidt added that Adrian Smith will be taking the seat in the working group that Ms. Turner vacated when she replaced Dr. Woods as the working group co-chair.

Ms. Morson asked if the group could discuss staff insubordination. Specifically, there was an issue with a staff member who refused to float to other floors. Mr. Schmidt replied that this item is more of a labor relations issue and not a part of the ARF Ordinance. Management can speak with HR about this as it needs to be addressed.

Ms. Wong asked if this would be considered an operations concern. Ms. Sims replied that they should identify HR / labor issues that should not be addressed here. Specifically, some staff performance concerns cannot be broadcasted to the public, but can be reiterated in their job expectations with HR.

9) GENERAL PUBLIC COMMENT

Monica Diaz opened the floor for general public comments.

Public Comment:

There was no general public comment.

10) ANNOUNCEMENTS

Monica Diaz opened the floor to announcements.

Public Comment:

There was no public comment on this item.

Discussion:

There were no announcements.

11) ADJOURNMENT

The meeting was adjourned at 11:35AM.