

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

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MINUTES

SF Behavioral Health Center Adult Residential Facility Working Group

Thursday, July 1, 2021, 9:30 a.m.

San Francisco Behavioral Health Center
Microsoft Teams Live Event

1) ROLL CALL & INTRODUCTIONS

Present: Monica Diaz, Co-Chair / Team Leader RCFE, SEIU Miscellaneous
Jeffrey Schmidt, Director of ZSFG Clinical Operations
Adrian Smith, ZSFG Chief Quality Officer
Linda Sims, RN, Behavioral Health Center Director
Ingrid Thompson, RN, MHRC Director of Nursing
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

Absent: Andrea Turner, Co-Chair / ZSFG Chief Operating Officer
Adela Morales, RCFE Program Director
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: 9:33AM.

Full materials are online here: <https://www.sfdph.org/dph/comupg/knowlcol/meetinggroups/agendasminutes.asp>
or by email request to casie.aniya@sfdph.org

2) REVIEW AND APPROVAL OF THE JUNE 3, 2021 MEETING MINUTES

Monica Diaz opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Wong commented that she has a question about the selection process for the membership of the Workplace Violence Prevention Committee.

Action:

The Working Group voted unanimously to amend and approve the June 3, 2021 minutes with the comment outlined above.

3) CPI TRAINING UPDATE

Monica Diaz opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Basil Price stated that the first classes of CPI training will take place on July 7th and 8th, with each session being three hours. Mr. Price stressed the importance of participants completing the online version of the training prior to these in-person trainings so that he can recap the online training portion and just focus on the three-hour physical intervention portion. The in-person portion of the training will focus on verbal escalation, physical intervention, and physical holds.

Mr. Price confirmed that these classes will take place at the BHC gymnasium with 20 participants at one time. He will conduct additional training classes every week until all BHC staff have completed the training.

4) SECURITY RISK ASSESSMENT IMPLEMENTATION UPDATE

Monica Diaz opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Sims stated that she has no further updates from the previous month's meeting.

Ms. Konczal stated that she is reviewing the ZSFG Policy on threats and violence in the workplace and prevention management from 2015, revised in 2019, and asked why this policy is not applicable to the BHC if they are a part of the ZSFG campus. Ms. Sims replied that the rest of the Working Group does not have this policy available. Therefore, this should be added to a future meeting agenda for discussion since it is not on this one. Ms. Konczal understood and agreed.

Mr. Schmidt confirmed that plans for a gate have been drawn up on the Potrero side at the bottom of the stairs leading up to the building. Leadership will meet with Facilities to discuss this further.

Mr. Schmidt asked Ms. Sims if she has met with Greg Chase, ZSFG Facilities Director, about the panic buttons. Ms. Sims confirmed that she has not yet met with him but will follow up.

Ms. Konczal asked who is monitoring the camera that has been installed along the Potrero side of the building. Ms. Sims replied that this camera does not record and is there for the nursing station to buzz people in and out. Ms. Sims added that there has only been new lighting added to that area, but she will also ask Mr. Chase about adding additional lighting at the bottom of the stairs.

5) STAFFING UPDATE

Monica Diaz opened the floor.

Public Comment:

There was no public comment on this item

Discussion:

Ms. Sims confirmed that the ARF has new team leaders, with one remaining team leader vacancy. The ARF also has three remaining LPT vacancies. There is a candidate to fill one of those positions, and they are currently in the HR process. Leadership continues to interview candidates as they receive Team Leader applications and are looking into whether a new eligibility list needs to be created for LPTs. Ms. Sims has had interest from an LVN who may be able to fill one of the LPT vacancies.

Ms. Truong asked if the Team Leader vacancy is the person who recently resigned. Ms. Sims replied that the person who resigned was an LPT and is included in the three vacancies.

Ms. Diaz asked Ms. Sims if there was going to be a board presented about staffing for transparency. Ms. Sims confirmed that this conversation took place at a separate meeting outside of the working group, but the staffing model and organizational chart are both posted in the nurses' station on the ARF. Ms. Diaz said she has not seen the model posted. Ms. Sims confirmed that she will repost it on the unit and asks that ARF staff notify her if it continues to be removed.

Ms. Diaz asked Ms. Sims to restate the staffing model on the ARF for the morning, evening and night shifts. Ms. Sims responded that the day shift will have one Team Leader, one LPT and two Mental Health Workers; the evening shift will have one Team Leader, one LPT and two Mental Health Workers; and the night shift will have one Team Leader and two Mental Health Workers. The one Team Leader vacancy that remains is on the night shift.

Ms. Diaz asked if this model shows the minimum staffing on each shift. Ms. Sims responded that the model does not represent the minimums and that they are allowed to go below models but not below regulatory requirements. This model goes above what the regulatory requirements are for a board and care facility. Mr. Schmidt added that the goal is to be at the model for every shift.

Ms. Diaz asked what the minimums are for each shift. Ms. Sims confirmed that they would be three staff on day shift, three staff on evening shift, and two staff on night shift. The ARF will not go below those numbers, and if they are going to, leadership will mandate overtime.

Ms. Diaz stated that those minimums will not suffice for the ARF and emphasized the importance of increasing the minimums. Mr. Schmidt asked Ms. Diaz what she thinks might work. Ms. Diaz confirmed that the model Ms. Sims presented would suffice. If they operated at the minimum of three staff on the day shift, when staff are working the dining room, that would leave one staff on the floors during meals, or if someone had to escort a patient to an appointment. ARF staff handle many duties such as screenings, escorting patients to appointments, meals off the unit, supervising the elevators, managing emergencies, etc.

Mr. Schmidt acknowledged Ms. Diaz’s concerns and confirmed that he will meet with Ms. Sims and Ms. Turner to discuss minimum core staffing. To meet the model, this would require a lower threshold for mandatory overtime. They will review this and determine how many hours this would require.

Ms. Diaz noted that people are volunteering to work overtime, so she does not think leadership would have to mandate overtime. Everyone wants to ensure the facility is safe for staff and patients and the minimums do not allow for that with the work being done.

Ms. Sims confirmed that mandatory overtime would only be required when they do not have volunteers. They will investigate this option further. She added that they are seeing staffing improving as they continue to hire more staff.

Ms. Diaz acknowledged this and the fact that they have been hiring more staff. She reiterated that the minimums listed will not suffice at the ARF as it is not an average board and care facility since they are dealing with clients who have mental illness and have assaulted staff.

Ms. Diaz requested that the item of staffing minimums be added to the next agenda. Mr. Schmidt agreed.

6) RESIDENT CARE IN THE ARF UPDATE

Monica Diaz opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Morson confirmed that their new daily activity schedule is going smoothly (pictured below).

ARF daily Activity schedule							
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
9:00 AM	Pool table	Pool table	Pool table	Pool table	Pool table	Pool table	Pool table
9:30 AM	Linen changing pod1	Fitness	Self-Care	Fitness	Fitness	Walk	Self-Care
10:00 AM	Coffee & conversation	Coffee & conversation	Coffee & conversation	Coffee & conversation	Coffee & conversation	Coffee & conversation	Coffee & conversation
10:30 AM	Self-Care	Open activities	Medication Education	ADL group	Open activities	Let's get some fresh air!	Let's get some fresh air!
1:00 PM	Gym	Gym	Gym	Gym	Gym	Gym	Gym
2:30 PM	Games & Music	Outing to park	Gardening	Resident council	Movie	Gardening	Gardening
4:00 PM	Linen changing pod2&3	Walk	Open activities	Open activities	Open activities	Open activities	Open activities
6:30 PM	Arts & crafts	Arts & crafts	Open activities	Movie & popcorn	Open activities	Open activities	Movie
7:15 PM	Movie	Movie	Bingo	Movie	Movie	Movie	Movie

This is a seven-day schedule with Coffee and Conversations every day, and other activities happening throughout the week. The gym and pool table are very popular. These types of activities help those clients who need diversion and help settle the voices they may be hearing.

Ms. Morson added that there is a client who has begun weekly Resident Council Meetings. Today there will be a speaker coming to discuss clients' rights and providing booklets with more information.

Ms. Morson stated that everyone is doing a great job staying consistent with educating clients about hygiene and medication. Also, the medication nurses are running the medication groups. Mr. Schmidt asked what they discuss in the medication groups. Ms. Morson replied that they discuss medication side effects, the reason behind using certain medications, long term effects, etc. Clients will also describe how their medications are working and that they no longer hallucinate.

Mr. Schmidt thanked the team for their amazing work and asked what support is needed. Ms. Morson confirmed that they need more garden and art supplies. Ms. Rahman added that the Activity Leaders need more supplies and funding. Mr. Schmidt confirmed that he will connect Ms. Rahman with ZSFG's Lead Gardener, Anile Woods, to see if there's anything she can help with. Mr. Schmidt and Ms. Sims will also review the M&S budget to determine where they can find funding for art supplies. Mr. Schmidt thanked them for the tour of the gardens and said that they look great.

Ms. Rahman also noted that they welcome any suggestions to the schedule and would like staff input.

Ms. Rahman presented the Client ADL Log (pictured below). Ms. Morson stated that this is a monthly schedule to track who is showering daily, doing their laundry, and attending groups and activities. From there staff are able to determine who needs extra support.

ARF ADL LOG						
Resident:						
Month:						
	Shower/Bath	Laundry	Room Cleaning	Appointment or Treatments	Groups	Activities
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Ms. Rahman confirmed that some clients need extra engagement to remind them to complete their ADLs and remain organized. This also helps teach them skills.

Mr. Schmidt asked how the clients feel about filling out the log. Ms. Rahman responded that the staff fill out the log. Then every month, staff review the log with the clients one on one to show them what they are missing and where they need to improve.

Mr. Schmidt asked if the staff have seen improvement since implementing these things. Ms. Morson confirmed that clients have been very receptive to it and there has been a difference in their personalities and behaviors as they are now the ones reminding staff when it is time for activities or if plants need to be watered in the garden. Ms. Rahman added that one client told her that the ARF feels like home and these activities make him feel as though someone cares about him. Staff feel good about doing this work and helping their clients.

Mr. Schmidt thanked everyone for their great work.

Ms. Morson asked if in the future they can look into gym equipment donation, such as stationary bikes and treadmills. Ms. Morson confirmed that she will start investigating. Mr. Schmidt asked Ms. Morson to let him know what she finds, and he will also ask around about that.

Ms. Rahman added that so far, they have only focused on implanting client ADLs out of the eight sections of their resident care improvement plan. Not all of the sections fall under Ms. Rahman's scope of practice, so she would like to see more components being implemented. Ms. Sims noted that the major challenge they face in implementing the rest of these components is that there is currently no ARF Administrator. However, leadership will review the rest of the plan to determine what they can begin to implement and what they will need support with.

Mr. Schmidt confirmed that the deliverables from the team are as follows.

1. Mr. Schmidt and Ms. Sims will review the improvement plan to determine what they will implement.
2. Mr. Schmidt will connect Ms. Rahman with MS. Woods.
3. Mr. Schmidt will investigate funding for supplies and gym equipment donations.

Ms. Diaz asked about the furniture in the ARF. Ms. Sims confirmed that they have gotten quotes for changing out the beds, nightstands, day room and tv room furniture, and one to two rocking chairs. They determined furniture needs based on a staff survey of the program, which provided feedback about the priority areas such as the beds. Ms. Sims added that she can show photos of the new potential beds outside of this meeting.

Mr. Schmidt thanked Ms. Sims for the update and stated that they received a very generous donation from the Foundation for this purpose, so it will hopefully arrive soon. Ms. Sims clarified that they have not yet put in an order and are currently reviewing different quotes. They are also looking into new furniture for the garden in the main courtyard.

Ms. Diaz asked about the implementation of harm reduction interventions. Ms. Sims replied that she is researching free online trainings and reaching out to a couple resources who may be able to conduct in person trainings, with COVID restrictions decreasing. There is also someone with the HOT teams who could look into community focused training. This education would be very beneficial to ARF and BHC staff. There is currently no timeline as trainings have not yet been confirmed.

7) ARF BEDS UPDATE

Monica Diaz opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

Mr. Schmidt stated that he met with ARF staff to confirm that these beds are currently being occupied by Hummingbird patients. These beds have been with Hummingbird and Seneca for many years and there is no change with those beds. Mr. Smith submitted a waiver, as they do every June, for those beds to be occupied by Hummingbird. There has been much discussion about beds in the City with Mental Health SF, so leadership is currently unsure about the long-term future of those beds, until the City decides.

Ms. Wong confirmed that Mental Health SF is looking into a 400-bed expansion so she asked why the ARF cannot have the 14 beds back. The ARF has been successful in what they're doing now, however, she stated that the temporary beds are not providing high quality of life for the clients. The ARF staff have filled out a petition advocating for better quality of life with permanent housing. The work the ARF staff are doing with their clients has improved their quality of life.

Ms. Konczal stated that they would like to have been informed about the situation. They understand that the City may have plans for the beds but would like it to be a continued discussion. Staff would like to get the beds back if possible and they are trying to advocate for long term beds. Ms. Konczal noted that Hummingbird plans on having another 30 beds in the city and they would like transparency.

Mr. Schmidt stated that he hears their concerns, especially about long-term housing, which is a big focus. He confirmed that there will be further discussions about the beds after they know what will happen with the rest of the City. Mr. Schmidt added that another Hummingbird location recently opened, and although those beds are not for long-term housing, they do support the City through the offloading of patients from our Psychiatric Emergency Services and Emergency Department. He confirmed that Mental Health SF and the status of the City beds will influence their discussion about what will happen with the ARF beds that are being used by Hummingbird.

Ms. Konczal asked if leadership will re-evaluate this next year and if they can have a discussion prior to the decision. Mr. Smith responded that he helped to facilitate the application for the extension of the waiver this past year. He confirmed that there is no reason the team needs to only consider this once a year. If something changes between now and next June, they can reconsider it and communicate that with Community Care Licensing to change the waiver if that is the decision made city-wide with ZSFG and the BHC. Mr. Smith stated that he understands everyone's concerns around long-term beds and although they have to reapply for the waiver every year, they can reconsider as needed.

Mr. Schmidt thanked Mr. Smith for his answer and confirmed that as he learns more, he will bring that info to the staff.

8) TOPIC SUGGESTION FOR NEXT MEETING

Monica Diaz opened the floor for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Mr. Schmidt confirmed that next month he will bring an update on the Security Risk Assessment implementation and the group will talk about minimum staffing requirements.

Ms. Truong asked if workplace violence (WPV), specifically the issue of staff bullying staff, can be added to the agenda. She has met with Ms. Sims and Ms. Morales to present the current issue and would like to discuss this further and how management will address this issue to prevent history from repeating itself. Mr. Schmidt confirmed that this can be on the agenda and Ms. Turner and Mr. Smith can address it.

Mr. Smith added that he wants to advocate for staff to report all events of WPV via the online unusual Occurrence (UO) system that went live for the BHC today. There is a specific event type and specific fields indicating a staff on staff event that will allow the Risk Management team to be more inclusive of the data they put together and to better address these events. The only way to know what takes place is if people report them. He confirmed that there is a training on using the UO reporting system that Ms. Sims has available and requests that staff report all incidents of WPV through this system. Ms. Truong thanked Mr. Smith and noted that she is looking forward to being back on the UO system. She encourages ARF staff to report occurrences and asks that Ms. Rahman, Ms. Morson, Ms. Konczal and Ms. Diaz remind staff to report as well.

Ms. Sims asked if staff should use the UO system to report staff to staff bullying. Mr. Smith confirmed that the system is to report resident to staff, staff to staff, and visitor to staff bullying for all types of WPV, physical and verbal.

Ms. Sims asked that the group review some components of the ARF Ordinance to see where they are with that.

Ms. Konczal asked what distinguishes workplace bullying from workplace insubordination as there is a lot of crossover between the two, so they know how to report it. Mr. Smith responded that the definition of WPV is based in statute and Risk Management can share some of that information with Ms. Sims to disseminate to staff. Some of the elements are contained in the way each is reported. While the UO reporting system is not a vehicle for Human Resources (HR)-related issues, it is a way to make managers aware of an issue. Mr. Smith stated that he is not advocating for the UO system to be used for HR-related issues, but there is crossover between the two and he encourages staff to use the chain of command if they feel able to and the UO system is there to report problems in the workplace around client care, WPV and other issues. He added that bringing up issues in this type of space allows leadership to determine what kind of support Ms. Sims, the BHC's leadership team and frontline staff need. Ms. Konczal thanked Mr. Smith.

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:

Mr. Schmidt announced that they will be having a townhall for the BHC next week, on the 8th at 1pm and he will post the agenda today.

Ms. Wong announced that Ms. Larson will be back next month and thanked Ms. Konczal for subbing in during today's meeting.

10) ADJOURNMENT

The meeting was adjourned at 11:05AM.