

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, June 3, 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
Jeffrey Schmidt, Director of ZSFG Clinical Operations
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
Sarah Larson, MS, Mental Health Treatment Specialist, RCFE, Local 21

Absent: Monica Diaz, Co-Chair / Team Leader RCFE, SEIU Miscellaneous
Adela Morales, RCFE Program Director
Adrian Smith, ZSFG Chief Quality Officer

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

The meeting was called to order at: 9:31AM.

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 MAY 6, 2021 MEETING MINUTES

Andrea Turner opened topic for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Larson asked that the conversation for a BHC representative for the Workplace Violence Committee be included in the minutes. Ms. Turner confirmed that the following sentences be added to the minutes: "The BHC will have a representative on the Workplace Violence Prevention Committee. The decision for who the representative will be is outside of the purview of the ARF WG and will be decided by the BHC as a whole."

Ms. Morson asked that on page 4, the "cycle program" be changed to "recycle program."

Action:

The Working Group voted unanimously to amend and approve the May 6, 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:

Mr. Schmidt confirmed that the workbooks for the CPI training have been ordered. Once they arrive, Basil Price, Director of Security, will conduct the BHC training. There is currently no specific date, but it will likely take place at the beginning of July.

4) SECURITY RISK ASSESSMENT IMPLEMENTATION UPDATE

Andrea Turner opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Sims stated that leadership is working to find funding for the duress buttons and Mr. Price has identified where they will be installed.

Mr. Schmidt confirmed that the security cameras in the ARF are not connected to the Lenel System, but Mr. Price is investigating this further. He also added that leadership is working with a vendor to install the duress buttons. There is no exact date, but it is in progress.

Mr. Schmidt added that outside of the BHC, the security team has increased patrols in areas where people loiter, camp and leave trash, as identified by staff. Additionally, Facilities monitors the grounds and removes needles and trash, and are paying close attention to the identified area of high activity along Potrero Ave.

Ms. Wong asked Mr. Schmidt if staff can have access to the identified locations of the duress buttons. Mr. Schmidt confirmed that he can ask Mr. Price to send it to them.

Ms. Wong asked that if there are any alternatives to help monitor this building if the security cameras are unable to be connected to the Lenel system. Mr. Schmidt replied that anything is possible if the funding is available. Recently ZSFG connected the Service Building to the Lenel system, which is close to the BHC, so he feels that this will be doable for them, but he is not an expert on the topic. He confirmed that in the past, when the Director of Security makes a recommendation and funding is identified, they will work to complete the recommendation. However, there is currently no timeline.

Ms. Morson asked if there will eventually be a timeline available. Mr. Schmidt confirmed that there will be. However, Mr. Price is currently working on many security improvements throughout the building, so he is unsure of the status of the security system. He and Ms. Sims will provide monthly updates.

Ms. Larson stated that she feels the violence prevention and management by Security Services has been lacking for the BHC since 2015. Mr. Schmidt responded that in 2015, the BHC was a part of Care Transitions, not ZSFG, so he is unable to speak to things that happened then. Since ZSFG has resumed oversight of the BHC, leadership has been working to catch up and has spent a lot of time planning for and addressing many problems. Mr. Schmidt agrees this is important work.

Ms. Turner reminded the group that they are partners in this work, and leadership has been working very diligently to address many, if not all of their concerns. She noted that it is imperative everyone see each other as allies to continue improving conditions for staff and clients. Unfortunately, they are unable to address what they were not a part of in the past but are listening and working to solve problems as quickly as possible.

5) RESIDENT CARE IN THE ARF UPDATE

Andrea Turner opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Morson stated that the ARF team has begun to implement the binder for client ADLs where all staff are documenting the activities of clients on a daily basis, which continues to improve every week. Staff have been encouraging clients to exercise in the gym or stretch in the day room, all while socially distant. Coffee and Conversations, Medication Education, Nutrition and Exercise courses have all been very successful. Staff also round with their clients to ensure their rooms are neat and to ensure everyone is active and social.

Mr. Schmidt thanked the group for their work. He had the opportunity to visit the ARF last month as Ms. Rahman provided a tour and stated that it was great to see all the incredible work they have been doing.

Ms. Sims shared a story about a client who has been with the ARF for a long time. He previously did not engage in activities. However, staff were recently able to get him in the gym and play ping pong. This was a rewarding experience for both the client and staff to see his engagement. She acknowledged the ARF staff on all of their great work that is coming together nicely. Staff also feel good seeing all that they have accomplished. Ms. Rahman added that some clients may think they are mentally disabled, but after taking part in all these activities, it shows them that they are definitely able to do things.

Mr. Schmidt thanked them for doing all this great work. ZSFG's Epidemiology and Infection Control team have recently put together guidance on lifting certain restrictions since San Francisco is doing so well with the pandemic. For example, patient groups are allowed to meet again. He asked if there are groups in the ARF that were previously unable to meet but are now able. Ms. Sims responded that they have been operating based on Community Care Licensing guidance and have been meeting in small groups within large spaces to allow for social distancing with masks on. Staff have been very mindful of these pieces.

Mr. Schmidt asked when these groups take place so that he and Ms. Turner can come to observe. Ms. Morson replied that Coffee and Conversations take place every morning at 10:00am. Mr. Schmidt noted that he will coordinate with Ms. Morson, Ms. Rahman and Ms. Sims to conduct a visit.

Ms. Larson asked how the ARF is incorporating Activity Leaders into the program. Ms. Rahman replied that they take over the activities after 1:00pm. Ms. Sims added that they participate in activities, and as the city opens up, they are investigating outings they can plan for the clients.

Ms. Larson noted that licensing requires one person to be in charge of coordinating activities and asked who that person is. Ms. Sims replied that they have a couple of staff participating and can identify a few others who work as a team to address that. Mr. Schmidt thanked Ms. Larson for bringing this up and confirmed that Adrian Smith, ZSFG Chief Quality Officer, who was unable to attend today's meeting, can speak to the regulations around this.

Ms. Morson added that Ms. Rahman is working with the clients on resident counseling meetings, in which the clients will conduct their own groups. This is currently in progress.

6) STAFFING MODEL DRAFT

Andrea Turner opened the floor.

Public Comment:

There was no public comment on this item

Discussion:

Ms. Sims confirmed that they have two new Team Leaders on the evening shift and one LPT who is currently in orientation and will be on the evening shift. This leaves the ARF with one remaining Team Leader position and two Licensed positions.

7) TOPIC SUGGESTION FOR NEXT MEETING

Andrea Turner opened the floor for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Mr. Schmidt suggested that the group leave the CPI training update, security risk assessment implementation update, resident care improvement plan update, and staffing update.

Ms. Turner added that a start date for the CPI training will be provided to the group and that an update on the regulations around the activity leader be addressed next month.

Ms. Morson asked if Ms. Sims will discuss harm reduction. Mr. Schmidt noted that the group has moved past that item of the agenda and this can be discussed during the next meeting. Ms. Larson asked if the group can open it up for discussion. Ms. Morson agreed that this should be discussed during the next meeting as they will need to do more research. She is not well-versed in this topic, other than encouraging clients to remain safe and reduce the amount of activities that would do them potential harm. Ms. Morson will discuss this further with Ms. Sims before the next meeting.

Mr. Schmidt thanked Ms. Morson and added that the hospital has Clinical Nurse Specialists and Educators from Acute Psychiatry who might be able to help with this discussion. He will connect them with Ms. Morson

and Ms. Sims to help demonstrate how the hospital views harm reduction in the acute setting which may help drive interventions in the ARF.

8) GENERAL PUBLIC COMMENT

Andrea Turner opened the floor for general public comments.

Public Comment:

There was no general public comment.

9) ANNOUNCEMENTS

Andrea Turner opened the floor to announcements.

Public Comment:

There was no public comment on this item.

Discussion:

Mr. Schmidt announced that since the City is doing so well with COVID-19, there have been some lifting of restrictions at ZSFG, as staff can now meet in groups with clients or patients. The group should anticipate more changes after June 15th. Mr. Schmidt will update the group at the next meeting if there are major changes.

Ms. Rahmam stated that staff are concerned about the opening of another 14 beds. Mr. Schmidt confirmed that this can be added to next month's agenda. Ms. Larson asked if Mr. Schmidt can tell them what is happening with that. Mr. Schmidt stated that he is happy to meet with the group and will send out an invitation to meet with them about this.

Ms. Larson asked for an update on the furniture. Ms. Sims confirmed that leadership is gathering quotes to put forth and reviewing the budget to determine what can be purchased.

Ms. Larson added that residents are unable to store their clothes in their closets and asked if shelves can be installed. Ms. Sims stated that there has not been movement on the closets as they are currently focusing on obtaining furniture for the day room, new beds and nightstands.

Ms. Turner noted that the team is prioritizing the furniture that requires immediate response. Once that is addressed, they will review other furniture needs in the next priority tier. She meets with Jason Zook and Terry Saltz weekly and can continue to provide updates.

Ms. Larson asked where the staffing models are posted. Ms. Sims confirmed that they have been posted in the nurses' station. Ms. Larson asked about an organizational chart. Ms. Sims confirmed she can also post this for the ARF.

10) ADJOURNMENT

The meeting was adjourned at 10:35AM.