

**David Woods, Pharm.D.**  
Co-Chair/ SFHN Chief Pharmacy 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

**Andrea Turner**  
Acting ZSFG Chief Operating Officer

**Jeffrey Schmidt**  
Director of ZSFG Clinical Operations

**Connie Truong**  
Activity Leader MHRC  
SEIU Miscellaneous

**Sharifa Rahman**  
Mental Health Rehabilitation Worker  
ARF  
SEIU Miscellaneous

**Karlyne Konczal, LVN**  
Team Leader RCFE  
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, November 5, 2020, 9:30 a.m.

San Francisco Behavioral Health Center

Microsoft Teams Live Event

#### 1) ROLL CALL & INTRODUCTIONS

**Present:** David Woods, Pharm.D. Co-Chair/ San Francisco Health Network Chief Quality Officer  
Monica Diaz, Co-Chair/ Team Leader, RCFE, SEIU Miscellaneous  
Linda Sims, RN, Behavioral Health Center Director  
Adela Morales, Residential Care Facility for the Elderly Program Director  
Andrea Turner, Acting ZSFG Chief Operating Officer  
Jeffrey Schmidt, Director of ZSFG Clinical Operations  
Connie Truong, Activity Leader, Mental Health Rehabilitation Center, SEIU Miscellaneous  
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

**Absent:** Joanna Cheung, LMFT, Adult Residential Facility Director

**Other Attendees:** Jeff Burton, DPH IT, 1 Member of the general public, and Casie Aniya, SFBHC ARF Working Group Secretary.

The meeting was called to order at: 9:35AM.

Full materials are on display at SF Behavioral Health Center, 887 Potrero Avenue San Francisco, CA 94110  
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## **2) REVIEW AND APPROVAL OF OCTOBER 1, 2020 MEETING MINUTES**

David Woods opened topic for discussion.

### Public Comment:

There was no public comment on this item.

### Discussion:

Ms. Larson requested a change to the October 1<sup>st</sup> meeting minutes. Under the Roll Call and Introductions section, she proposed changing the verbiage from “her viewpoint for the working group” to “the viewpoint for the working group”.

Ms. Larson and Ms. Wong commended Emetario Garcia for the accurate minutes.

Ms. Sims proposed a correction to the October 1<sup>st</sup> meeting minutes. Under the Working Group Rules of Order section, she requested to update the verbiage from, “The capacity to host the online meeting depends sits with the availability of the working group secretary” to now read, “The capacity to host the online meeting depends on the availability of the working group secretary.”

Ms. Larson asked if this sentence means that if the Working Group Secretary is not available, the group cannot meet. Dr. Woods confirmed that because of the formal nature of this meeting, the group needs someone who knows the rules in attendance. Ms. Larson said that because there is an audio recording of the meeting, the Working Group Secretary could still take the notes after the meeting and does not want to cancel the meeting because one person cannot attend.

Ms. Diaz asked how we will make up the lost time in the case that a meeting has to be canceled. Dr. Woods asked if the working group could approve the minutes and continue this discussion during item 4. Ms. Diaz asked to remove the following sentence from the minutes because she did not agree, “The capacity to host the online meeting depends sits with the availability of the working group secretary.” Ms. Diaz moved to delete that sentence from the October 1<sup>st</sup> minutes and Ms. Larson seconded it. Dr. Woods concurred, and the sentence was removed from the October 1<sup>st</sup> minutes.

Amy Wong motioned to approve the amended minutes.

### Action:

The Working Group voted unanimously to amend and approve the October 1, 2020 minutes with changes outlined above.

## **3) WORKING GROUP MEMBERSHIP CHANGES**

David Woods opened topic for discussion.

### Public Comment:

Daniel Becker commented via MS Teams: Can you confirm that the number of DPH representatives will stay the same with these membership changes?

### Discussion:

Dr. Woods announced that DPH would like to rotate on Andrea Turner, Acting ZSFG Chief Operating Officer, and Jeffrey Schmidt, Director of Clinical Operations at ZSFG, to replace Ingrid Thompson, MHRC Director of Nursing, and Luis Calderon, Acting Deputy Director SFHN Transitions.

Ms. Diaz asked if the rotation meant that Luis Calderon and Ingrid Thompson would no longer be on the working group. Dr. Woods confirmed this statement.

#### **4) WORKING GROUP MEETING TIME CHANGE**

David Woods opened the topic for discussion.

##### Public Comment:

There was no public comment on this item.

##### Discussion:

Ms. Diaz explained that in order to make up the time for the previous missed meetings, the timeline of the SFBHC ARF Working Group cannot be extended, but an additional 30 minutes can be added on to each meeting if the working group approves. With this change, the meeting would run from 9:30am-11:30am.

##### Action:

The Working Group voted unanimously to approve the meeting time change.

#### **5) TRAINING UPDATES**

David Woods opened the floor.

##### Public Comment:

There was no public comment on this item.

##### Discussion:

Adela Morales and Sharifa Rahman presented an update on the medication management training. Ms. Morales confirmed that she and Ms. Rahman have been working on the medication policy and recommendation of training for staff. They had sent their medication management recommendation for training on topics such as psychotropic medications, medical medications and PRN that are commonly prescribed to patients. This training would teach staff about the medication, side effects of the medication and what the medications are prescribed for.

Ms. Morales confirmed that the ARF has a root cause analysis group, which includes Joanna Cheung and staff. They are currently looking into their policy and making changes. There is no final update yet.

Ms. Diaz requested a deadline for the training start date. Ms. Sims confirmed that she will be meeting with their Pharmacist through Behavioral Health Services next week to discuss the components of the requested training to determine how these trainings can be facilitated with COVID. Although Ms. Sims stated that there is no exact timeline yet, they are aiming for early December.

Ms. Sims noted that there is an added challenge because the ARF ordinance states that the training is for all DPH staff at the BHC. This means they may also have to look into modified trainings for different job classifications and skillsets. Additionally, Ms. Sims asked for more clarification on DPH staff, since porters would be included in that category, but they may not need this specific training. Ms. Diaz asked if the porters need to be trained or if their directors could provide their training. Ms. Sims responded that it depends on the interpretation of the ARF ordinance, which she would also like more clarity on.

Ms. Diaz suggested that an additional staff member be hired to coordinate the trainings as they have waited a long time for these trainings. Ms. Sims asked if this is a recommendation the working group is putting forth for an additional employee. Ms. Diaz confirmed that this is the labor group's recommendation.

Dr. Woods asked if the SFBHC ARF working group is able to prioritize which staff receive trainings first. Ms. Diaz stated that she believes they can.

Ms. Morales confirmed that BHC staff cannot conduct the training. Ms. Larson stated that this is the reason they recommend hiring a training coordinator.

Ms. Sims confirmed that while the group is awaiting clarification on the approval process, she can investigate other ways to facilitate the trainings. She suggested having a smaller group outside of the working group to determine training recommendations and bring back them to the working group. Ms. Larson asked why a subgroup is needed. Ms. Sims responded that these trainings have a large scope and the subgroup would be able to identify what areas of the topics are needed, similar to Ms. Rahman's and Ms. Morales's offline work on the medication management trainings. Ms. Sims confirmed that Crisis Prevention Institute (CPI) training has taken place online.

Ms. Diaz asked why the trainings are taking so long. Mr. Schmidt responded that the trainings have not happened because of the San Francisco Health Order that limits any non-essential people from being in the buildings on campus. All CPI trainings have been stopped. Mr. Schmidt confirmed that Basil Price, Security Director, is investigating how to continue these trainings, but it cannot be done while the current Health Order is in place. Mr. Schmidt suggested that Ms. Sims continue working with the BHS Pharmacist to move the medication management training forward and confirmed that he and Ms. Sims are working with ZSFG's Department of Education and Training (DET) to determine how to hold safety trainings.

Mr. Schmidt also confirmed that he, Ms. Sims, and Ms. Turner will also discuss the training coordinator role and bring an answer back to the group.

Ms. Wong asked if Mr. Schmidt, Ms. Sims and Ms. Turner are the subgroup Ms. Sims previously mentioned. Mr. Schmidt confirmed that they are the BHC leadership team and not the subgroup.

Ms. Larson asked why the BHC cannot use DET resources. Mr. Schmidt confirmed that they can and the BHC leadership team is currently working with them.

Dr. Woods provided a summary of the points discussed. In regard to the medication management training, Dr. Woods thanked Ms. Rahman and Ms. Morales for prioritizing the content of the trainings. He confirmed that Ms. Sims will work with the BHS Pharmacist to develop the training, with a goal of starting the training in early December.

Ms. Larson asked if the medication management training could be offered to residents. Currently there is no one on site to answer medication questions. Ms. Sims asked for clarification on what questions residents may have and if Ms. Larson is requesting a medication group facilitated on the ARF by a pharmacist, as that may be a resource ask that needs to be put forth to Behavioral Health Services. Dr. Woods also asked to better understand the gap and how this person would improve care to make a case for this additional resource. Ms. Larson explained there is a problem with medication adherence and a need for patients to understand why they need to take their medications and the potential side effects. Ms. Sims confirmed that she can meet with Ms. Larson, Ms. Morales and Ms. Rahman offline to determine the best way to move this forward.

Dr. Woods proceeded into the safety trainings portion of the discussion and confirmed that the BHC leadership team will work with Basil to move those trainings forward. He then asked Mr. Schmidt what expertise he needs from the working group. Mr. Schmidt confirmed that he has heard the group's concerns, will develop the safety training curriculum with Basil, and will include first aid training in that curriculum. He will speak with Aiyana Johnson, ZSFG's Chief Care Experience Officer, to prioritize this training. Ms. Sims confirmed she has

been working with Kala Garner, Director of DET, for online first aid training through the American Heart Association and is hopeful that they can have a training available soon.

Mr. Schmidt asked the working group members what safety components they want in their training and gave an example of what is viewed in the hospital. Ms. Diaz confirmed that workplace violence, safety on the units, and an alarm system, as there are no panic buttons in the client rooms, are components to be included. Ms. Sims confirmed that new personal safety alarms have been distributed to staff recently. Mr. Schmidt confirmed that he will speak with Ms. Johnson today to work on these trainings and that he will ask Mr. Price to do a risk assessment of the ARF to give recommendations on how to improve safety.

Dr. Woods provided a summary of the training points discussed. Mr. Schmidt, Ms. Sims and Ms. Turner agreed to work with DET on the content of the following requested training areas: patient to staff assaults, CPI training, crisis intervention, workplace violence, and preventing property damage. Ms. Diaz suggested adding training for staff to staff assault. Mr. Schmidt confirmed that he will ask Anh Thang Dao-Shah, ZSFG Workplace Violence Committee leader, to help address all workplace violence training components, including staff to staff assault.

Mr. Schmidt re-confirmed that he will ask Basil Price to do a risk assessment of the ARF in regard to the alerts and alarms needed. Ms. Sims noted that the ARF has started workplace violence trainings and have a plan in place. Ms. Wong suggested that a staff member of the ARF tour the facility with Mr. Price. Mr. Schmidt responded that Mr. Price goes into the unit and speaks with frontline staff who can tour the facility with him.

Ms. Sims asked for feedback from frontline ARF staff. Mr. Konczal confirmed that the ARF is doing better than other times but noted that in the past staff have accepted bad behaviors from clients that were disruptive to the environment. Mr. Schmidt asked what the ARF polices are in place around residents who are violent or under the influence. Ms. Sims explained that the current process is to call the Sheriffs for them to provide support and determine if they can place the resident on a 5150. Other times they have given residents eviction notices, which involves the case manager and community psychiatrist. Ms. Sims noted that it is important to strengthen their service plans and what the ARF is able to do as an intervention. For example, the ARF is not allowed to perform a toxicology screen because it is a board and care facility but can work with case management when they need to do so. Ms. Rahman confirmed that in the past, the staff have sent clients to a rehabilitation program outside of the ARF.

Ms. Larson asked why the ARF cannot perform toxicology screens since their clients sign contracts that they will not use drugs. Ms. Sims confirmed that in order to change these rules, they would have to involve community care licensing, which limits what the ARF is able to do, and asked that this group remained focused on the ARF. She confirmed that any resident over the age of 60 years old falls under RCFE regulations which is even more restrictive on evictions. Ms. Larson noted that even though case managers are notified, they do not always respond or support. Ms. Sims noted that the service plans need to be updated and proposed that it would be beneficial to speak with different ARF staff on improvement ideas.

Dr. Woods asked the working group if they wanted to continue the trainings discussion and move onto risk management trainings or if they should hold this topic for next month's working group meeting. Ms. Sims confirmed that trauma informed systems trainings have not moved forward due to COVID. Ms. Larson asked if risk management is about avoiding potential lawsuits and stated that this topic should not be discussed here. Ms. Sims clarified that risk management is about root cause analysis, opportunities for improvement of the environment. Mr. Schmidt further clarified that what Ms. Sims described was a risk assessment and confirmed that he will reach out to Basil Price to perform an assessment, as he is the correct person to do this.

Ms. Larson suggested that management receive training on staff to staff disciplinary action. Mr. Schmidt confirmed that he has been working on this issue with Human Resources (HR) and Labor and will continue to

push forward. Ms. Diaz confirmed that HR management have been involved in previous staff to staff incidents but there have been no resolutions. Mr. Schmidt confirmed that he will also speak with Ms. Dao-Shah about this issue, since this is what the Workplace Violence Committee is working on.

Ms. Truong commented that she has had many interviews with HR, but there has been no resolution, which leads to a lot of anxiety for staff being accused. Mr. Schmidt assured the working group that he will look into this issue with Ms. Sims, Ms. Turner, and labor relations, and he will ask Ms. Dao-Shah to meet with the ARF staff to determine if she has any ideas on how to change the culture.

**6) STAFFING AT THE ADULT RESIDENTIAL FACILITY**

David Woods opened the floor.

Public Comment:

There was no public comment on this item.

Discussion:

Deferred to next month's meeting due to time constraints.

**7) TOPIC SUGGESTION FOR NEXT MEETING**

David Woods opened the floor for discussion.

Public Comment:

There was no public comment on this item.

Discussion:

Ms. Larson suggested that the working group is to weigh in on the Board of Supervisors SFBHC ARF Working Group Report. Dr. Woods confirmed that this document requires a joint effort and thanked Ms. Larson for offering her support. He asked if anyone would like to help develop this report. Ms. Larson offered to begin working on the report. Ms. Sims proposed that Ms. Cheung work with Ms. Larson, since she would be the most appropriate person as the ARF Administrator. The group agreed that Ms. Larson and Ms. Cheung would provide a draft of the report at the December 3<sup>rd</sup> working group meeting.

Ms. Diaz proposed that item 6 be moved to next month's meeting agenda. She confirmed that this item would include a discussion of the staffing model.

**8) GENERAL PUBLIC COMMENT**

David Woods opened the floor for general public comments.

Public Comment:

There was no general public comment.

**9) ANNOUNCEMENTS**

David Woods opened the floor to announcements.

Public Comment:

There was no public comment on this item.

Discussion:

This item was tabled due to time constraints.

**10) ADJOURNMENT**

The meeting was adjourned at 11:35.