

**Troy Williams, MSN, RN**  
Co-Chair/ SFHN Chief Quality 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

**Ingrid Thompson, RN**  
MHRC Director of Nursing

**Luis Calderon**  
Acting Deputy Director SFHN Transitions

**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, March 5, 2020, 9:30 a.m.

San Francisco Behavioral Health Center  
887 Potrero Avenue, Main Conference Room  
San Francisco, CA 94110

#### 1) ROLL CALL & INTRODUCTIONS

Present: Troy Williams, MSN, RN, 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  
Joanna Cheung, LMFT, Adult Residential Facility Director  
Ingrid Thompson, RN, Mental Health Rehabilitation Center Director of Nursing  
Luis Calderon, Acting Deputy Director SFHN Transitions  
Connie Truong, Activity Leader, Mental Health Rehabilitation Center, 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

Absent: None

Other Attendees:  
Emeterio Garcia, SFBHC ARF Working Group Secretary  
Three members of the general public

Full materials are on display at SF Behavioral Health Center, 887 Potrero Avenue San Francisco, CA 94110  
or by email request to [emeterio.garcia@sfdph.org](mailto:emeterio.garcia@sfdph.org)

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

Roll Call and Introductions:

Troy Williams welcomed the Working Group. Karlyne "Karri" Konczal, LVN, Team Leader at RCFE was introduced as new member of the SFBHC ARF Working Group. Ms. Konczal is replacing the SEIU Miscellaneous Working Group seat vacated by Ms. Molina.

**2) REVIEW AND APPROVAL OF February 6, 2020 MEETING MINUTES**

Troy Williams presented the item.

Public Comment:

There was no public comment on this item.

Discussion:

Working Group Members Wong and Larson requested changes to the February Meeting Minutes. Ms. Wong requested the minutes be edited to reflect her comments. She indicated that some trainings are limited to the rehab group and that she made the recommendation to provide staff trainings in other languages, in addition to English. Ms. Larson requested that the minutes be edited to reflect that she requested information on the ability of a Board and Care to issue a Welfare & Institutions Code Section 5150 hold for a resident in need.

Action: The Working Group Voted unanimously to amend and approve the February 5, 2020 minutes with the changes outlined above.

**3) REVIEW OF MARCH 1, 2020 REPORT**

Monica Diaz presented the item.

Public Comment:

Vivian Araullo, Local 21 stated she was concerned that the report was submitted prior to Working Group approval. She asked the Working Group to request an extension for the report.

Discussion:

Working Group Members discussed disagreement with the language used in the background description for the report. Some members felt the language did not accurately portray staff's feelings on the issues affecting the ARF. They requested the report be edited and resubmitted and signed by both Co-Chairs.

Working Group Co-Chairs acknowledged that the report was not reviewed by both, as one was on vacation prior to the report deadline. They agreed to explore resubmission.

**4) RISK MANAGEMENT TRAINING AND PATIENT SAFETY TRAININGS**

Troy Williams present the item.

Public Comment:

Vivian Araullo, Local 21 stated she was concerned that policy and procedures at the BHC may not be following the meet and confer processes for approval. She indicated she may investigate.

Discussion:

Working Group Members Larson and Sims reported back on their exploration of risk management and safety trainings. They shared their takeaways from their meeting with ZSFG Risk Management. ZSFG Risk Management provided feedback on ways to review incidents, evaluate root causes, and report out. MS. Larson reported that risk management did not seem interested in trainings or the risk factors she brought to them. The group discussed the value of the recommendations and the feasibility of their implementation at the ARF.

Ms. Larson compiled and shared a list of risk factors the ARF can explore in creating its trainings.. The group reiterated that the focus of the Working Group, per ordinance, is to discuss issues at the ARF. However, recommendations and solutions could be extrapolated to the rest of the BHC based on the nuances in licensure that govern the other programs. Ms. Sims led members to discuss how the suggested risk factors for clients and staff can be addressed utilizing trainings and practices obtained from ZSFG. ZSFG's Department of Education and Trainings (DET) was also acknowledged as a resource to provide future trainings for all departments at the BHC. Ms. Larson disagreed with this, citing that not all risk factors can be addressed by staff training, she stated that management needs to be accountable to ensure the risk factors she listed are addressed and implemented.

Policy and Procedure (P&P) was discussed as an avenue for exploration. Working group members advocated for a review of current P&Ps to identify those that can be reviewed and revised as needed. Members provided feedback on challenges to the accessibility to P&Ps by all staff at the BHC and the quality (dated nature) of some the P&Ps. MS. Larson indicated an imminent need for drug policies and behavioral interventions for residents who refuse to follow house rules.

The working group will continue to discuss this topic and concentrate efforts on evaluating risk factors to develop future Risk Management and Patient Safety Trainings. The group will also further discuss identified risk factors when *Work Place Conditions* are discussed. Ms. Larson stated that she did not believe risk management should be involved in the process.

**5) MEDICATION MANAGEMENT TRAINING**

Troy Williams present the item.

Public Comment:

There was no public comment on this item.

Discussion:

Working Group Members Morales and Rahman reported back on their exploration of Medication Management Trainings. Ms. Morales provided the group an outline to categorized trainings into three topics; psychotropic medication, medical medication, and as needed medications (PRN). The members began the discussion related to training that would enhance staff's understating of the medication names, intended effects, side effects, and interactions. Ms. Rahman shared that trainings may expand to symptom management. Current practices will also be reviewed to identify trainings that can avoid medication errors. The Working Group also identified the BHC Clinical Pharmacist as a resource to support in these efforts.

Working Group Co-Chairs thanked the members for their work in developing an outline. Due to time, discussion was limited. Working group members were asked to review the outline for discussion in the April meeting.

**6) ADULT RESIDENTIAL CARE FACILITY**

Tabled due to time.

Public Comment:

There was no public comment on this item.

Discussion:

Tabled due to time.

**7) TOPIC SUGGESTION FOR NEXT MEETING**

Troy Williams present the item.

Public Comment:

There was no public comment on this item.

Discussion:

Mr. Williams opened the floor to hear working group member suggestions for the April agenda. Members asked the agenda have a section include programmatic updates at the ARF. Ideas include: program issues, clinical updates, program census, hiring updates, and updates on request for information on the ARF's ability to initiate Welfare & Institutions Code Section 5150 holds.

**8) GENERAL PUBLIC COMMENTS**

Troy Williams opened the floor for general public comments.

Public Comment:

There was no public comment on this item.

**9) ANNOUNCEMENTS**

Monica Diaz opened the floor for announcements.

NEXT MEETING APRIL 2, 2020, 9:30 AM at the SF Behavioral Health Center.

Ms. Wong asked for information pertaining to use of the BHC (Living Areas 3 and/or 4, currently in operation as Hummingbird). She asked if these areas are proposed to be to be used as quarantine sites for COVID-19.

**10) ADJOURNMENT**

The meeting was adjourned at 11:05 AM