

**PATIENT CARE SERVICES REPORT**  
 Submitted to the Joint Conference Committee, February 2009  
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**1. January 2009 2320 RN VACANCY RATE: Overall 2320 RN vacancy rate for areas reported is 4.8%**

AREA	RN VACANCY RATE	NO. VACANT FTE	TRAINING PROGRAMS
Med/Surg (includes 4A/SNF unit and 4B/Stepdown unit)	3.33%	6.9 FTE	RN vacancies will be filled with RN reassignments from DPH.
Critical Care (Includes 4E/5E/5R)	4.88%	5.2 FTE	Critical Care training program is scheduled for February. Ongoing recruitment for summer training program in progress.
Perinatal (includes 6C Birth Center & 6H Infant Care Center)	1.39%	1.0 FTE	Ongoing recruitment for experienced Neonatal ICU nurse.
Perioperative (includes OR/PACU/Surgi-center)	5.50%	3.0 FTE	Ongoing recruitment for OR training program both internally and external applicants are being interviewed to fill vacant positions.
Emergency	11.63%	8.2 FTE	Ongoing recruitment for March training program.
Psychiatry (includes PES & acute inpatient units only)	0%	0 FTE	
Behavioral Health Center	0%	0 FTE	
Clinics (includes Specialty clinics/ hosp.based Primary Care).	14.99%	9.0 FTE	RN staff are being reassigned to inpatient vacancies.
<b>TOTALS</b>	<b>4.8%</b>	<b>32.3 FTE</b>	.

## **2. SFGH RATIO STAFFING DATA: By Number of Shifts – 01/01/08-01/31/08**

	Critical Care	PACU	Step-Down	Medical Surgical	Telemetry	Pediatrics	Perinatal	Psychiatry	ED
	1:2	1:2	1:3	1:5	1:4	1:4	Varies	1:6	Varies
Area unable to meet minimum ratios	0	0	0	0	0	0	0	0	0
Area unable to cover breaks	0	0	0	1	0	0	0	1	0
Surgeries postponed related to ratios	0	0	0	0	0	0	0	0	0
Admissions held related to ratios	0	0	0	0	0	0	0	0	0
Beds closed / ED zone closed related to ratios	0	0	0	0	0	0	0	0	0
ED diversion related to ratios	0	0	0	0	0	0	0	0	0

## **3. Professional Nursing Practice**

**RN Internship Program/New graduate Training:** Monthly classes continue for new graduates in the medical-surgical area. A new series of classes will be held in the spring for the most recent new graduate RN hires.

**Recruitment:** The ED will be interviewing for a training program to begin in March.

**Retention/Professional Development:** SFGH Nursing through the SFGH Foundation submitted a grant to the San Francisco Foundation for the *Partners in Nursing Education Program*. If funded, this program will focus on SFGH employees in unlicensed nursing positions who are under-represented minorities and are interested in pursuing a RN degree. The program will provide wrap-around educational support services such as mentoring, and tutoring and will include a stipend to compensate for decreased work hours. Potential partners for

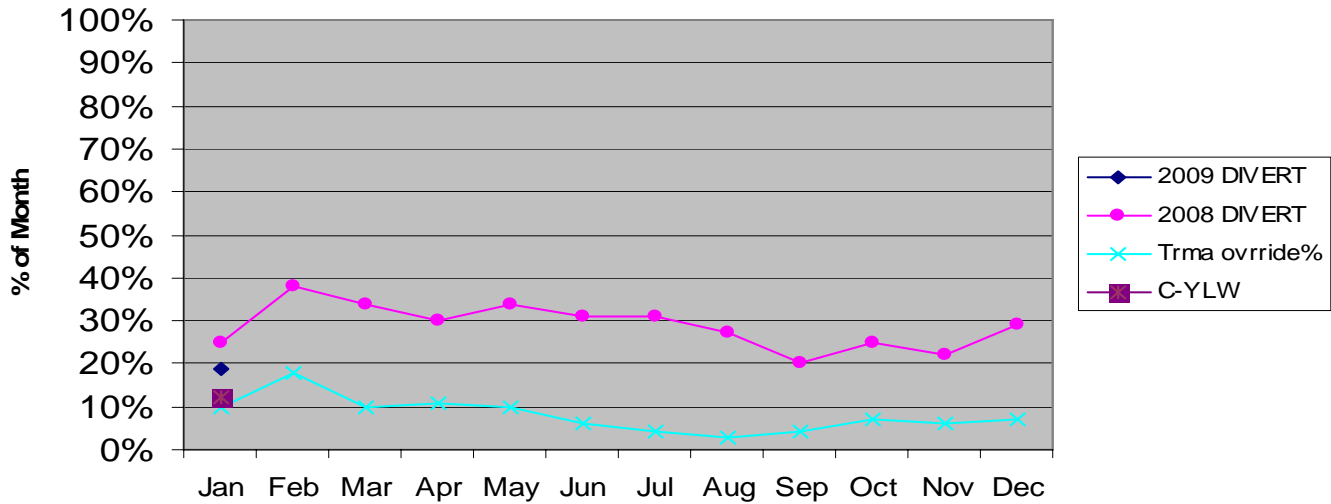
this program include Dominican University of California and Jewish Vocational Services. The funding decision will be released in the spring.

**Nursing Excellence:** The first meeting of the SFGH Nursing Practice Council was held on January 20. The Practice Council will have staff nurse representation from all nursing areas and is an integral component of shared governance. The goal of the council is for nurses to have control and accountability for nursing practice. The council will: define, implement, and maintain nursing practice; select a theory base for practice, set practice and performance standards and define career advancement. The first meeting of the council included an overview of the council's purpose and membership, meeting schedule and council leadership. Patty Coggan MS, RN has been identified as the co-chair of the council with Nela Ponferrada RN, MSN, CNL as the council advisor. Staff nurse members are being finalized.

SFGH will participate in a Magnet Readiness Assessment to be conducted on February 25, 26, and 27. Utilizing funds from the Gordon and Betty Moore Foundation, a consultant will visit SFGH and meet with staff and nursing and hospital leadership to discuss magnet standards and preparation as well as provide education regarding the magnet journey and a strategic plan. Kathleen Stoltzenburg PhD, RN is a consultant with the American Nurses Credentialing Center who will provide the magnet consultation.

#### 4. ED Diversion report

### Diversion Jan-2009

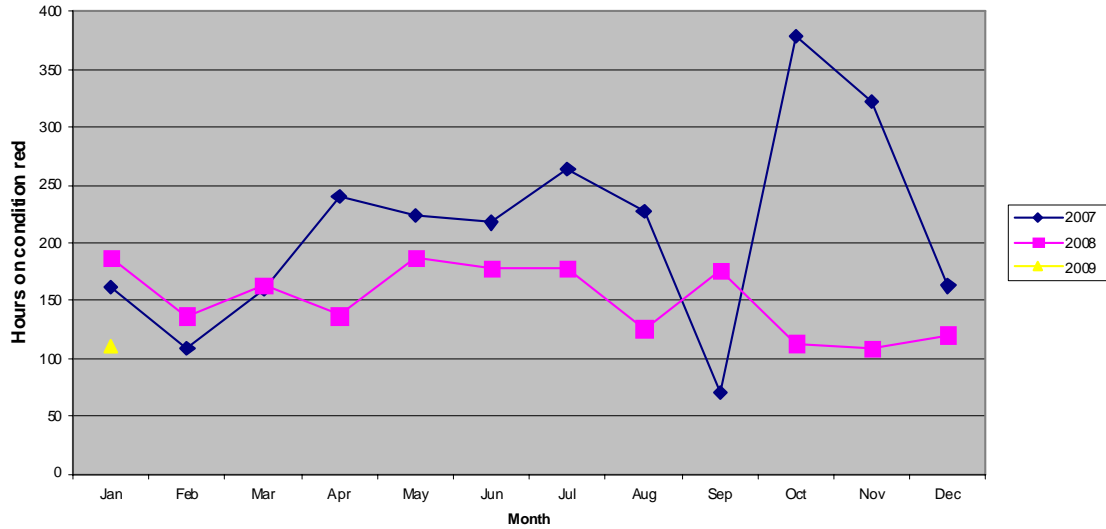


The Emergency Department had a Diversion rate of 19% for the month of January 2009. The ED 4285 encounters during that time, resulting in 680 hospital admissions.

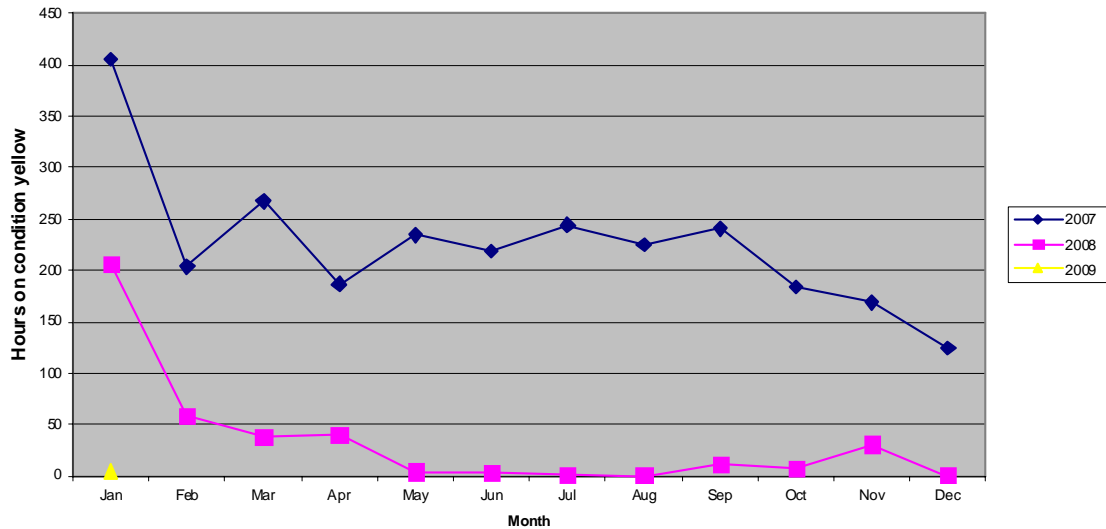
During Diversion, the ED held 265 admitted patients waiting for bed assignment (ICU-22, 4B/5D-134, Med/Surg-183). The hospital was on Condition Yellow for 19% of the month.

## 5. PES Report-January 2009

PES Condition Red



PES Condition Yellow



PES had 458 patient encounters during December 2008 and 495 in January 2009. PES admitted a total of 147 patients to SFGH inpatient psychiatric units in January 2009, which was up from 137 in December 2008. In January, a total of 348 patients were discharged from PES, with 36 to ADUs, 13 to other psychiatric hospitals and 299 to community/home.

In January, PES was on Condition Yellow for a total of 4.7 hours, which was up from 0.0 hours in December.

There was a decrease in Condition Red from December to January. PES was on Condition Red for 110.5 hours during 13 episodes in January. The average length of Condition Red was 8.49 hours. In December, PES was on condition Red for 120.5 hours, during 11 episodes, averaging 10.95 hours.

The Average length of stay in PES for the month of January was 22.74 hours, which was a decrease from 24.45 hours in December.

## **6. Geriatric Nursing Leadership Academy (GNLA) - Bridge the Gap of Geriatric Knowledge Project**

On January 29, 2009, Cynthia Johnson, RN, MS, NP, the Geriatric Nurse Practitioner for the 5C Acute Care for Elders (ACE) unit, hosted a lunchtime meeting between SFGH and the Geriatric Nursing Leadership Academy (GNLA). The GNLA is a joint effort of Sigma Theta Tau International Nursing Honor Society of Nursing and the John A. Hartford Foundation of Geriatric Excellence. Ms. Cynthia Johnson, RN, MS, NP is one of 16 nurse leaders selected from across the United States to participate in this fellowship. Ms. Johnson's mentor for this 18 month fellowship is Mark Hawk, RN, MSN, ACNP, who is a Trauma Nurse Practitioner at SFGH and Asst. Clinical Faculty in the School of Nursing at University of California, San Francisco (UCSF). The purpose of this meeting was to present Ms. Johnson's project for SFGH entitled "Bridge the Gap of Geriatric Knowledge". This project provides standardized geriatric education to nurses from different levels of care in order to insure safe, competent transitions for older patients from one level of care to another.

The Geriatric Nursing Leadership Academy is an 18-month, mentored leadership experience for nurses. Learning methodologies utilized throughout the academy include content in leadership theory and skills; leadership self-assessment and development; inter-professional team development, project development, management and evaluation; and dissemination of lessons learned as well as project outcomes. The Geriatric Nursing Leadership Academy is based on the successful Maternal-Child Health Leadership Academy the honor society has conducted for more than five years with support from Johnson & Johnson.

Attendees at the meeting included: Deb Cleeter, MSN, EdD representing the Hartford Foundation and Sigma Theta Tau International; Meg Wallhagen, PhD, GNP-BC, AGSF, FAAN representing the John A. Hartford Center of Nursing Excellence at UCSF; Mark Hawk, RN, MSN, ACNP, Trauma Nurse Practitioner at SFGH; Gene Marie O'Connell, RN, MS, CEO at SFGH; Sue Currin, RN, MS, COO/CNO at SFGH; Catherine Dodd, PhD, RN, Deputy Chief of Staff for Mayor Gavin Newsom; Edgar Pierluissi, MD, Medical Director of the ACE Unit at SFGH; Ana Sampera, RN, MS, CNS, Director of Nursing and Director of the 4A Skilled Nursing Facility (SNF); Irin Blanco, RN, MSN, NP, Nurse Manager of 5C and

ACE Acute Care Units; Gail Cobe, RN, MSN, CNS, of the Dementia Program at Laguna Honda Hospital; Carla Graf, RN, MS, CNS, Geriatric Specialist at UCSF, and Joshua Luria, PT, MS, Rehabilitation Supervisor.