



**COO's Report
Alameda Health Care District
City Council Subcommittee Meeting
October 13, 2020**



Labor Action Update

- Labor Action at all facilities October 7 0630 – October 12 0630 (5 days)
 - Notice given by: SEIU 1021, CNA
 - Sympathy strike notice from: ILWU 6, L 39
- Worked with various staffing agencies to secure resources to support patient care delivery
 - Fill rate for all nursing positions >90%
 - Allied health services filled or supported by the system labor pool

Labor Action Update

- Reduced census at all Acute care locations
- Discontinued and rescheduled elective procedures in our OR
 - Friday October 2 – AH, SLH
 - Monday October 5 – HGH
- Rescheduled all Ambulatory visits or shifted to Tele-Health/Phone visits
- Labor Action mitigation plan submitted to CDPH
- Security Management Plan for all facilities created and distributed to all leaders

Patient Experience Alameda Hospital

May Final /June Preliminary

Patient Experience Data

(as of 12/13/19) Note * = Preliminary

	FY20	GOAL	FY20 YTD	May	June
H-CAHPS (YTD N=245)			June *	Month	Month*
Rate the Hospital 9-10	57.00		60.00	39.20	52.50
Nurses treat with courtesy/respect	76.20		73.40	68.00	74.10
Call button help soon as wanted it	53.30		54.90	56.30	64.20
Doctors treat with courtesy/respect	76.70		77.10	75.00	74.50
Courtesy of person serving food	88.60		85.20	100.00	Now included in other metric
Courtesy of person cleaning room ^{^*}	83.00		85.90	100.00	Now included in other metric
Care Transition	47.69		44.00	34.30	57.40
Hosp staff took pref into account	38.30		34.80	34.70	46.80
Good understanding managing health	48.20		45.00	28.80	59.40
Understood purpose of taking meds	52.80		52.10	39.40	66.10

Data Review

- *Rate the hospital* score not meeting goal this month but YTD at goal.
- *Nurses treat with courtesy* not meeting goal.
- *Call light response* continues to meet goal.
- *Doctors treat with courtesy and respect* declined but YTD meeting goal.
- *Courtesy of person cleaning room and serving food* are being rolled up into other metrics.
- Care Transitions preliminary June results all meeting goal.
- Due to change in surveys (phone to mail) July data expected in mid October.

Action Plan

Metrics with opportunity for improvement	Follow-Up Actions	Date of Completion
Rate the Hospital and key drivers	<ul style="list-style-type: none"> • Moving forward with three actions to drive patient experience across AHS. 1. <u>Standards</u> - GIFT is the service standard for the organization and replaces AIDET 2. <u>Build organizational knowledge</u> – implement Patient Experience Boot Camps for all leaders to complete with action plans, metrics and sign off by one-up leadership 3. <u>Daily Work</u> – leaders to integrate patient experience into their daily work practices (audits, monitoring, metrics, exceptions). • Posting and discussion of HCAHPS data and patient comments with staff • Data shared at physician and staff department meetings. Patient comments shared. • <u>September 2020:</u> <ul style="list-style-type: none"> ➢ Inaugural ED Patient Experience Council to address patient concerns/issues and improve patient experience. ➢ SMILE board (Safety, Metrics, Issues, Logistics, Encouragement) roll out all units 	Ongoing
Care Transition domain-preferences taken into account in d/c planning	<ul style="list-style-type: none"> • Care Transition Managers are focusing on iRounds to support PRIME 	Ongoing
Provider courtesy and respect	<ul style="list-style-type: none"> • VP PCS sharing patient comments with providers. 	Ongoing

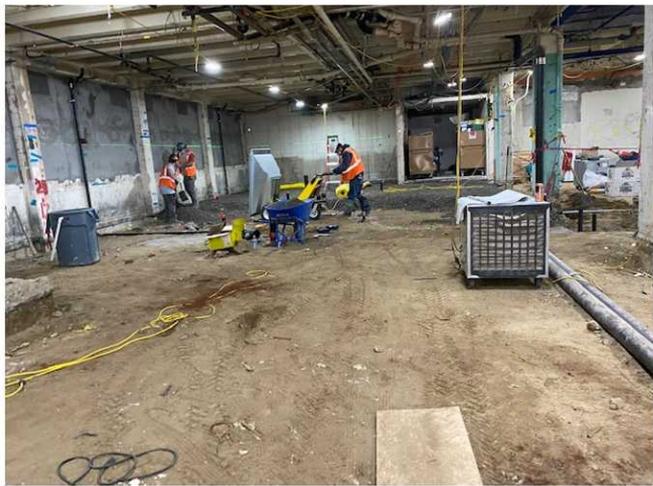
ED Patient Experience Council: Building Patient Experience and Service Recovery

- In June we began biweekly prep meetings with participation from the following: ED Medical Director, Nurse Leaders, Patient Relations Manager, Community Relations, and Patient Experience Liaison.
- Developed Charter, Bylaws and Guiding Principles
- Unit marketing done, including interviews, and have 4 community members who have agreed to be a part of the Council.
- Goal: Process Improvement for patient experience.
 - Review issues and sort by theme for short and long term goals.
 - Access
 - Billing
 - Communication
 - Environment/Facilities
 - Professionalism
 - Quality of Care
- Initial meeting 9/23 with a high level of engagement.

Facilities Update

SB90 Seismic and Kitchen Relocation Project Update

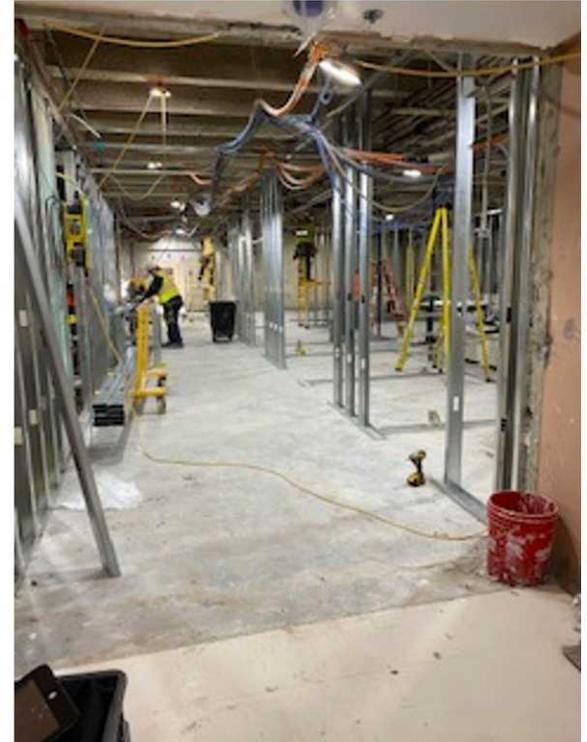
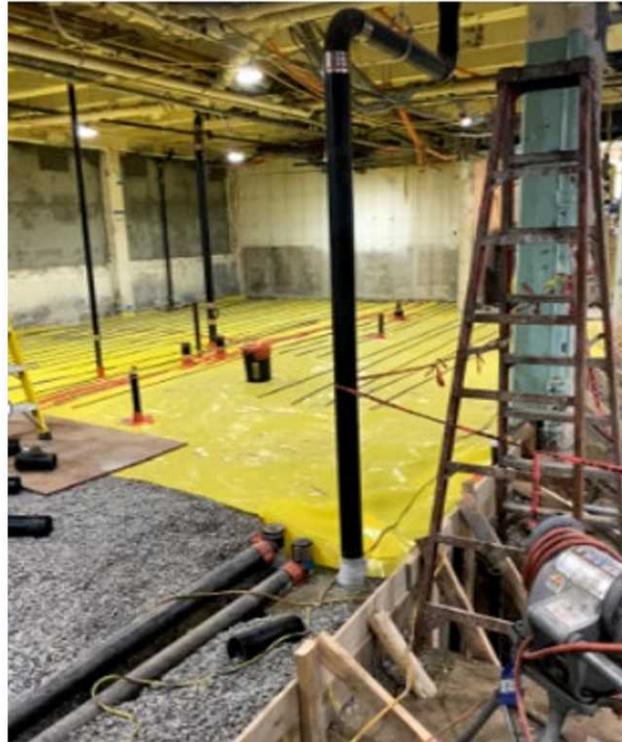
- Project continues with the seismic and kitchen buildout.
- EVS department move is complete with the Soiled Linen room (old snack shop) estimated to be complete in October.
- Campus Activity / Impacts:
 - Work on 2nd and 3rd Floor to prepare for shaft work to support the kitchen and utilities
 - Noise with more demolition of the concrete slab in the month of September
 - Activity in the breezeway / driveway and on Clinton Avenue.
 - Access points to the West Building through the sliding doors has been blocked for construction.
 - Elevator access limited to 2nd and 3rd Floor. Stairwell remains accessible to exit and in the event of an emergency
- AB2190 Quarterly Report Submitted 10/1/2020 and continuing to track toward the compliance dates submitted and approved by OSHPD



New Concrete Slab,
Framing started

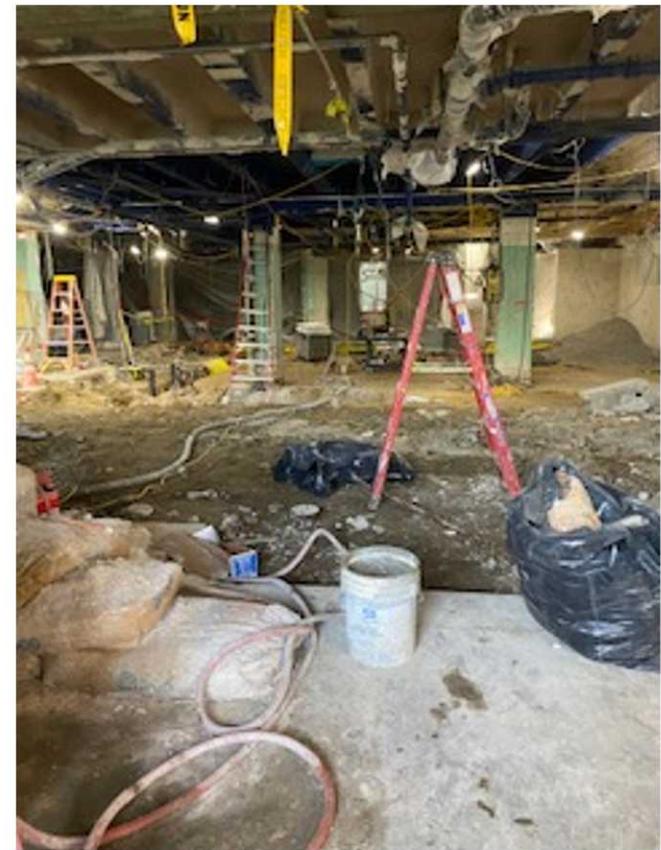


Preparing for new
concrete slab after
seismic stabilization.





Old Windows
Removed, Preparing
for new windows for
the Café space



Construction Zone
Kitchen and Cafe



Community Engagement



Caring for Our Community

Health and Wellness in our Community

- September 25, 2020: Alameda Hospital is a sponsored the “**Alameda’s Economic Forecast**” a virtual event hosted by the Alameda Chamber of Commerce.
- October 9, 2020: In partnership with the American Red Cross Blood Services, Alameda Hospital will host a **Community Blood Drive**. Blood donations have been critically low due to the pandemic. COVID-19 safety precautions will be put into place. **Canceled due to strike notice**
- October 10, 2020: Alameda Hospital will hold a free **Community Flu Shot Clinic** in the parking lot. Vaccine is provided by the Alameda County Public Health Department. Masking and social distancing are required. **Rescheduled to October 24, 2020**

Questions