

MEDICAL CENTER UPDATE

News and information for employees of UCSF Stanford Health Care's San Francisco sites
from Chief Operating Officer Bill Kerr & Chief Medical Officer Ted Schrock

May 27, 1999

Inside Today's Update

- Concerns About Patient Care
- Pharmacy Agreement With Safeway
- Enterprisewide Home Care Management
- Williamson to Coordinate JCAHO Preparation and Surveys
- UCSF's 6-Long Unit Opens to Young Patients
- Communications Bulletin Board Established at Mount Zion
- Children's Health Fair Draws Nearly 600 Kids
- Chefs For Kids Benefit Raises \$30,000
- New Registration and Billing System to "Go Live" July 1
- Lucile Packard Children's Hospitals Near Nursery Deals
- Candlestick Point Human Resources Department Reorganizes

Concerns About Patient Care

A Message from Chief Medical Officer Ted Schrock

UCSF Stanford is in the process of staff reductions that are unprecedented in the history of our hospitals. Although Administration and Finance are being hit hardest, reductions are taking place throughout the enterprise, including patient care units. We have heard from faculty and staff who are concerned about the impact of these changes on the care we give to our patients. I share these concerns. However, our consultants inform us that we are overstaffed in comparison with other academic health centers, and even after the proposed reductions, we should have sufficient personnel to deliver care of high quality because others like us have been able to do it following similar belt-tightening.

UCSF School of Medicine Dean Haile Debas stimulated much discussion when he raised this issue at a meeting of the Executive Committee of the UCSF Stanford Board of Directors on May 12, and the board members expressed their concerns as well. First, make no mistake about this: the board is holding the management of UCSF Stanford responsible for substantial reductions in all of our expenses, beginning with workforce, and will not tolerate failure to achieve this objective. That said, however, the Board expressed its wish that quality of patient care be preserved despite these cost reductions. They charged site leadership with developing plans to monitor these issues.

The Clinical Services Executive Board (CSEB) at UCSF has discussed how best to meet this charge. First, we will continue with traditional measures of medical quality that have been used since the formation of UCSF Stanford, including surveys of patient and referring physician satisfaction by Vice President for Quality Monitoring Jeff Rideout, and monitoring of incident reports, mortality rates, readmission rates, returns to the OR and others. Unfortunately, these instruments are limited to providing information on a quarterly basis and do not detect subtle changes. Therefore, the CSEB has recommended that we offer to faculty and staff an opportunity to respond to patient care issues by a "suggestion box" approach. My email address (schrockt@medcenter.ucsf.edu) is the box in which you can deposit your suggestions. I pledge to read and respond to each suggestion or refer it to someone better qualified to deal with your ideas.

Agreement With Safeway to Handle Patients' Pharmacy Prescriptions

The UCSF Medical Center Outpatient Pharmacy has entrusted Safeway to keep our outpatient pharmacy prescription records. The Safeway Corporation of Northern California (especially in the counties of San Francisco, Marin,

Alameda, and northern San Mateo) will honor all refills still remaining on our patients' original prescriptions and provide all prescription services required by our patients. The Safeway facility located at 2020 Market Street in San Francisco will hold the actual prescription records. The phone number is (415) 436-9032. Patients may have new and refill prescriptions filled at this Safeway location or elect to go to any Safeway and ask the pharmacist to transfer the information. To ensure that our patients needs are being met through this new arrangement, an assistance line has been established for patients with concerns about obtaining prescription drugs. The number is (415) 353-1026.

Enterprisewide Home Care Management Appointed

To assist UCSF Stanford Home Care Services in moving forward with the expansion of services on an enterprisewide basis, two individuals have been appointed to leadership roles. Effective May 24, Paulette Egging took on the enterprisewide role of Interim Director of Business Development, UCSF Stanford Home Care Services. Paulette has been serving as program manager for Stanford Home Pharmacy. In addition, Fred Nishioka has assumed the role of Interim Director for both Children's Home Pharmacy and Stanford Home Pharmacy.

Ann Williamson to Coordinate JCAHO Preparation and Surveys

Ann Williamson, R.N., Ph.D., has accepted the role of UCSF and UCSF/Mount Zion site coordinator for JCAHO preparation and surveys. Currently, Ann serves as director of administration for education & evaluation for the Department of Nursing. In addition to these responsibilities, she will now provide communication related to standards and compliance and ensure that standards are met in a consistent manner. Her leadership will be vital as we work toward our goal of providing ongoing preparation and direction for JCAHO surveys through constant awareness of and compliance with standards. Ann will work with colleagues at the San Francisco sites as well as at Stanford to collaborate and, where appropriate, ensure consistency across sites.

UCSF's 6-Long Unit Opens to Young Patients

Patients and staff got their first look at the entirely renovated 6-Long Med/Surg Unit this week, complete with hand-painted murals, colorful photographs and a bright, brand new décor. The 31-bed unit features private as well as triple bed rooms, two isolation rooms, telemetry monitoring and a state-of-the-art nurse call system. The unit is fully air conditioned for patient and staff comfort. Patients are being moved to the unit from space on the 11th and 6th floors where they have been located during the construction of the unit.

Communications Bulletin Board Established at Mount Zion

Employees at Mount Zion can view the latest Medical Center communications and news on the bulletin board directly outside the cafeteria. Messages and fliers will be posted and updated there on a regular basis. Half of the board will be dedicated to communications, the other to safety issues.

Children's Health Fair Draws Nearly 600 Kids

Nearly 600 kids and their parents descended on UCSF last Saturday for a fun-filled and educational day at the Lucile Packard Children's Hospitals 1999 Children's Health Fair. The event, held in the Millberry Union Conference Center, featured more than 30 booths with interactive games and activities to teach kids and their parents about protecting their health.

Olympic gold medal-winning figure skater Brian Boitano joined in as kids touched a "Jell-O brain" to learn how memory works; saw germs glow and learned why it's so important to wash their hands; dressed up in real doctors' and nurses' "scrubs;" and played a "supermarket healthy foods" game. Parents attended seminars offered by UCSF experts about tummy and skin troubles, attention deficit disorder and violence prevention in schools.

Ellen Corman, director of outreach for Lucile Packard Children's Hospitals, said, "The biggest contributors were the staff. They did an amazing job in preparing creative and interactive activities to reach children and their parents with healthy information." Credit also goes to an eager crew of volunteers organized by Vicki Kleemann, director of Volunteer Services at UCSF.

The fair, which by all accounts was a great success, was intended to provide a service to kids and families in the area as well as to get the word out about the broad range of exceptional services available to children and their families at our hospitals.

Chefs For Kids Benefit Raises \$30,000

Over 200 people came out to support pediatrics patients at UCSF recently, at a fundraising event held at the gourmet kitchen store, Sur La Table, in San Francisco. The May 13 "Chefs for Kids" event featured fantastic food prepared by chefs from 13 of the Bay Area's finest restaurants, wines from Napa and Sonoma wineries, as well as a live auction and raffle. San Francisco City Supervisor Gavin Newsom and Chief Operating Officer Bill Kerr gave opening remarks, thanking attendees for their generous support of children's services. Figure skater Kristi Yamaguchi was on hand to draw raffle winners as part of her commitment to pediatric causes through her foundation, Always Dream.

The evening, organized by the Hospitals Auxiliary of UCSF Medical Center, raised \$30,000 for pediatric patient amenities that have been requested by the patient care staff at UCSF. Among the requests are aquatic toys to facilitate movement in pool therapy, painting and decoration of the pediatric X-ray room, a camera to capture special moments for families of critically ill children, and play and educational toys for a number of pediatric services. Thanks to all that participated.

New Registration and Billing System to "Go Live" July 1

UCSF will convert to a new registration and billing computer system on July 1. The system will utilize software from two companies; IDX for the front-end patient registration, scheduling, outpatient and professional fee billing system and SMS in the back-end for inpatient and hospital-based billing and receivables management.

The project began last fall with the rollout of the IDX scheduling application in the outpatient faculty practices and Ambulatory Care Center. This rollout continues with a phased-in "go-live" of the IDX Billing and Accounts Receivable (BAR) application designed to process and manage outpatient charges and professional fees.

On July 1, the system for the inpatient and hospital-based ancillary departments will "go-live." IDX and SMS will be brought up in place of the Medipac system. At that point, the San Francisco sites will all be on the same integrated system. Data entered in one department will be immediately available on-line to other departments and providers involved in a patient's care. Consequently, once the system is in place, it is vital that accurate and complete information be entered because it will be retrieved and used by others throughout the organization. The new system is designed to enhance the flow of patients and information, making patient visits more convenient. Once registered, patients will no longer need to register again if seen in another area of the enterprise.

Because the launch date is only a month away and the IT department is still receiving requests for modifications to the system, a decision has been made to put a freeze on incoming requests. Changes that have been agreed to and are in process will be made. Any changes to the system that have not yet been agreed to or that are just now being requested will be logged and prioritized for post "go-live" implementation. This is the only way to ensure that the July 1 launch date will not be jeopardized.

Lucile Packard Children's Hospitals Near Nursery Deals with Sequoia Hospital and Santa Rosa Memorial Hospital

Lucile Packard Children's Hospitals (LPCH) is extending its reach into the community through joint ventures with Sequoia Hospital in Redwood City and Santa Rosa Memorial Hospital in Santa Rosa. Plans are underway to lease and operate a Level II nursery at Sequoia Hospital and jointly establish a Level III nursery with Santa Rosa Memorial Hospital. The new nurseries will help LPCH accomplish a number of goals: enable more mothers and babies to stay close to home by improving access to high quality care and bringing clinical and nursing expertise from LPCH into the community; decrease the need to transport sick newborns and simplify the transportation of very sick infants when they do need to be transferred; facilitate continuity of care with local pediatricians; and develop the most cost-effective care in the community.

Plans are underway to lease operate a six-bed Level II nursery at Sequoia Hospital. The nursery, which will be called the Lucile Packard Children's Special Care Nursery at Sequoia Hospital, will be under the medical direction of David Stevenson, director of the Johnson Center for Pregnancy and Newborn Services at Lucile Packard Children's Hospital at Stanford and chief of the Division of Neonatology. The nursery is scheduled to open in July and will operate under the Lucile Packard Children's Hospital at Stanford license. The nursery at Sequoia Hospital will be run in a similar way to the nine-bed Level II Lucile Packard Children's Hospitals' Special Care Nursery at Washington Hospital in Fremont, which has been lease operated since 1995. All staff and management will be UCSF Stanford employees.

In addition, a joint venture agreement has been developed with Santa Rosa Memorial Hospital to establish a Level III nursery there. The Lucile Packard Children's Special Care Nursery at Santa Rosa Memorial Hospital will open in September as an 18-bed Level II nursery. It should become a Level III nursery within the next year and a half. The nursery will be under the medical direction of Sam Hawgood, chief of Neonatology at Lucile Packard Children's Hospital at UCSF. Because the nursery in Santa Rosa is a joint venture, nursing staff will remain employees of Santa Rosa Memorial Hospital, while nurse management and the medical director will be UCSF Stanford employees.

Candlestick Point Human Resources Department Reorganizes

In response to the financial situation, the Human Resources (HR) department has reorganized its Candlestick Point operations. As of Monday, the Mount Zion-based HR department began providing most of the day-to-day services formerly provided by the HR staff in Suite 164 at Candlestick Point. As a result, a few individuals located at Candlestick Point have been reassigned.

- **Christine Cooney**, Manager of Recruitment and Retention for business and professional positions, will relocate to the Stanford campus on June 1 and assume the role of Employment Manager for that site in addition to her current responsibilities.
- **Jennifer Dickman**, Manager of Nursing Recruitment and Retention, has moved to Mount Zion and assumed the role of Employment Manager for UCSF, Mount Zion, Candlestick Point, Oyster Point, MCB and other sites currently receiving services from the San Francisco sites HR department.
- **Shelley Sato**, HR Representative, will relocate to the Mount Zion HR department and continue in her current role at that site.

Aside from individuals listed above, HR staff located at Candlestick Point will continue in their current roles.

The main number for the Mount Zion human resources office is: (415) 353-4688. The address is: HR Department, 2233 Post Street, Suite 303, San Francisco, CA, 94143-1795 (UCSF Box 1795). Employees with benefits questions may call the Benefits Hotline at (415) 353-4545.