

## Agenda Information Item Memo

Date: April 13th, 2021

To: Alameda Health System Board of Trustees

From: James E. T. Jackson, Interim Chief Executive Officer

Subject: Chief Executive Officers Report

Greetings Trustees, staff, and members of the public it is my pleasure to address you this evening. I would like to take this opportunity to address topics based on the pillars of the organization in my allotted time, and I welcome you to ask questions. If they will keep until the end of the presentation great, but if they are pressing please do feel free to stop us to ask

Now on to our Pillars

**Access: Those we serve get the right care at the right place and at the right time**

Testing:

Total Patients Tested: 21,572

Total Positives: 2,568

Positive Acute Patients: Today there are 6 COVID positive patients on the acute service across the Alameda health system.

There are 0 Positive patients in AHS Post-Acute services.

The total number of staff that have tested Positive as of April 8<sup>TH</sup> is 346 which is 5.3 % of workforce.

**Expanded Patient Vaccination Eligibility**

Effective this Thursday, April 15, Ambulatory will expand eligibility criteria for COVID-19 patient vaccinations.

The following are eligible to receive a COVID-19 vaccine at ambulatory clinics:

- Patients who currently get care at an AHS clinic (primary care, specialty care, dental or behavioral health) and
- Who are 16 years of age or older

Additional information about COVID vaccinations can be found on the AHS Intranet's COVID-19 Vaccine Information Hub in a document titled AHS COVID Vaccine Eligibility.

Patient vaccination clinics are offered at all four Wellness Centers by appointment only. Patients who meet the criteria can schedule an appointment by calling the Ambulatory Call Center at 510-437-8500.

Community members who want the COVID-19 vaccine and do not currently receive care at an AHS clinic can check the Alameda County Department of Public Health website to find out if they meet criteria and where they can access the vaccine.

### **Staff Vaccination Clinics**

Drop-In Pilot Clinic: This week we launch our pilot drop-in staff vaccination clinic to help reduce barriers related to scheduling.

Staff can receive their COVID-19 vaccine without an appointment at Highland Hospital

**Network: Collaborate with other health care providers and other organizations to support the total health of the families and communities we serve; leverage what we do best with what others do equally well**

Beebe Memorial Cathedral/Governor's office collaboration

On the 3<sup>rd</sup> & 4<sup>th</sup> of April AHS partnered with the Governor's office and the Beebe memorial Cathedral to host a walk-up vaccination event at the church. 30+ AHS Department Leaders were involved in the planning and delivery of this event, 40 AHS staff + Members of Congregation and 1153 Vaccinations were administered. Representatives from the Governor's office were present as well as members of the Alameda County Board of Supervisors. A few fun facts:

- Oldest person was 100 years old
- Average distance traveled: 7km (4.4 miles)
- Friday: 4km (2.5miles)
- Sat: 10km (6.2 miles)

**Patient Experience: The sum of all interactions, shaped by an organizations culture, that influence patients' perceptions across the continuum of care**

• This week, AHS celebrates Black Maternal Health Week, and especially recognizes our Beloved Birth Black Centering Program for its work in improving the experience and health of Black mothers and their babies. Last evening, I had the opportunity to attend a watch party with the 1st cohort of moms and babies that have gone through the program and I would like to share with you some of the comments I heard:

- We are protected

- My child is going to be president someday
- This program has given me everything
- You all (the BEloved BIRTH Black Centering staff) were like genies; if I had a need you were there
- I felt like you were holding my hand every step of the way
- This program was a light in a very dark time (given world events)
- Being able to be seen & protected means so much...we are hella valuable

### **Quality: JCAHO Survey**

As noted in my correspondence to you yesterday the anticipated Joint Commission has begun. You received my day one summary last evening, and I will briefly share a day two summary now:

#### **DAY 2 SUMMARY**

Today we completed Day 2 of the TJC Accreditation Follow Up Survey.

The Lead Surveyor conducted 20 additional chart audits from PeriOp, ICU, ED, and MedSurg. It was another day of no findings! She continued to complement the skill and commitment of our staff, and in fact attended a segment of our leadership chat to learn about our efforts around Beloved Birthing and Black Maternal Health week in service of our community. Her focus tomorrow will be reviewing treatment plans at JGPH in a consultative fashion. She intends to exit early tomorrow afternoon. Further, she commented that at this point in the survey, she can express to TJC her confidence in the leadership and governance commitment to sustain this progress.

Tomorrow the second engineer surveyor will arrive and begin touring the facilities through Friday. Our clinical teams and quality department will be rounding ahead of the surveyor starting early morning to prepare for another successful day.

I am extremely proud of how the entire AHS organization has responded to this challenge, and I am optimistic of the final outcome. Special kudos to Dr. Tanvir Hussain and his regulatory team; they have been phenomenal in their efforts to ready the organization for this review.

### **Sustainability: Proper Balance between revenue and expenses**

Deferred to CFO's later report

### **Workforce: Make AHS the best place to learn and work**

I intend to end my presentations to the Board with brief examples of AHS staff 'caught in the act' of delivering great care or service to those that entrust their care to us; today I will profile Aemal Aminy, the AHS Director of Security & Transportation.

Yesterday I had the opportunity to watch Aemal take a potentially fraught situation and turn it into a positive interaction and I'd like to share briefly.

There was an individual at the hospital front with a radio playing loudly and having uninvited interactions with individuals waiting to receive COVID testing. This was reported to Aemal Aminy, the Director of Security, and his response was to go to the scene with his security staff.

He interacted with the individual, who had an initial negative response to the uniformed guard and declined to turn his music down. Aemal engaged him further and discovered that the individual was here for a COVID test but could not be tested until later in the day. Aemal shared this information with the individual and he agreed to lower his music and to depart, with plans to return when the test was available.

By taking the time to listen and seek to understand Aemal was able to de-escalate a potentially volatile situation, and to help someone receive care that they needed.

I would like to celebrate Aemal for his cool head and his compassion.

That is my report; I welcome your comments and questions.