



CEO Board Report
Board of Trustee Meeting
April 13th, 2022



AHS Operations and Program Update

Highland Hospital Campus to be Renamed in Honor of Wilma Chan



At a recent Board of Supervisor's meeting the Alameda County Board of Supervisors (BOS) adopted a resolution to rename the Highland Hospital Campus after the late Supervisor Wilma Chan. The Highland Hospital Campus will be renamed the Wilma Chan Highland Campus. This decision by the BOS was made with support of Alameda Health System (AHS).

Supervisor Chan championed many of the most important health and safety-net programs in Alameda County including being instrumental in ensuring access to care throughout AHS. She was a fierce advocate for Highland Hospital renovations and instrumental in ensuring both Alameda and San Leandro Hospitals remained open to serve vulnerable communities.

We are working with County leaders to address signage and other campus name change needs. The name change does not change our work and we remain focused on our mission of caring, healing, teaching, and serving all.


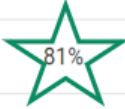


We are honored to celebrate her legacy by renaming the Highland campus the Wilma Chan Highland Campus.

Patient Experience

Culture of Safety

2022 AHS Survey Response Rate — 74%

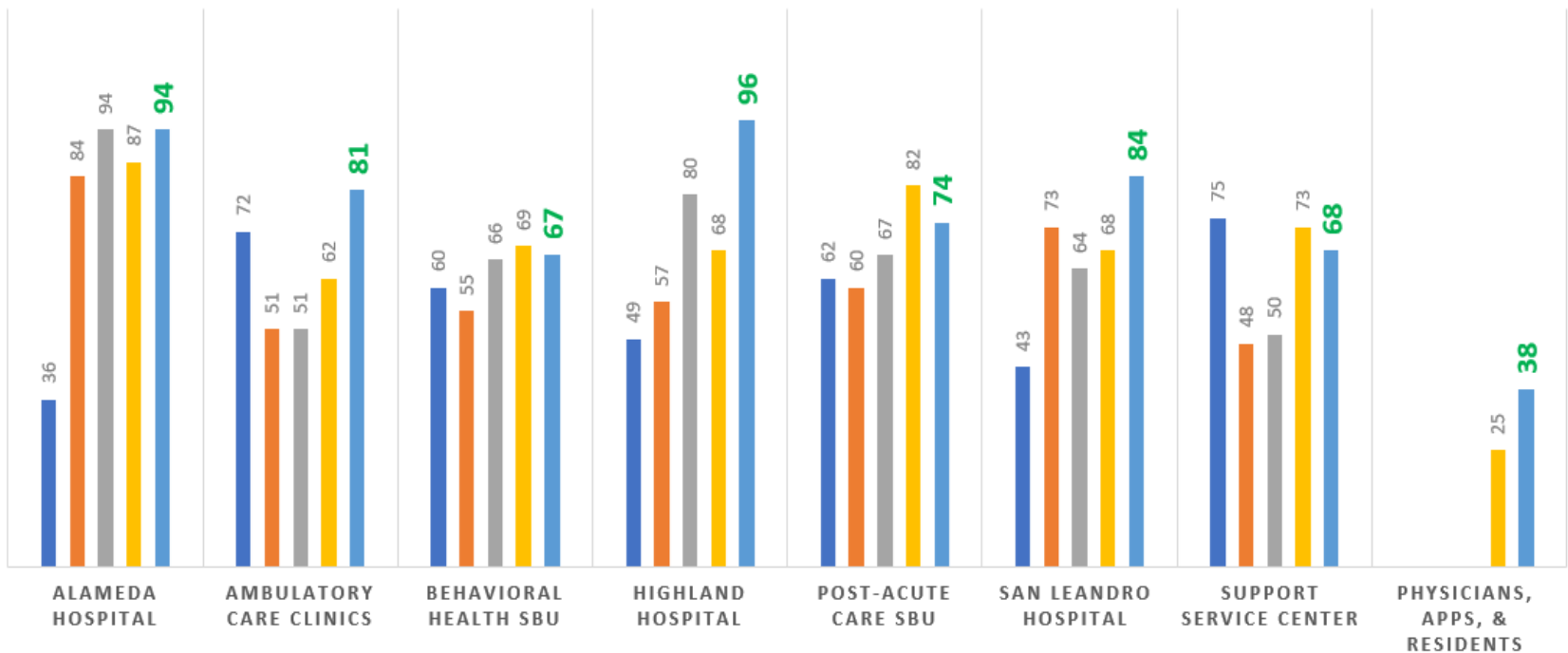
Safe and Reliable Healthcare - Alameda Health 2022 Surveys

FACILITY	# RESPONSES	TOTAL ELIGIBLE RESPONDENTS	RESPONSE RATE	# PROVIDER RESPONSES	# PHYSICIAN RESPONSES
AHS Alameda Hospital	292	309	 94%	2	0
AHS Alameda Post-Acute Care	333	451	74%	0	0
AHS Ambulatory Care Clinics	384	477	 81%	5	4
AHS Behavioral Health and JGPH	229	344	67%	0	0
AHS Highland Hospital	903	939	 96%	5	5
AHS Physicians and APPs	248	655	38%	204	182
AHS San Leandro Hospital	269	319	 84%	0	0
AHS Systemwide Services	911	1345	68%	0	0
Overall	3569	4839	74%	216	191

AHS 5-Year Survey Response Rate – Reaching New Heights

AHS SCORE - CULTURE OF SAFETY SURVEY RESPONSE RATE

■ 2017 ■ 2018 ■ 2019 ■ 2021 ■ 2022



Congratulations to these Departments that achieved a **100%** Response Rate

SYSTEMWIDE SERVICES	Responses	Total Eligible Respondents	Response Rate
Engineering-FMT/JGPH/HWC/NWC	11	11	100%
Executive Leadership Team	21	21	100%
Finance-Budget/Planning/Strategy	10	10	100%
Finance-GovReimbursement/Payor Contr.	8	8	100%
HR-Labor/HRBP	10	10	100%
HR-Leave Mgmt/Employee Health	9	9	100%
HR-Talent/OLE/Compensation/Volunteer	21	21	100%
HR-Total Rewards/Service Ctr	12	12	100%
IS - Ambulatory	11	11	100%
IS - Ancillary	13	13	100%
IS - Apps Managers	7	7	100%
IS - Business Intelligence	15	15	100%
IS - Desktop Support	20	20	100%
IS - ERP/Patient Access	11	11	100%
IS - Help Desk	11	11	100%
IS - Infrastructure	10	10	100%
IS - Inpatient	16	16	100%
IS - PMO	11	11	100%
IS - Rev Cycle	9	9	100%
IS - Security	6	6	100%
IS - Senior Leadership	12	12	100%
IS - Training/Informatics	14	14	100%
Population Health / PACE	11	11	100%
Quality Programs	37	37	100%
STAR Team	9	9	100%

AMBULATORY CARE CLINICS	Responses	Total Eligible Respondents	Response Rate
HCP4 Specialty Clinics Staff	15	15	100%
Homeless Hlth Cntr Staff	7	7	100%
Integrated Behavioral Health	12	12	100%
K6 Pediatrics Staff	12	12	100%
Urgent Care Staff	14	14	100%
BEHAVIORAL HEALTH/JGPH	Responses	Total Eligible Respondents	Response Rate
JGPH - Leadership (Dir/Mgr/ANM)	12	12	100%
JGPH - Occupational Therapy	9	9	100%
JGPH - Pharmacy	3	3	100%
JGPH - Utilization Mgmt.	4	4	100%
HIGHLAND HOSPITAL	Responses	Total Eligible Respondents	Response Rate
ACT 6	59	59	100%
Admin - House Sup/Morgue/PICC	19	19	100%
Central Sterile Processing	17	17	100%
HGH Endoscopy Unit	23	23	100%
NICU	12	12	100%
Palliative Care	5	5	100%
Pharmacy-Inpatient	55	55	100%
Pharmacy-Outpatient	26	26	100%
Radiology	21	21	100%
Staffing	16	16	100%
Trauma	10	10	100%

POST-ACUTE	Responses	Total Eligible Respondents	Response Rate
Alameda - PT/OT/ST	13	13	100%
Fairmont - PT/OT/ST/Audiology	22	22	100%
Post-Acute - Leadership	22	22	100%
South Shore	25	25	100%
SAN LEANDRO HOSPITAL	Responses	Total Eligible Respondents	Response Rate
Case Manager/Social Work	13	13	100%
House Supervisors/EA/Clerical	19	19	100%
OR/PACU	26	26	100%
Pharmacy	24	24	100%





NEXT STEPS:

- In Mid-April, all leaders will receive access to their department's survey results
- Department leaders to share survey results with front line staff
- Leaders attend one of the two Debrief Facilitator Training hosted by Beta Health Care
April 21st 2:30 - 4 pm & April 25th 2:30 – 4 pm
- Once trained, department leaders will be assigned 1-2 departments (*other than your own*), to facilitate a neutral debriefing



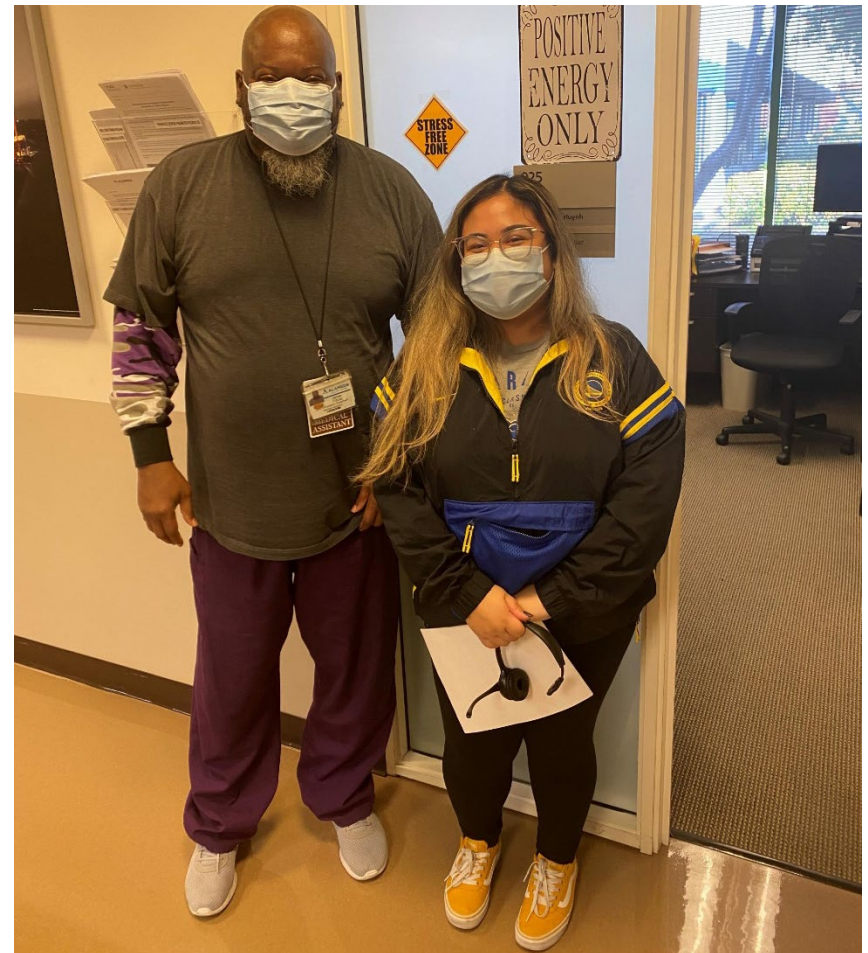
The debriefing is the most important component of the survey because it allows front-line staff and providers to share their feedback in a “psychologically safe” environment, led by a neutral facilitator.

Workforce



CEO Rounding

- ❑ Productive way to connect with staff and identify and eliminate obstacles.
- ❑ Can contribute to a positive work environment.
- ❑ Rounding at all AHS sites:
 - ❖ 59 facility visits
 - ❖ 125 meetings with individual staff
 - ❖ 82 meetings with physicians



DOCTOR'S DAY ROUNDING CELEBRATION w/ Dr. Tornabene

- ❑ 3/29 Newark Wellness,
Hayward Wellness & San
Leandro Hospital
- ❑ 3/30 Highland Hospital
- ❑ 3/31 Alameda Hospital,
Marina Wellness, Eastmont
Wellness, Fairmont Hospital &
John George Psychiatric
Hospital

"I have been serving at Eastmont dental as staff dentist since 2008. After receiving my Gratitude Box today, I felt I had to send you this e-mail and thank you all for this beautiful gift.

I have to say I really felt appreciated today. Even though I love my job and working with the kids here I need to tell you this is the first time as a dentist I truly feel someone out there really cares about what we do in here.

Sure, we have received gift cards and thank you notes in the past, and I do appreciate all that but the way you put this box together tells something about you all and makes me proud to have worked here for all these years.

I wish you all a beautiful, healthy, and happy day."

"Just wanted to let you know what a hit the gratitude box filled with goodies was.

People are really excited and very appreciative.

Some are already putting the cool AHS mug to use (myself included)!

Just thought you would like to know that your thoughtfulness and generosity is really appreciated."

"I cannot thank you enough for the thoughtful Doctor's Day gift on behalf of the Alameda Health System Foundation.

With deep appreciation,"

“The Walks” w/ the CEO Lake Merritt & Alameda Beach (3/26 and 4/7, 2022)



3/26

- 15 + Employees participated, and Trustee Sblendorio join us!

4/7

- 8 + Employees participated and Trustee Jensen, her husband David and their adorable dog joined us! (***pets are welcomed***)
- Parking spaces provided in partnership w/ the DT Senior Center located in the historic Veteran’s Memorial Building.
- T-shirts, baseball caps, towels, water and coffee provided.

COVID-19 Vaccination Update



- ❑ As of April 11th, 2022, we have Active employees only (LOA/WC/ACTIVE – Fully Vaccinated):
Total – 5,196
- ❑ 95% - Active Employees Fully Vaccinated.
- ❑ 5% - AHS Employees Unvaccinated.
- ❑ 93% - AHS employees received boosters.
- ❑ The COVID patient vaccination clinic at HCP-3 will offer the 2nd booster to employees as patients only.
- ❑ As of 4/12/22 zero COVID+ pts in the acute care facilities.

2022 AHS/BOS

Board of Governance Ad Hoc Committee

Supervisors Dave Brown and Richard Valle are the members of the Board of Supervisors AHS Governance Ad Hoc Committee charged with conducting a review of possible changes to the governance structure for Alameda Health System (AHS), particularly focusing on financial accountability and oversight by the Board of Supervisors.

Supervisors Brown and Valle comprise the committee and will attend each meeting along with AHS representatives, County leadership, and labor representatives. The meeting size is intentionally small and focused on this specific work.

Meetings started in February 2022 and may last through early July. Sessions are by invitation only and are not be open to the public.

Remaining Meetings:

- Meeting #4 – April 22, 2022 – Accountability and Transparency Discussions
- Meeting #5 – May 13, 2022 – Accountability and Transparency Discussions
- Meeting #6 – June 3, 2022 - Agreements
- Meeting #7 – June 17, 2022 - Agreements
- Meeting #8 – July 1, 2022 (if necessary) TBD

MAY 21
2022

SOUL OF
SPRING

“Soul of Spring” – May 21, 2022

- ❑ Please be sure to join Alameda Health System Foundation as they host the Soul of Spring experience! This aims to be a wonderful reimagination of our previous galas and is a great way for us to re-engage socially with each other! All proceeds benefit programs and services at Alameda Health System. I know I will be there!
- ❑ This experience will be headlined by the one and only Grammy Award-Winning Thelma Houston with additional music and an afterparty featuring a wonderful group of Bay Area locals known as Jazz Mafia. If you have been to a Foundation event recently, you’ll notice a new dynamic and engaging energy that the foundation is creating around our work at Alameda Health System.
- ❑ The Foundation is hard at work to create an exciting environment on May 21 to share the AHS story and make the case for philanthropic support for our patients and the communities we serve. Please scan the QR code or visit the events section of the Alameda Health System Foundation website to learn more and purchase tickets. This is one gathering, you won’t want to miss!



Saturday, May 21, 2022

Join us for the experience of the year!

The Bridge Yard | Oakland, CA
6:00 pm to 11:00pm

Soul of Spring

<https://www.foundationahs.org/events/soulofspring/>



Featuring



Grammy Award Winning Artist Thelma Houston



Bay Area Music Collective
Jazz Mafia



Great Food, Beverages, and Exciting
Silent Auction Items

Schwartz Rounds - April 14th, 2022



The Other Side:
How our personal experiences of
healthcare inform our work
April 14th 12pm-1pm via Zoom



As healthcare workers, not only do we provide healthcare services, we use them. This month we'll talk about how our experiences as patients, family members, and friends may have inspired us to go into healthcare and may shape how we do our jobs.
Please join us on Thursday April 14th at 12 noon to hear others' experience and share your own!

Panelists:
James Jackson, Chantal Garcia and Marco Hernandez

All AHS Employees, Affiliated Clinicians and Trainees Welcome
CEUs and CME's are available

For more information email Sofia Newton at
sonewton@alamedahealthsystem.org

