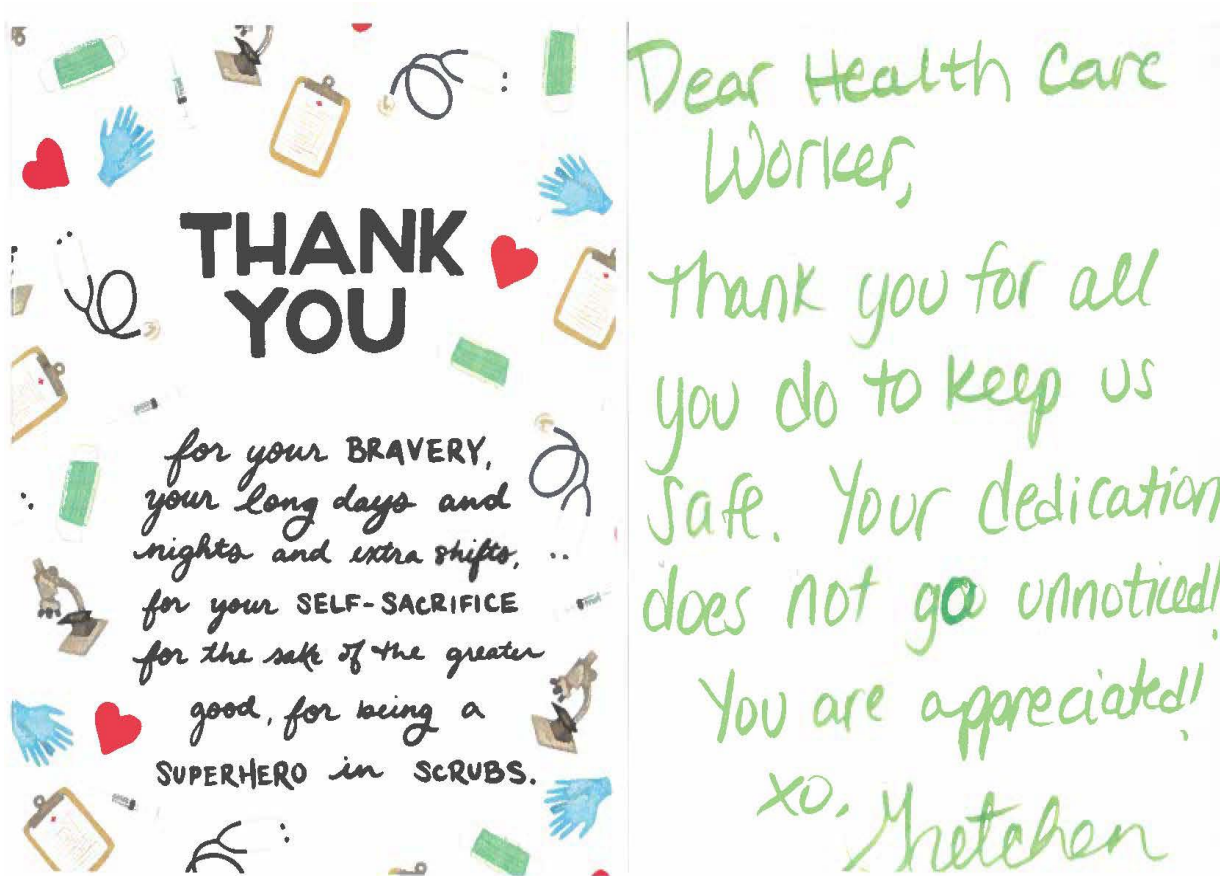




CEO Board Report
Board of Trustee Meeting
March 8th, 2023



Healthcare Heroes



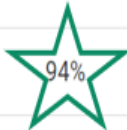
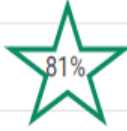

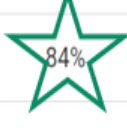
AHS Operations and Program Updates

Staff and Physician Experience

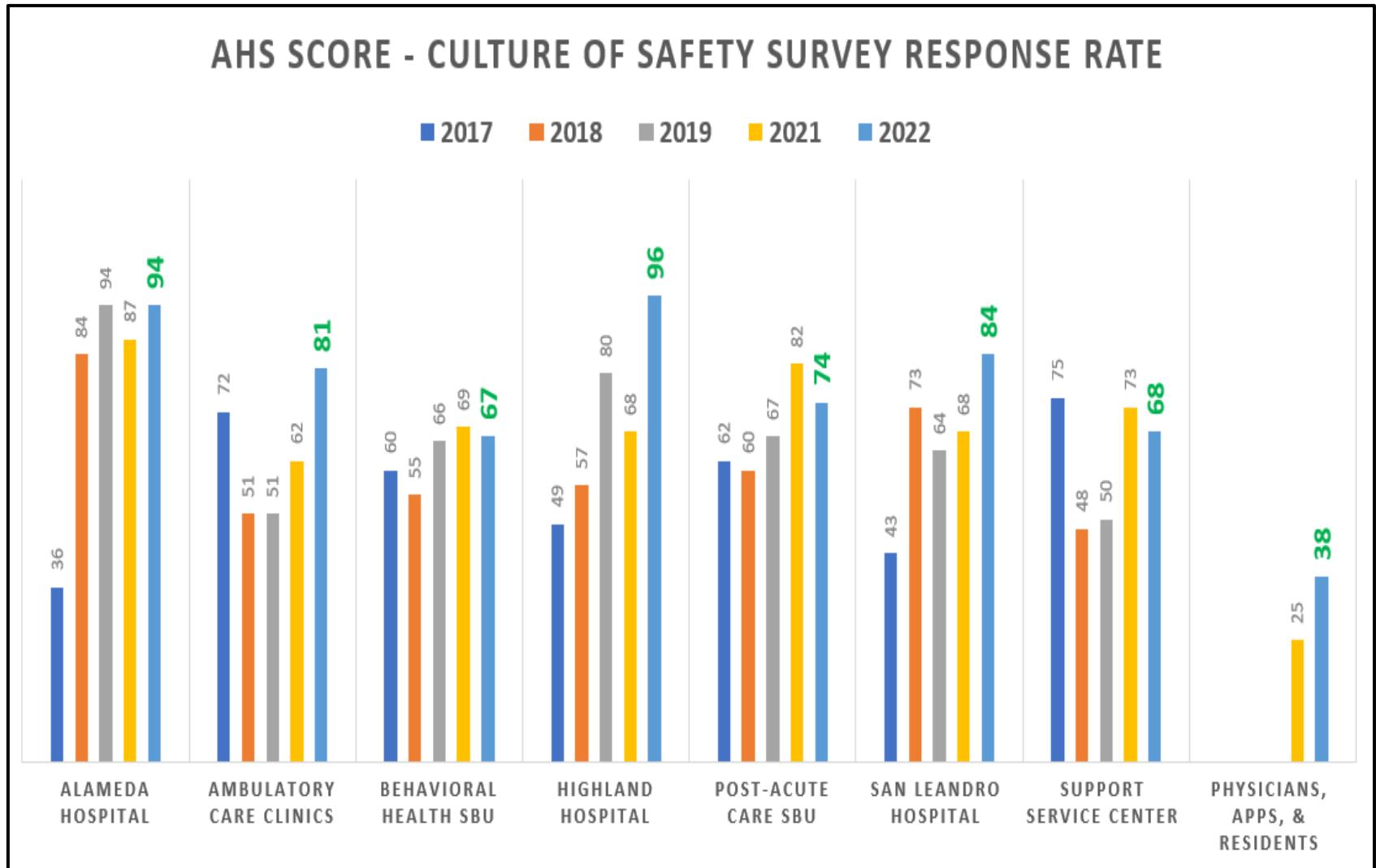
Culture of Safety Survey 2023

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

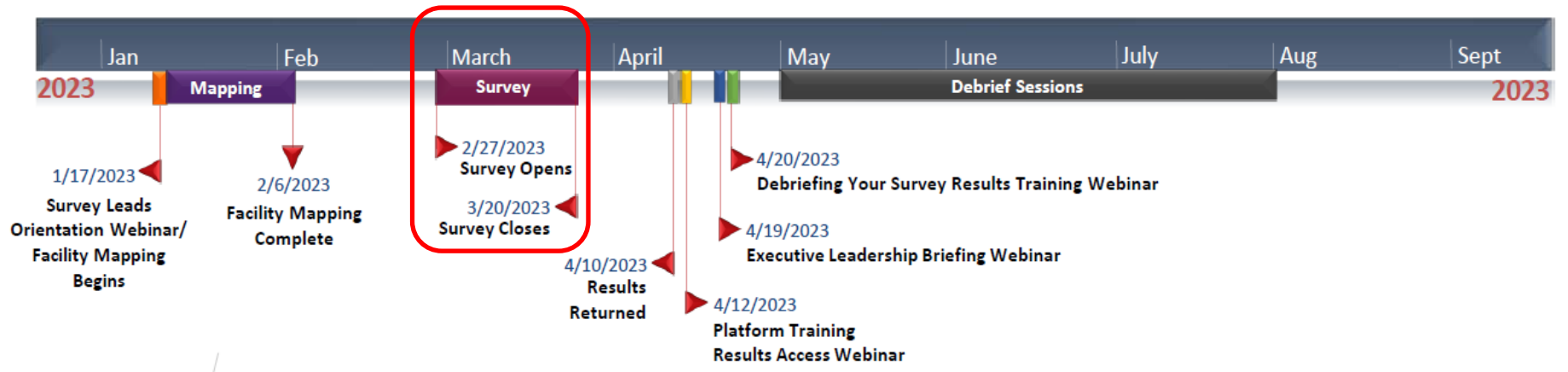


2023 AHS Survey Timeline



Healing • Empathy • Accountability • Resolution • Trust

SCORE Culture Survey Timeline 2023



COS Daily Dashboard (v3.7.23)

Safe and Reliable Healthcare - Alameda Health System Surveys Surveys

FACILITY	# RESPONSES	TOTAL ELIGIBLE RESPONDENTS	RESPONSE RATE	# PROVIDER RESPONSES	# PHYSICIAN RESPONSES
AHS Alameda Hospital	49	254	19%	0	0
AHS Ambulatory Care Clinics	56	491	11%	2	1
AHS Behavioral Health and JGPH	35	262	13%	0	0
AHS Highland Hospital	196	1139	17%	10	10
AHS Physicians and APPs	51	620	8%	44	43
AHS Post-Acute Care	105	570	18%	0	0
AHS San Leandro Hospital	33	233	14%	0	0
AHS Systemwide Services	243	1008	24%	0	0
Overall	768	4577	17%	56	54

CEO Rounding SSC – March 2, 2023

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



Community Connection

Alameda, CA — On Friday February 24th, 2023, Secretary of Health and Human Services Xavier Becerra and Congresswoman Barbara Lee hosted a joint press conference at the Wilma Chan Highland Hospital on legislative victories in the Inflation Reduction Act. This press conference follows a round table on ways to implement the [White House's National Strategy Hunger, Nutrition, and Health](#) and build upon Alameda's food as medicine program on a national level.

Here are a few of the comments received after the event:

- “Impactful”
- “Impressed, it kept my attention”
- “Crisp and disciplined”
- “All-star line-up”
- “Coherent narrative even with so many roundtable participants.”
- “Wow...opening remarks were brilliant. You all put it together into a perfect package.”
- “So grateful for your work, voice, and commitment.”
- “It’s encouraging that Secretary Becerra is engaged in this work and appreciate you were able to share your expertise with him today.”
- “I see big things ahead for scaling and growing of R4H nationally, and community by community”.

Quality Care

Alameda Health System Program Shapes Next Generation of Black Obstetric Care

This Black History Month, America's Essential Hospitals spotlights Black history in the making at association member hospitals as they work to ensure the highest quality care for Black patients and pave the way for Black leaders in health care.



- ❑ Historically, structural racism, implicit bias, and other social determinants of health have prevented Black patients in the United States from receiving rightful and equal health care, and the lasting effects of these barriers are especially evident within obstetric care.
- ❑ According to the Centers for Disease Control and Prevention, Black birthing people are [three times more likely to die](#) from a pregnancy-related cause than white birthing people.
- ❑ In California's Bay Area, which encompasses nine northern California counties, including Alameda County, Black birthing people are [three to four times more likely to die from childbirth](#) compared with white people. Black babies in the region also are two to three times more likely to be born prematurely, be born too small, or die before their first birthday.
- ❑ "The truth of the matter is we don't feel safe," says Danielle Davis, program specialist at the Alameda County Public Health Department.
- ❑ The county's health department and public health system — association member Alameda Health System, in Oakland, Calif. — recognized the need to create a safe space for Black birthing people that meets their unique needs and reduces the dangerous gap in obstetric outcomes.
- ❑ In 2020, Alameda Health System and the Alameda County Public Health Department launched BElovedBIRTH Black Centering, a prenatal and postpartum care program designed ["by, for, and with Black people."](#)

"We call it 'for us, by us' care," says Davis, who serves as a facilitator for the program. "We have Black midwives, we have Black group facilitators, we have Black nutritionists, we have Black doulas. When you're cared for by people that look like you, you receive better care and you're able to be yourself."

AHS Ongoing Regulatory Readiness and Outcomes

☐ **Joint Commission On-site Activity**

- 01/26/23, Unannounced “For Cause” Survey at Alameda Hospital – successfully concluded with zero findings, no deficiencies
- 02/21/23, Unannounced Laboratory Accreditation Survey at Alameda Hospital – successfully concluded with only 5 findings, out of over 250 standards (less than 2%)

☐ **Joint Commission Complaints***

- 03/03/23, Anonymous complaint received for Highland ED was cleared with no follow-up required

☐ **Ongoing Readiness Activities**

- Robust rounding and tracers led by Regulatory Affairs across AHS facilities and departments – identifying opportunities, providing consultation, collaboration on solutions/ performance improvement
- Front-line Leader education via “Lunch ‘n Learn” series, department meeting presentations; JCR Breakfast Briefings; JCR Consultant site visit 03/21-03/23

AABB (Association for the Advancement of Blood & Biotherapies)

- ❑ For two days, March 6th and 7th, the Highland Hospital Blood Bank & Transfusion Service underwent its 2023 biennial accreditation inspection by the Association for the Advancement of Blood and Biotherapeutics (AABB)
- ❑ The inspector spent a considerable time observing blood management practices of the Laboratory Department and the blood transfusion/administration practices by Nursing.
- ❑ The inspector observed that Laboratory Leadership, Physicians and Nursing Leadership collaborated to ensure the transfusion process functioned perfectly – safety and quality as the focus! 😊
- ❑ At the survey exit conference, the inspector congratulated Laboratory Leadership and Nursing Leadership on an excellent performance and stated his inspection found ZERO DEFICIENCIES in our transfusion and blood management practices!



Dr. Valerie Ng - “These were truly remarkable successes – demonstrated our steady progress to perfection throughout the pandemic. Was quite an accomplishment for all of us.”

Donor Outcome

- ❑ On 2/27/23 a 46-year-old male was admitted for acute respiratory failure.
- ❑ On 2/27/23 RN Jacqueline made a timely organ referral. Please thank her.
- ❑ While all intervention and support was provided, he was sadly declared on 3/2/23 by neurological criteria.
- ❑ Our Donor Network West team met with his family to provide grief support & offer them the option of donation. They said yes and wanted him to save and heal lives through organ donation.
- ❑ On 3/4/23 as he was transported from the ICU to the OR, his friends, family, hospital care team members and Donor Network West staff lined the hallway in the ICU for an Honor Walk. Thank you for providing this opportunity. It truly was a moment to reflect and honor her decision to help heal and save lives.

Gifts of Life & Healing

The following gifts were recovered with intent for transplantation:

- Left Kidney
- Right Kidney
- Liver

State of California-Health and Human Services Agency - CDPH

- ❑ With the end of the California COVID-19 State of Emergency, it is appropriate to revise our current masking framework. California's path forward will be predicated on our individual, smarter actions that will collectively yield better outcomes for our neighborhoods, communities, and state.
- ❑ Consistent with the [SMARTER Plan](#) and our adaptation of the SarsCoV-2 virus in our lives, California is updating its masking guidance. **Effective April 3, 2023**, the updated guidance is intended to provide information that each Californian should consider based on their unique circumstances. The updated guidance is unchanged for general community settings and continues to use a framework based on the [CDC COVID-19 Community Levels](#). The updated guidance replaces mandatory masking requirements in high-risk settings with recommendations, which are also based on the [CDC COVID-19 Community Levels](#).

