



Chief Operating Officer Report Highland Hospital 10.6.2021



Throughput

- Multidisciplinary Team Rounds – version 2
- Rounding on floors – Mark Brown and Nursing Leaders
- ED Fast Track Space
- Community Hospital Discharges

Discharge Categories

Day	LOS >10 Days	Kaiser Patients	SL/AH Zip Codes
09-21-2021	39	7	12
09-27-2021	25	6	8
10-04-2021	23	4	8

Throughput

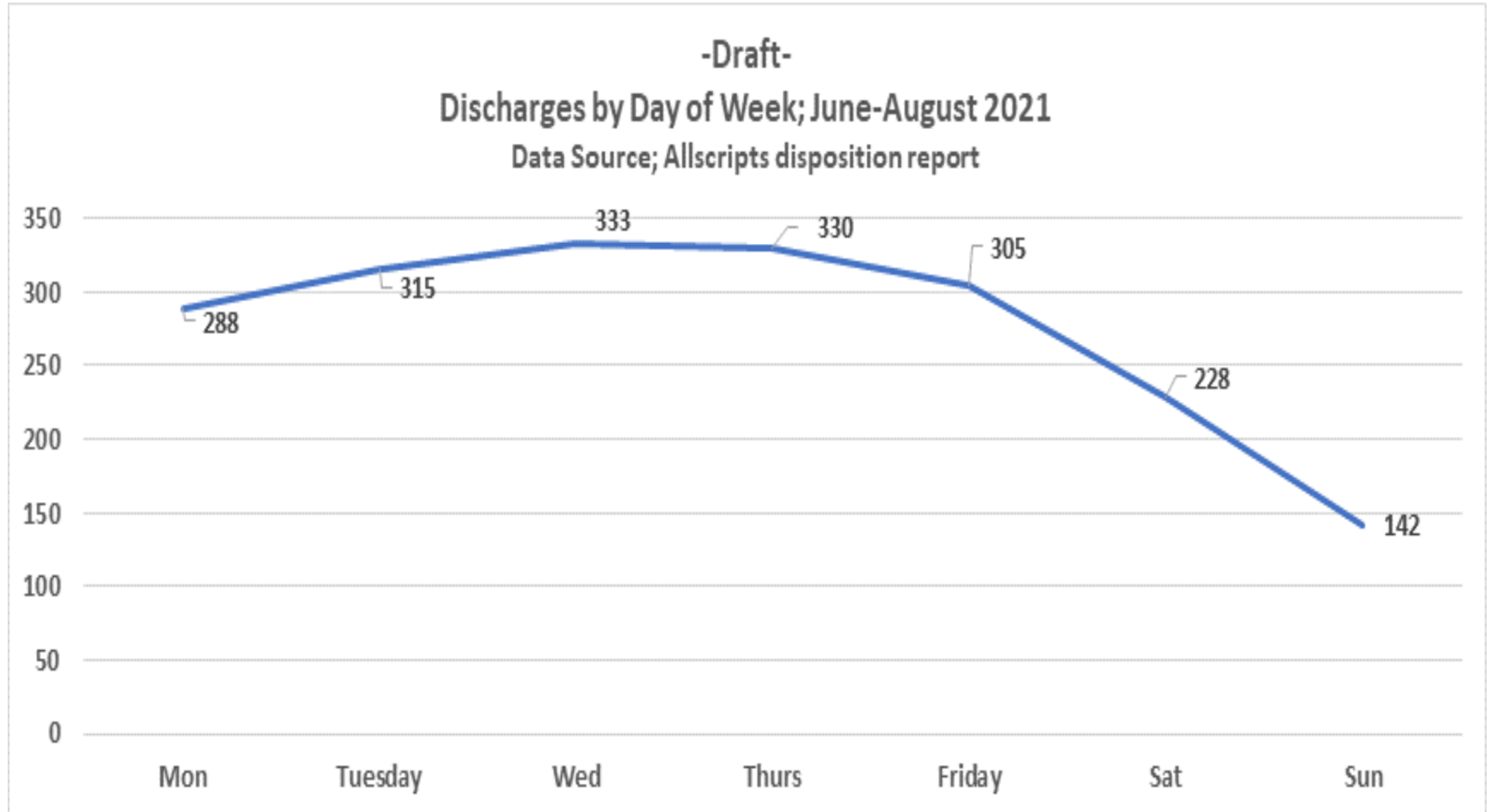
- Multidisciplinary Team Rounds
- Rounding on floors – Mark Brown and Nursing Leaders
- ED Fast Track Space
- Community Hospital Discharges
- Throughput BEST Initiative
- Develop a 7 day a week hospital

Highland Discharges by Day of Week

-Draft-

Discharges by Day of Week; June-August 2021

Data Source; Allscripts disposition report



Radiology Initiatives

- Troy Ashford – new Radiology Director
- Outpatient MRI backlog
- HGH GE 1.5T projected upgrade completion date summer of 2022
- No weekend MRI at SL/AH

Area	Backlog
Highland	200
San Leandro	14
Alameda Hospital	6
Clinics	9
TOTAL	229

Actions:

- Adding weekend MRI at AH for SL/AH
- MRI backlog to be gone in 12 weeks (10-12 every weekend)

Mammography

Mammography Services Backlog 10/1/2021		
Location	Diagnostic	Screening
HGH/EWC	98	274
SLH	17	78
ALH	4	116
CHCN Community	15	97
Total	134	565

Actions:

- HGH opened the second mammography room on 10/4/2021 / created 21 additional appointments time slots.
- Approximately eight weeks to eliminate the current backlog.
- Created walk-in capacity.

GI/Endoscopy Backlog Improvements

Endoscopy Referral WQ/Backlog		Hand count	Hand count	Hand count	Hand count	Hand count
		5/28/2021	6/25/2021	7/30/2021	8/27/2021	9/24/2021
Colons		449	509	329	179	141
EGDs		55	70	52	62	53
Doubles		83	94	58	19	16
Referrals/Backlog	Total	587	673	439	260	210

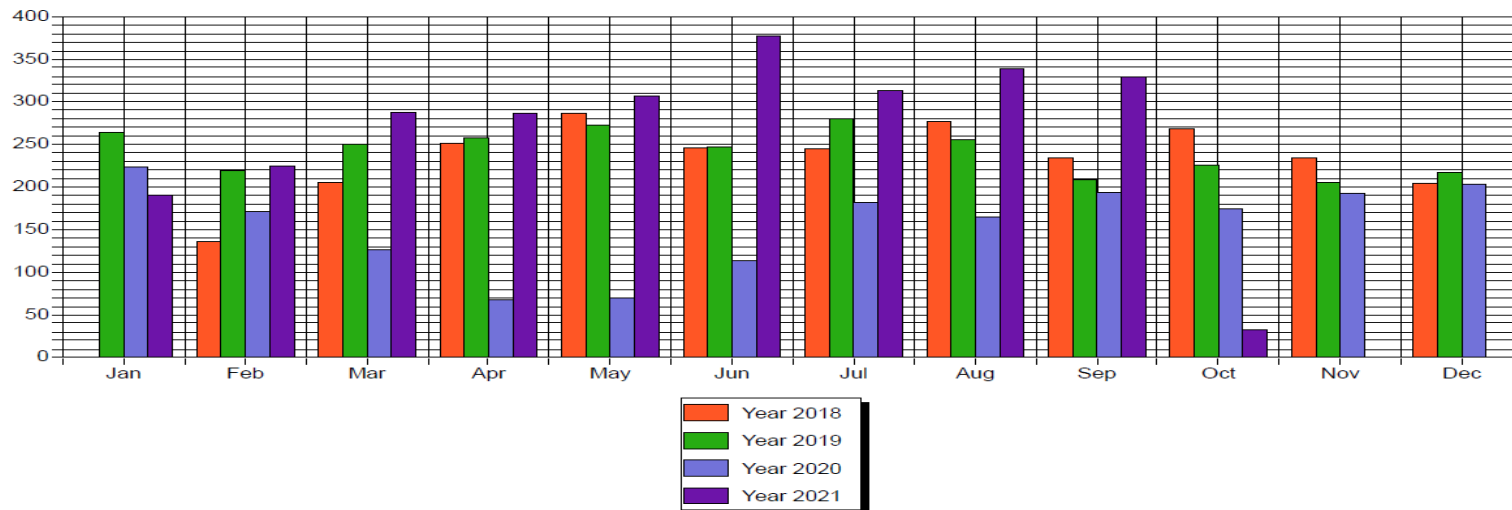
Actions:

- Hired more staff to accommodate another half day
- Extended hours of operations by changing nursing shifts

GI

 **Procedures: Monthly Comparisons**

Notes included: Finalized, Addendum, Supervisor Override



New Leadership

- Troy Ashford – Director Radiology
- Director Cardiovascular Service Line
- Patty Espeseth, CAO John George
- Mark Brown, CAO Highland Hospital
- Mario Harding, CAO SL/AH – Oct 11 start date
- CNO interviews completed Oct 11.

Questions?