AHS Operations and Program Update
HealthPATH Program & 7/5/22 Meeting with Oakland Mayor Libby Schaaf

- AHS is sponsoring over 25+ college interns through our HealthPATH department in collaboration with the Gateway to Health Careers Program.
- Gateway to Health Careers 8-week program connects talented, diverse college students w/ summer internship opportunities through which they gain the necessary exposure, experience and mentorship to discover and launch health careers.

HealthPATH Interns, Ting Hong and Giselle-Dior Bourelly are interning in Administration this summer.
CA Governor's Office of Emergency Services has awarded a grant to AHS for the Rape Crisis Program for the period 10/1/22-9/30/23

Hannah Colbert, HGH ED Nurse Director
Grant Sub Award Director

Some of the objectives and activities include:

- **Objective:** The program is to provide Crisis Intervention Services to sexual assault victims from 10/1/22 to 9/30/23.
- **Activities:** AHS will provide on-site, in-person crisis intervention services at Highland Hospital 24 hours a day. All advocates, program staff, and volunteers will respond within 30 minutes.
- **SARRT will maintain a 24-hour hotline staffed by SARRT advocates, program staff, and volunteers.**
- **Weekly, advocate(s) will provide on-site, in-person and/or telephonic crisis intervention services to victims of sexual assault in response to referrals from the Alameda County Family Justice Center.**
Culture of Safety
Survey Process is 5 Steps

1. Encourage a high response rate to gain an accurate and statistically significant data to evaluate your organization/department
2. Neutral Debriefing with front-line staff/providers
3. Debriefing meets with department leader to review feedback
4. Dept. leader collaborates and creates an action plan with staff/providers to address issues/concerns (most important step)
5. Execute and monitor effectiveness of action plan
Current Performance – Debriefings
Only Step 2 & 3 of the process *(5 steps total)*

<table>
<thead>
<tr>
<th>Facility</th>
<th>Total Work Settings</th>
<th>Debriefing Completed</th>
<th>Current Compliance with Debriefings</th>
<th>Departments Requiring Neutral Debriefing Facilitator to be Completed and recorded in the Online Debriefer tool</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alameda Hospital</td>
<td>13</td>
<td>9</td>
<td>69%</td>
<td>9/13 department have completed debriefing</td>
</tr>
<tr>
<td>Ambulatory Care Svc.</td>
<td>23</td>
<td>18</td>
<td>78%</td>
<td>18/23 department have completed debriefing</td>
</tr>
<tr>
<td>Highland Hospital</td>
<td>26</td>
<td>7</td>
<td>26%</td>
<td>7/26 department have completed debriefing</td>
</tr>
<tr>
<td>JGPH</td>
<td>8</td>
<td>3</td>
<td>37%</td>
<td>3/8 department have completed debriefing</td>
</tr>
<tr>
<td>Physicians &amp; APPs</td>
<td>15</td>
<td>8</td>
<td>53%</td>
<td>8/15 Physician groups completed debriefings</td>
</tr>
<tr>
<td>Post-Acute</td>
<td>10</td>
<td>4</td>
<td>40%</td>
<td>4/10 departments have completed debriefing</td>
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<tr>
<td>San Leandro Hospital</td>
<td>11</td>
<td>1</td>
<td>9%</td>
<td>1/11 departments have completed debriefing</td>
</tr>
<tr>
<td>Systemwide Services</td>
<td>47</td>
<td>26</td>
<td>55%</td>
<td>26/47 departments have completed debriefings</td>
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</tbody>
</table>

Version 7/12/22
Neutral Facilitators Have been Assigned to 100% of the Departments

Areas of Concern:
- JGPH
- San Leandro
- Highland Hospital
- Post-Acute
- Systemwide Services (Majority doing well, with the exception of:
  - All Services Under Facilities (Engineering, EVS, F&N, PBX)
  - Finance
Underlying Message

- Evidence shows that those organizations that DO NOT share survey results with frontline staff erodes the trust between Management and employees.

- COS survey helps us uncover the issues that impact productivity, engagement, morale, and the culture of AHS.

- Ignoring the results and not doing anything about them sends a message that we do not value our staff’s feedback and are not willing to do anything about their concerns.
Sustainability
# AHS Strategy Presentations

<table>
<thead>
<tr>
<th>Meeting</th>
<th>Contact</th>
<th>Date</th>
<th>Time Slot</th>
<th>James’ Availability Confirmed</th>
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</thead>
<tbody>
<tr>
<td>Alameda District Board</td>
<td>Debi Stebbins</td>
<td>June 13th, 5:30pm – 8:00pm PST</td>
<td>15 minutes</td>
<td>Yes</td>
</tr>
<tr>
<td>Med Exec (MEC)</td>
<td>Irina Williams</td>
<td>June 15th – 9:30am – 10:30am PST</td>
<td>15 minutes</td>
<td>Yes</td>
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<tr>
<td>Leaders Meeting</td>
<td>Sheria Johnson</td>
<td>June 16th – 8:00am – 10:30am PST</td>
<td>30 minutes</td>
<td>Yes</td>
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<tr>
<td>Alameda Med Exec (Alameda MEC)</td>
<td>Nikita Joshi</td>
<td>June 17th – 12:30pm – 1:30pm PST</td>
<td>15 minutes</td>
<td>Yes</td>
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<tr>
<td>Co-Applicant Board</td>
<td>Heather MacDonald-Fine</td>
<td>July 19th – 5:30pm – 7:30pm PST</td>
<td>15 minutes</td>
<td>Yes</td>
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<tr>
<td>HEDI Committee</td>
<td>Mini Swift</td>
<td>July 22nd, 8:00am – 10:00am PST</td>
<td>15 minutes</td>
<td>Yes</td>
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<tr>
<td>Desktop Chat</td>
<td>Victoria Baladeres</td>
<td>Follow the leaders meeting; Weekly, Wednesdays – 12:00pm – 1:00pm PST</td>
<td>15 minutes</td>
<td>TBD</td>
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<tr>
<td>Board of Supervisors</td>
<td>Sheria Johnson</td>
<td>TBD</td>
<td>TBD</td>
<td>Yes</td>
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Trust
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:
  - 65 facility visits
  - 135 meetings with individual staff
  - 90 meetings with physicians
“The Walks” w/ the CEO
Lake Merritt (7/9/2022)

- 6 + Employees participated *(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 provided.
Quality Care
COVID-19 Vaccination Update

- As of June 24th, 2022, we have Active employees only (LOA/WC/ACTIVE – Fully Vaccinated):
  Total – 5,297
- 95% - Active Employees Fully Vaccinated.
- 5% - AHS Employees Unvaccinated.
- 97% - AHS employees received boosters.
- The COVID patient vaccination clinic at HCP-3 will offer the 2nd booster to employees as patients only.