

Welcome

Contra Costa Regional Medical Center and Health Centers
Joint Conference Committee

November 14, 2024



CONTRA COSTA
HEALTH

Agenda



To: Joint Conference Committee Members
 From: Supervisor Federal Glover – District V
 Supervisor John Gioia – District I
 Date: November 14, 2024
 Subject: Meeting Notice
Joint Conference Committee
 By: David Culberson, Chief Executive Officer
 Contra Costa Regional Medical Center

JOINT CONFERENCE COMMITTEE AGENDA

November 14, 2024, from 3:30 – 5:00 pm

The public may attend this meeting in person at the following locations:

- Conference room 1, Martinez Medical Office Building 2500 Alhambra Ave., Martinez, CA 94553
- or
- Office of Supervisor Gioia, 11780 San Pablo Ave., Suite D, El Cerrito, CA 94530
- or
- Office of Supervisor Glover, 190 E. 4th Street, Pittsburg, CA 94565, large conference room

The public also may attend this meeting remotely VIA ZOOM WEBINAR or call-in: Instructions on Page Three of This Agenda

Members: voting – Board of supervisors: Supervisor John Gioia, Supervisor Federal Glover; Medical executive committee members: Dr Tarun Bhandari, Dr Dayana Carcamo-Molina; Non-voting- CCRMC medical staff president Dr Sarah McNeil; past medical staff president Dr Kristin Moeller; Contra Costa Director Health Services Anna Roth RN; CCRMC administrator Dr Samir Shah; CCRMC Chief Quality Officer Lisa Schilling RN; CCRMC Chief Nursing Officer Jaspreet Benepal RN

AGENDA ITEM	RECOMMENDATION
I. CALL TO ORDER and INTRODUCTIONS A. Meeting Chair- Supervisor John Gioia	Inform
II. APPROVAL OF MINUTES – July 22, 2024 Supervisor Gioia	Approval

III. PUBLIC COMMENT Supervisor Gioia <i>At this time, members of the public may comment on any item not appearing on the agenda. It is recommended that you keep your comments to two minutes or less. Under State law, matters presented under this item cannot be discussed or acted upon by the Board at this time. For items appearing on the agenda, the public will be invited to make comments at the time the item comes up for Board consideration.</i>	Inform
AGENDA ITEM	RECOMMENDATION
IV. ADMINISTRATIVE UPDATE David Culberson, Chief Executive Officer, Contra Costa Regional Medical Center and Health Clinics; Dora Regalado, Director of Personnel, Contra Costa Health A. HR Working Group B. Measure X update C. Consent: Operational Policies Request for public comment.	Approval
V. MEDICAL STAFF UPDATE Sarah McNeil, M.D. Medical Staff President A. Consent: Patient Care Policies Request for public comment.	Approval
VII. QUALITY AND SAFETY UPDATE Lisa Schilling, RN, Chief Quality Officer; Courtney Beach, M.D., Associate Medical Director Quality A. Quality performance update – CMS stars, Leapfrog embargo ends 11/15 Request for public comment.	Inform
VIII. ADJOURN	Inform
IX. NEXT MEETING: TBD	

Joint Conference Committee observes Ralph M. Brown Act open meeting law procedures. Reasonable accommodations will be provided for persons with disabilities planning to attend. Contact the staff person listed below at least 72 hours before the meeting. Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Joint Conference Committee prior to that meeting are available for public inspection at 2500 Alhambra Avenue during normal business hours. Public comment may also be submitted via electronic mail at least one full workday prior to the published meeting time. For information contact Lisa Schilling Lisa.Schilling@ccehealth.org 925-839-3348.

Minutes for Approval



JOINT CONFERENCE COMMITTEE MINUTES

July 22, 2024 from 1:00 – 3:00 PM
Contra Costa Regional Medical Center
2500 Alhambra Avenue, Martinez, CA – Building 1 First Floor Conference Room

VOTING MEMBERS PRESENT: Supervisor John Gioia, District I; Supervisor Federal Glover, District V; Dayana Carcamo-Molina MD; Tarun Bhandari MD; NON-VOTING MEMBERS PRESENT: Samir Shah MD, Chief Executive Officer/Chief Medical Officer; Anna Roth RN, Health Services Director; Sara McNeil MD, Medical Staff President; Jaspreet Benepal RN, Chief Nursing Officer; Lisa Schilling RN, Chief Quality Officer; GUESTS PRESENT: Sergio Urcuyo MD, Hospital Medical Director; Courtney Beach MD, Associate Medical Director of Quality; Andrea Sandler MD, Associate Ambulatory Care Medical Director, Director of Ambulatory Nursing Operations Gabriela Sullivan MD, Ambulatory and Specialty Medical Director; Nancy Hendra RN, Director of Ambulatory Care Nursing Infection Prevention & Control Program; Leah Carlon, Health Care Risk Manager, Safety & Performance Improvement; Emily Parmenter, Strategic Initiatives, Office of the Director; Jo-Anne Linares, Personnel Manager; Enrique A. Henriquez, Lieutenant Chief of Security; Julia Surges, Corticha Flucus

AGENDA ITEM	ACTION
<p>I. CALL TO ORDER AND INTRODUCTIONS Meeting Chair – Supervisor John Gioia, District I</p> <ul style="list-style-type: none"> Meeting called to order at 1:04 PM by Supervisor Gioia Location of meeting at three locations under the Brown Act: CCRMC Building 1 Conference Room; Supervisor Glover’s office in Pittsburg; Public may attend meeting remotely VIA Zoom Webinar or Call In. Agenda has been posted outside Supervisors’ offices and CCRMC. Public is invited to attend publicly or remotely. 	Inform
<p>II. APPROVAL OF MINUTES – April 25th 2024 Supervisor Gioia</p> <p>In open session, voting members of Contra Costa Regional Medical Center Joint Conference Committee voted to accept the April 25, 2024, Joint Conference Committee minutes.</p> <p>No public comment.</p>	<p>Motion: By: Glover Seconded by Carcamo-Molina</p> <p>Ayes: Glover, Gioia, Carcamo-Molina</p> <p>Abstain: None</p>
<p>III. PUBLIC COMMENT Supervisor Gioia</p> <p><i>At this time, members of the public may comment on any item not appearing on the agenda. It is recommended that you keep your comments to two minutes or less. Under State law, matters presented under this item cannot</i></p>	Inform

Public Comment

Contra Costa Regional Medical Center and Health Centers
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November 14, 2024

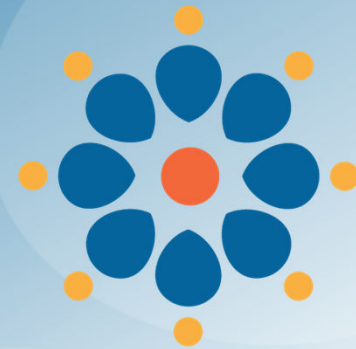


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Governance Update

Contra Costa Regional Medical Center and Health Centers
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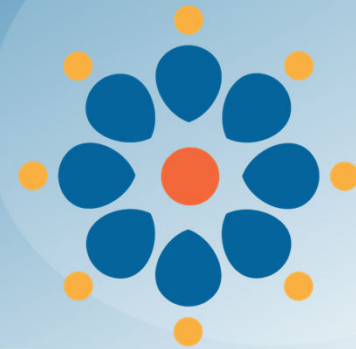


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Administrative Update

Contra Costa Regional Medical Center and Health Centers
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CCH Hiring Improvement Updates

Contra Costa Regional Medical Center and Health Centers
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CCH Recruitment Process Improvement Team

Overview

- Established internal CCH Recruitment Process Improvement Team in September 2024 to continue internal improvements identified in CCH Hiring Improvement Workgroup

Guiding Principles

- Standardization for Consistency and Quality
- Data-Driven Decision Making
- Continuous Improvement and Adaptability
- Effective Communication and Training

Team Members

CCH Recruitment Process Improvement Team

- Chairs
 - Dora Regalado, CCH Personnel Director
 - Emily Parmenter, Special Projects Director
- Members
 - MJ De Jesus, Personnel Recruitment Team Manager
 - Greg Fiorina, Personnel Recruitment Analyst
 - Jenny Nicolas, Personnel Technician
 - Kathi Caudel, Transactions / Onboarding Supervisor
 - Cheri Shipley, Transactions / Onboarding Clerk
 - May Park, PH/EMS/EnvH/HazMat Division Personnel Liaison
 - Stacey Tupper, BHS Division Personnel Liaison
 - Pam Gomez, CCHP Division Personnel Liaison
 - Nancy Hendra, CCRMC Division Personnel Liaison
 - Gina Soleimanieh, CCRMC Division Personnel Liaison
 - Laura Kimball, IT Division Personnel Liaison
 - Jacqueline Kidd, Detention Division Personnel Liaison
 - Nancy Benavides, H3 Detention Division Personnel Liaison
- Ad Hoc Members
 - Erika Jenssen, Chief Deputy Health Services Director
 - Sue Crosby, Public Health Chief Nursing Officer

Reporting Structure

Anna Roth, Chief Executive Officer

CCH Executives

- Erika Jenssen, Chief Deputy Health Director
- Matt Kaufmann, Deputy Health Services Director
- Lavonna Martin, Deputy Health Services Director
- Samir Shah, MD, Chief Medical Officer, CCRMC
- David Culberson, Chief Executive Officer, CCRMC
- Suzanne Tavano, Director of Behavioral Health
- Ori Tzvieli, MD, Health Officer, Public Health Director
- Sharron Mackey, Chief Executive Officer, CCHP

Personnel Recruitment Process Improvement Team

- Chairs
 - Dora Regalado, CCH Personnel Director
 - Emily Parmenter, Special Projects Director
- Members
 - MJ De Jesus, Personnel Recruitment Team Manager
 - Greg Fiorina, Personnel Recruitment Analyst
 - Jenny Nicolas, Personnel Technician
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CCRMC JCC Hiring Improvement Workgroup

- CAO
- HR
- CCRMC
- Personnel
- PH
- IT
- CCH Executives

Advisory Support

- Tere LeBarron, A&M Senior Director

Leadership Roles and Responsibilities

- **Chief Executive Officer:** Executive review and approval of Team recommendations
- **CCH Executives:** Consider, evaluate and provide input on Team recommendations; review progress
- **CCRMC JCC Hiring Improvement Workgroup:** Informed of Team progress
- **Advisory Support:** Support to Improvement Team

Target Deliverables



**Develop and Implement a
Ticketing & Tracking
System**



**Build and Utilize Metrics
Dashboards**

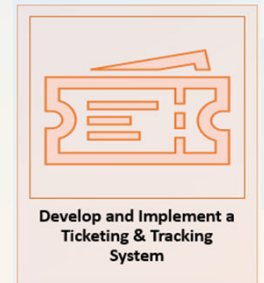


**Establish Standardized
Division Communications
and Workflows**



**Create and Maintain
Standardized Recruitment
Documentation**

Ticketing System



Deliverable #1 Overview

- Electronic system for end users to submit recruitment and transaction requests.
- Reduce inbound email communication.
- Ensure transparent tracking of recruitment requests prior to entry in the NeoGov system.

Status Update

- Reviewed existing workflows and identified bottlenecks.
- Catalogued 21 unique request types for streamlined handling.
- Documented system requirements and validated with CCH IT.
- Approved by CCH IT to pilot HEAT system with 3 request forms over next three months
- Will follow with Phase 2 to expand to additional request types.

Metrics Dashboard



Deliverable #2 Overview

- Design interactive dashboards to monitor key recruitment metrics
- Establish processes for operational usage
- Generate regular reports to inform data-driven decision-making

Status Update

- Established daily secure data feed of NeoGov data from the HRIS team.
- Continuing to work through data validation issues.
- Developed first proof-of-concept dashboard with review and feedback in process to refine design and functionality.

Division Standardization



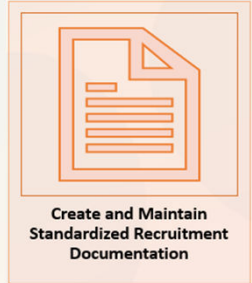
Deliverable #3 Overview

- Improve consistency and efficiency in supporting recruitment functions across all divisions
- Consistent tracking and prioritization
- Training and policy guidance
- Transparency of division needs and priorities

Status Update

- Reviewed 14 recruitment tracking tools and system across divisions.
- Initiated standardization of data fields and communication channels.

Improve Training & Documentation

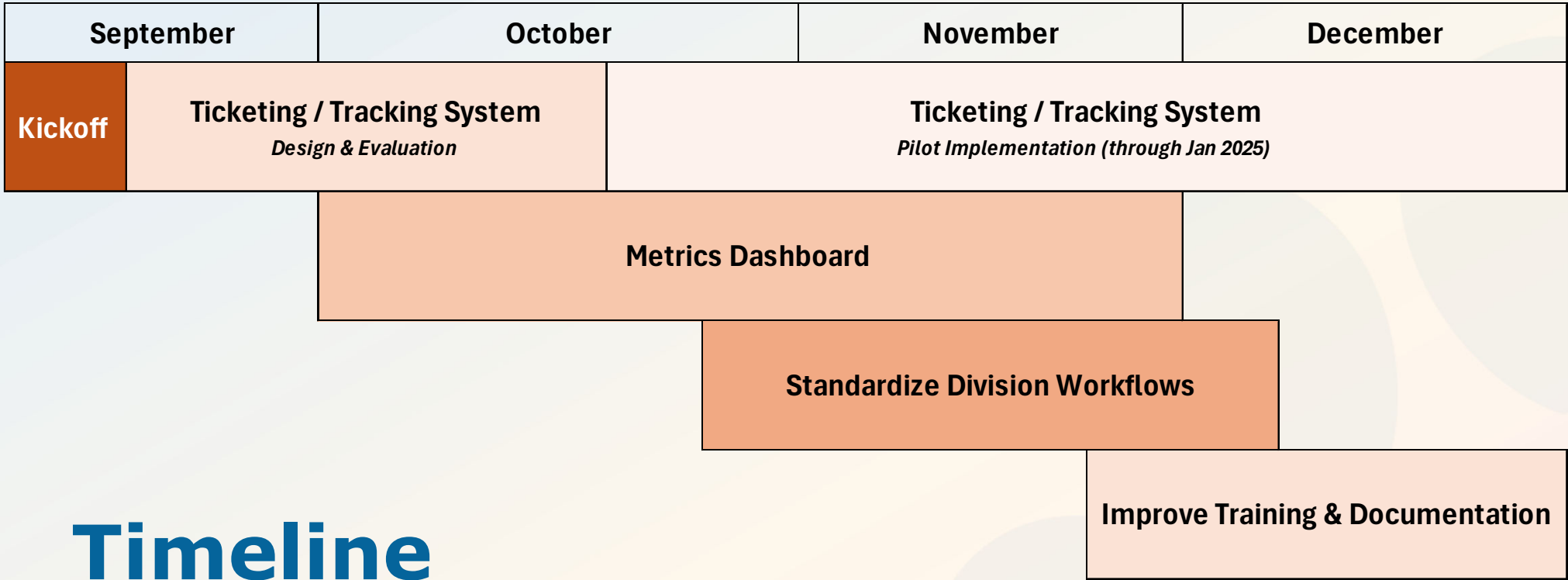


Deliverable #4 Overview

- Develop and standardize training materials and documentation.
- Ensure consistent and sustainable knowledge of department recruitment practices is available to hiring managers.

Status Update

- Identify department training needs starting November.



Timeline

CCH, HR, CAO Collaborative Workgroup Updates

Recently completed

- Virtual “I-9 Anywhere” functionality is now live for new hires to complete verification of I-9 documents remotely via a virtual meeting with a trained and authorized representative.

Labor MOU Change Requests in Progress



Follow Rule of List when bid process unsuccessful



Standardize bid posting timelines to 5 Calendar Days for bid process.

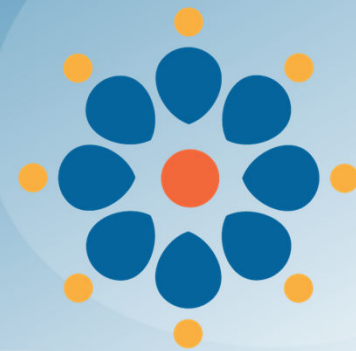


Waive bid process for single-division classifications when no change in hours and location

Measure X Update

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Consent: Operational Policies

Consent Agenda for Joint Conference Committee July - October 2024				
Biomedical				
Policy/Procedure	Department/Policy Name	New (N) Revised (R) Retired (Ret)	Significant Change? (Y) (N) (N/A)	Brief Description
Policy	After-Hour-Emergency Support	R	N	This policy outlines the proper procedure for reporting malfunctions to Medical Equipment Department during off-hours.
Policy	Committee Membership	R	N	By actively participating on various hospital committees, Equipment Management can pursue rational and objective criteria for performance, safety, cost effectiveness, and utilization of medical equipment.
Policy	Device Inclusion Criteria	R	N	To systematically assess and control the clinical and physical risks of fixed and portable medical equipment used for the diagnosis and treatment of patients.
Policy	Device Modifications	R	N	To prevent the unnecessary modification of manufactured equipment used in the delivery of patient care.
Policy	Disaster Preparedness	R	N	To respond and assist Contra Costa Regional Medical Center as appropriate and necessary in the event of an emergency such as fire, transportation accident(s), act of nature, epidemic, or other emergency resulting from a disaster.
Policy	Documentation Methodologies	R	N	To maintain a current, accurate, and separate inventory of medical equipment regardless of ownership.
Policy	Education Training Performed	R	N	The Medical Equipment Department, often in conjunction with the Education and Training Department, will assess the need for, and participate in, the education of hospital staff on the safe and proper use or support of medical equipment.

- Biomedical
- Environmental Science
- Facilities
- Hospital