



Quality Report





Zuckerberg San Francisco General Hospital

HCO ID: 10092
1001 Potrero Avenue, Second Floor RM 2A5
San Francisco, CA, 94110
(415) 206-3517
www.dph.sf.ca.us

Summary of Quality Information

Accreditation Programs

[View Accreditation History](#)

	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
 Hospital	Accredited	11/25/2014	6/23/2017	6/23/2017
 Laboratory	Accredited	6/26/2015	7/21/2017	7/21/2017
 Nursing Care Center	Accredited	7/16/2014	6/23/2017	6/23/2017

Advanced Certification Programs

[View Certification History](#)

 [Primary Stroke Center](#)
Certification Decision
[Certification](#)
Effective Date
 3/2/2016
Last Full Survey Date
 3/1/2016
Last On-Site Survey Date
 3/1/2016

Core Certification Programs



[Traumatic Brain Injury](#)

Certification Decision

[Certification](#)

Effective Date

3/1/2016

Last Full Survey Date

2/29/2016

Last On-Site Survey Date

2/29/2016

Sites

San Francisco Behavioral Health Center -2nd floor

887 Potrero Avenue
San Francisco, CA, 94110

Available Services

- General Laboratory Tests

San Francisco General Hospital Med Center (Pathology) Bldg 3

1001 Potrero Avenue, Bldg 3
San Francisco, CA, 94110

Available Services

- General Laboratory Tests

San Francisco General Hospital Med Center, FHC, UCC

995 Potrero Ave, Bldg 80, 90
San Francisco, CA, 94110

Available Services

- General Laboratory Tests

Other Clinics/Practices Located at This Site:

- Pos. Health, Derm & Renal Clinics, OTOP

San Francisco General Hospital Medical and Trauma Center

2550 23rd Street, Bldg. 9
San Francisco, CA, 94110

Available Services

- General Laboratory Tests

Zuckerberg San Francisco General Hospital and Trauma Center

1001 Potrero Avenue, Building 25
San Francisco, CA, 94110

Available Services

- Cardiac Catheterization Lab (Surgical Services)
- Coronary Care Unit (Inpatient)
- CT Scanner (Imaging/Diagnostic Services)
- Dialysis Unit (Inpatient)
- Ear/Nose/Throat Surgery (Surgical Services)
- EEG/EKG/EMG Lab (Imaging/Diagnostic Services)
- Gastroenterology (Surgical Services)
- General Laboratory Tests
- GI or Endoscopy Lab (Imaging/Diagnostic Services)
- Gynecological Surgery (Surgical Services)
- Gynecology (Inpatient)
- Inpatient Unit (Inpatient)
- Interventional Radiology (Imaging/Diagnostic Services)
- Labor & Delivery (Inpatient)
- Magnetic Resonance Imaging (Imaging/Diagnostic Services)
- Medical /Surgical Unit (Inpatient)
- Medical ICU (Intensive Care Unit)
- Neuro/Spine ICU (Intensive Care Unit)
- Neuro/Spine Unit (Inpatient)
- Neurosurgery (Surgical Services)
- Normal Newborn Nursery (Inpatient)
- Ophthalmology (Surgical Services)
- Orthopedic Surgery (Surgical Services)
- Outpatient Clinics (Outpatient)
- Pediatric Unit (Inpatient)
- Post Anesthesia Care Unit (PACU) (Inpatient)
- Skilled Nursing Care
- Surgical ICU (Intensive Care Unit)
- Surgical Unit (Inpatient)
- Thoracic Surgery (Surgical Services)
- Toxicology
- Ultrasound (Imaging/Diagnostic Services)
- Urology (Surgical Services)
- Vascular Surgery (Surgical Services)

Certification Programs

- Primary Stroke Center
- Traumatic Brain Injury

Special Quality Awards

Due to our commitment to accurate data reporting, The Joint Commission is suspending the practice of updating Special Quality Awards until further notice







- **2012 Gold - The Medal of Honor for Organ Donation**

Cooperative Agreements

Hospital - Accredited by [American College of Surgeons-Commission on Cancer \(ACoS-COC\)](#)

National Patient Safety Goals and National Quality Improvement Goals

Symbol Key

-  This organization achieved the best possible results
-  This organization's performance is above the target range/value
-  This organization's performance is similar to the target range/value
-  This organization's performance is below the target range/value
-  This measure is not applicable for this organization
-  Not displayed

Measures Footnote Key

1. The measure or measure set was not reported.
2. The measure set does not have an overall result.
3. The number is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The measure results are not statistically valid.
7. The measure results are based on a sample of patients.
8. The number of months with measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. There were no eligible patients that met the denominator criteria.

The Joint Commission only reports measures endorsed by the [National Quality Forum](#).

* This information can also be viewed at [Hospital Compare](#).

** Indicates per 1000 hours of patient care.

*** The measure was not in effect for this quarter.

---- Null value or data not displayed.

Nursing Care Center	2014 National Patient Safety Goals	Nationwide Comparison:	Statewide Comparison:
Laboratory	2015 National Patient Safety Goals	Nationwide Comparison:	Statewide Comparison:
Hospital	2017 National Patient Safety Goals	Nationwide Comparison:	Statewide Comparison:

Reporting Period: January 2016 - December 2016

National Quality Improvement Goals:

Emergency Department

National Comparison: 2

Statewide Comparison: 2

Hospital-Based Inpatient Psychiatric Services

National Comparison: 2

Statewide Comparison: 2

Immunization

National Comparison: 2

Statewide Comparison: 2

Perinatal Care

National Comparison: 2

Statewide Comparison: 2

Venous Thromboembolism (VTE)

National Comparison: 2

Statewide Comparison: 2

New Changes to Quarterly Measure

[Download Quarterly Measure Results](#)

The Joint Commission only reports measures endorsed by the [National Quality Forum](#).

* State results are not calculated for the National Patient Safety Goals.

National Quality Improvement Goals:

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Measure Area	Hospital-Based Inpatient Psychiatric Services Compared to Other Joint Commission Accredited Organizations				Nationwide		Statewide	
Read More					2	2		

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Overall Rate	99% of 178 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	94%	Average Rate	100% 93%
Read More							
See Quarterly Results							

Quarterly Measure Results	
Number of Eligible Patients	Rate
Nationwide Average	
Jan - Mar 2016	
178	98%
	94%
Apr - Jun 2016	
178	98%
	94%
Jul - Sep 2016	
178	100%
	94%
Oct - Dec 2016	
178	100%
	94%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Adult (18-64 years)	99% of 137 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	94%	Average Rate	100% 92%
Read More							
See Quarterly Results							

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2016

137

97%

93%

Apr - Jun 2016

137

97%

94%

Jul - Sep 2016

137

100%

94%

Oct - Dec 2016

137

100%

94%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Older Adult (>= 65 years) Read More See Quarterly Results	 100% of 41 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	92%	Average Rate	100% 88%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2016

41

100%

92%

Apr - Jun 2016

41

100%

92%

Jul - Sep 2016

41

100%


93%

Oct - Dec 2016

41

100%

93%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Overall Rate	 3 71% of 14 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	61%	Average Rate	100% 49%
Read More See Quarterly Results							

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2016

14

33%

62%

Apr - Jun 2016

14

83%

60%

Jul - Sep 2016

14

80%

61%

Oct - Dec 2016

1

1

61%

Measure	Hospital Results	Nationwide	Average Rate	Statewide	Average Rate		
		Top 10% Scored at Least		Top 10% Scored at Least	Top 10% Scored at Least	Average Rate	
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Adults Age 18 - 64 Read More See Quarterly Results	 3 82% of 11 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	62%	Average Rate	100% 48%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2016

4

4

62%

Apr - Jun 2016

11

100%

62%

Jul - Sep 2016

11

75%

62%

Oct - Dec 2016

1

1

62%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate	Average Rate	Average Rate
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Older Adults Age 65 and Older Read More See Quarterly Results	ND 3 33% of 3 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	56%	Average Rate	100% 49%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2016

4

4

58%

Apr - Jun 2016

4

4

53%

Jul - Sep 2016

4

4


55%

Oct - Dec 2016

1

1

57%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Physical Restraint Use per 1000 Patient Hours - Overall Rate Read More See Quarterly Results	 0.15 (65 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.5	Average Rate	N/A 1.08

Quarterly Measure Results

Total Patient Hours/1000
 Total Patient Hours in Restraint
 Rate of Restraint Use**
 Nationwide Rate**

Jan - Mar 2016

103.92
 23.00
 0.22
 0.46

Apr - Jun 2016

106.51
 34.00
 0.32
 0.51

Jul - Sep 2016

107.35
 8.50
 0.08
 0.53

Oct - Dec 2016

107.52
 0
 0
 0.48

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Physical Restraint Use Adults Age 18 - 64 Read More See Quarterly Results	 0.18 (65 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.53	Average Rate	N/A 1.24

Quarterly Measure Results

Total Patient Hours/1000
 Total Patient Hours in Restraint
 Rate of Restraint Use**
 Nationwide Rate**

Jan - Mar 2016

89.66
 23.00
 0.26
 0.49

Apr - Jun 2016


95.59
 34.00
 0.36
 0.53

Jul - Sep 2016

93.12
 8.50
 0.09
 0.58

Oct - Dec 2016

89.35
 0
 0
 0.53

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Physical Restraint Use Older Adults Age 65 and Older Read More See Quarterly Results	 0.0 (0 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.39	Average Rate	N/A 0.07

Quarterly Measure Results

Total Patient Hours/1000
 Total Patient Hours in Restraint
 Rate of Restraint Use**
 Nationwide Rate**

Jan - Mar 2016

14.26

0

0

0.51

Apr - Jun 2016

10.92

0

0

0.41

Jul - Sep 2016

14.23

0

0

0.30


Oct - Dec 2016

18.17

0

0

0.37

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Seclusion Use per 1000 Patient Hours - Overall Rate Read More See Quarterly Results	 1.67 (710 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.36	Average Rate	N/A 0.59

Quarterly Measure Results

Total Patient Hours/1000
 Total Patient Hours in Seclusion
 Rate of Seclusion Use**
 Nationwide Rate**

Jan - Mar 2016

103.92
 350.65
 3.37
 0.36

Apr - Jun 2016

106.51
 291.55
 2.74
 0.35

Jul - Sep 2016

107.35
 67.83
 0.63
 0.35

Oct - Dec 2016

107.52
 0
 0
 0.39

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Seclusion Use Adults Age 18 - 64 Read More See Quarterly Results	1.88 (690 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.41	Average Rate	N/A 0.67

Quarterly Measure Results

Total Patient Hours/1000
 Total Patient Hours in Seclusion
 Rate of Seclusion Use**
 Nationwide Rate**

Jan - Mar 2016

89.66
 330.65
 3.69
 0.41

Apr - Jun 2016

95.59
 291.55
 3.05
 0.40

Jul - Sep 2016

93.12
 67.83
 0.73
 0.40

Oct - Dec 2016

89.35
 0
 0
 0.45

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Seclusion Use Older Adults Age 65 and Older Read More See Quarterly Results	⊖ 0.35 (20 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.07	Average Rate	N/A 0.11

Quarterly Measure Results

Total Patient Hours/1000
 Total Patient Hours in Seclusion
 Rate of Seclusion Use**
 Nationwide Rate**

Jan - Mar 2016

14.26
 20.00
 1.40
 0.07

Apr - Jun 2016



10.92
 0
 0
 0.07


Jul - Sep 2016

14.23
 0
 0
 0.05

Oct - Dec 2016

18.17
 0
 0
 0.08

Measure Area	Nationwide	Statewide
Venous Thromboembolism (VTE) Compared to Other Joint Commission Accredited Organizations	 2	 2
Read More		

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
VTE Discharge Instructions Read More See Quarterly Results	 82% of 34 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	93%	Average Rate	100% 95%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2016

34

80%

93%

Apr - Jun 2016

34

86%

93%

Jul - Sep 2016

34

83%

93%

Oct - Dec 2016

34

80%

93%

Measure Area

Nationwide Statewide

Perinatal Care Compared to Other Joint Commission

2

2

[Read More](#)

Accredited Organizations

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Elective Delivery Read More See Quarterly Results	3% of 30 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	0%	2%	Average Rate	0% 2%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2016

30

10%

2%

Apr - Jun 2016

30

0%

2%

Jul - Sep 2016

30

0%


2%

Oct - Dec 2016

30

0%

2%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Exclusive Breast Milk Feeding Read More See Quarterly Results	 70% of 155 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	75%	53%	Average Rate	81% 64%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2016

155

71%

52%

Apr - Jun 2016

155

67%

54%

Jul - Sep 2016

155

70%

54%

Oct - Dec 2016

155

73%

52%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Antenatal Steroids Read More (No Quarterly Result are available)	 4 ----	Nationwide Statewide	Top 10% Scored at Least	100%	98%	Average Rate	100% 98%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2016

1

1

98%

Apr - Jun 2016

1

1

98%

Jul - Sep 2016

1

1

98%

Oct - Dec 2016

1

1

98%

Measure Area

Nationwide Statewide

Emergency Department Compared to Other Joint Commission
[Read More](#) Accredited Organizations

ND 2

ND 2

Measure	Hospital Results	Nationwide	Weighted Median	Statewide	Weighted Median		
		Top 10% Scored at Most		Top 10% Scored at Most			
Median Time from ED Arrival to ED Departure for Admitted ED Patients Read More See Quarterly Results	ND 2 453.00 minutes 861 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	203.00	313.00	Average Rate	243.52 369.05

Quarterly Measure Results

Number of Eligible Patients
 Weighted Median Minutes
 Nationwide Weighted Median Minutes

Jan - Mar 2016

861
 468.00
 323.58

Apr - Jun 2016

861
 433.00
 309.72

Jul - Sep 2016

861
 435.00
 307.03

Oct - Dec 2016

861
 473.00
 310.04

Measure	Hospital Results	Nationwide Top 10% Scored at Most	Weighted Median	Statewide Top 10% Scored at Most	Weighted Median	Average Rate	
Admit Decision Time to ED	N/D 2						
Departure Time for Admitted Patients	206.00 minutes 855 eligible Patients	Nationwide Statewide	Top 10% Scored at Least	54.00	126.00	64.00	163.85
	Read More See Quarterly Results						

Quarterly Measure Results

Number of Eligible Patients
 Weighted Median Minutes
 Nationwide Weighted Median Minutes

Jan - Mar 2016

855
 231.00
 132.63

Apr - Jun 2016

855
 205.00
 123.75

Jul - Sep 2016

855
 185.00
 120.99

Oct - Dec 2016

855
 203.00
 125.26

Measure Area	Nationwide	Statewide
Immunization Compared to Other Joint Commission Read More Accredited Organizations	2	2

Measure	Hospital Results	Nationwide	Average Rate	Statewide	Average Rate		
		Top 10% Scored at Least		Top 10% Scored at Least			
Influenza Immunization Read More See Quarterly Results	79% of 502 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	94%	Average Rate	100% 95%

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Apr - Jun 2016

1

1

1

Jul - Sep 2016

1

1

1

Oct - Dec 2016

502

75%

93%

Jan - Mar 2016

502

84%

95%