

Tryfacta, Inc Temporary Traveling Nurse Registry Personnel Contract Amendment

SFBOS Budget & Finance Committee

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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH



Agenda



1. Goals and Purpose of Legislation
2. Overview of Nursing Registry
3. Recent Nursing Registry Uses
4. Patient Surges at ZSFG & LHH
5. Proposed Tryfacta Contract Amendments
6. Reducing Use of Nursing Registry
7. Oversight and Accountability
8. Conclusion



SFDPH Goals and Purpose of Legislation

Goals:

1. To support the **wellbeing of our nursing staff**
2. To provide **consistent and high-quality patient care**

Purpose: SFDPH is requesting approval of:

1. Amendment #3 to the agreement between Tryfacta, Inc and SFDPH, which will increase the agreement by \$1.5M for total amount not to exceed \$11.4M



Overview of Nursing Registry

Use of Registry:

Industry Standard

Critical Tool

Fills Current Needs



Leaves



Vacancy



Surge



Training



Permanent RNs [2320]



Overtime



Per Diem [P103]



Registry

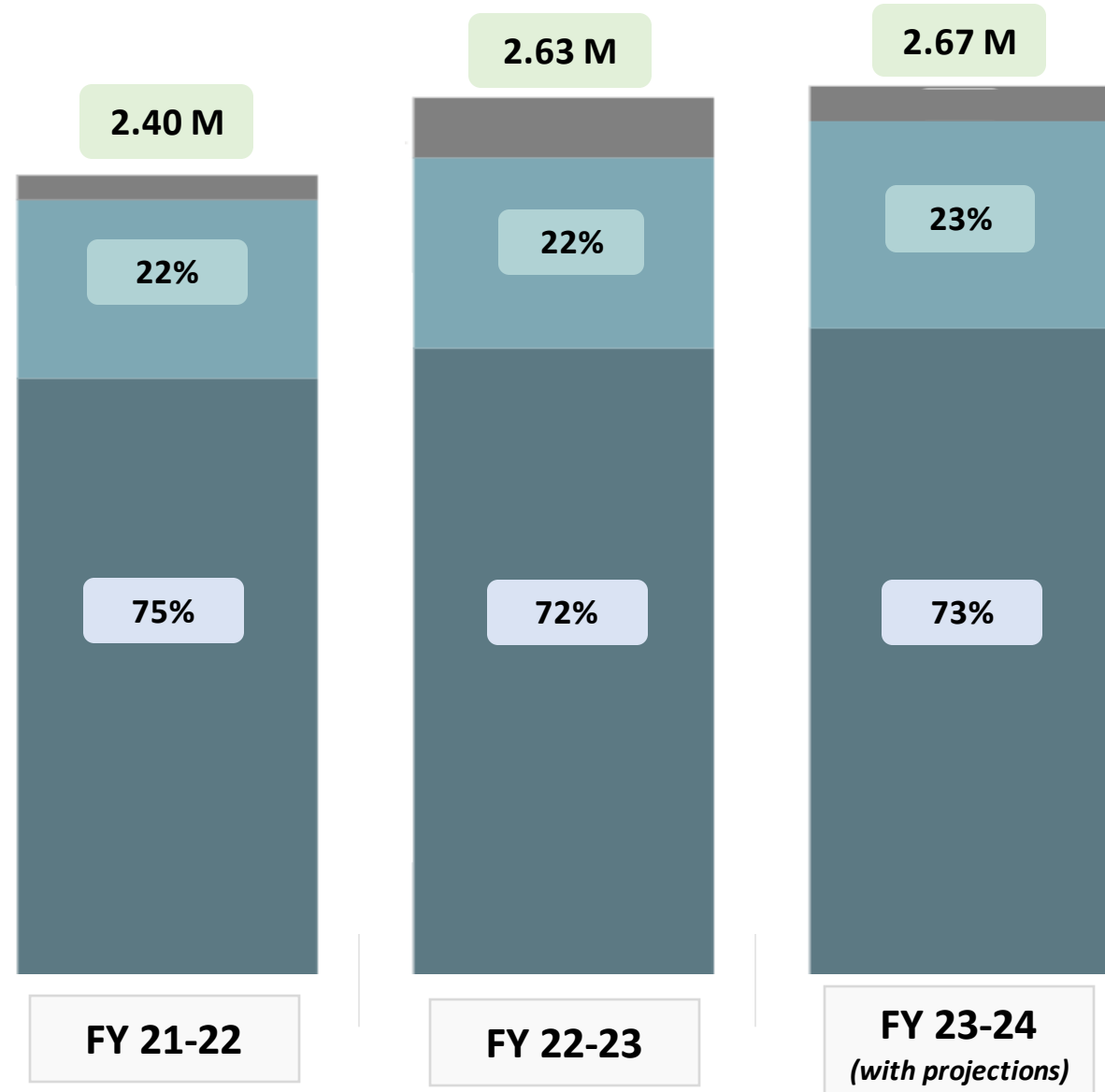


RN, P103, & Registry Hours

Registry utilization
represents 4% of nurse
staffing hours in FY23-24

● 2320 ● P103* ● Registry

*73% of all DPH 2320s have
dual appointments P103s





Recent Nursing Registry Uses

Two unprecedented events:

1. Surges of patients due to the COVID-19 pandemic, especially at ZSFG and Laguna Honda (LHH) Hospitals

- Required increased use of registry during surges

2. Recertification effort at LHH

- Required increased use of registry to provide patient care during hospital-wide retraining which we do not anticipate reoccurring

Patient Surges at ZSFG and LHH



- COVID-19 pandemic introduced unprecedented challenges to our clinical workforce
 - Staff were out sick or took leave to care for loved ones
 - Some experienced burnout and took leaves of absence
 - Others decided to retire
- Surges required the use of registry to backfill positions and serve increased patient demand
- Fluctuating census and surges make it difficult to establish a reliable baseline for staffing
- Goal moving forward is to pursue evidence-based strategies to establish a reliable baseline of expected needs

Proposed Tryfacta Contract Amendment



- Includes As-Needed, Temporary Traveling Nurse Registry Personnel
 1. Registered Nurse
 2. Licensed Vocational Nurse
- ZSFG and LHH utilized Tryfacta nursing registry to backfill positions during COVID-19 surge and LHH recertification
- Contract is overspent by \$1.5 million due to use of nursing registry during COVID-19 surge and LHH retraining efforts in 2022-2023
- **If BoS grants authorization, DPH will pay overage amounts and close out Tryfacta contract**

Reducing Use of Nursing Registry



SFDPH is committed to use less of nursing registry due to:

- Hiring more permanent RNs as well as more RN positions in DPH;
- Improved retention and less requests for leaves;
- Impacts from COVID-19 and Laguna Honda recertification effort are mostly stable

Oversight & Accountability



DPH is Committed to Improved Oversight and Control of Registry

Additional oversight and accountability through new role of SF Health Network's Chief Nursing Officer

- Daily Reports
- Monthly Meetings with Nursing Leadership and Finance
- Monthly Meetings with Unions
- Data Driven Decisions

Conclusion



- Our goals continue to be to support the wellbeing of our nursing staff as well as provide consistent and high-quality patient care
- **DPH respectfully requests approval of proposed resolution for Tryfacta contract amendment #3**

Thank you