



## AGENDA

### HUMAN RESOURCES COMMITTEE A COMMITTEE OF THE BOARD OF DIRECTORS

#### REGULAR MEETING Wednesday, March 17, 2022 - 11:00 AM

IN AN EFFORT TO PREVENT THE SPREAD OF COVID-19 (CORONAVIRUS), AND IN ACCORDANCE WITH THE GOVERNOR'S EXECUTIVE ORDER N-29-20, THERE WILL BE NO PUBLIC LOCATION FOR ATTENDING THIS BOARD/COMMITTEE MEETING IN PERSON. MEMBERS OF THE PUBLIC MAY LISTEN TELEPHONICALLY BY CALLING THE FOLLOWING NUMBER:

**Meeting Link:** <https://sangorgoniomemorialhospital-ajd.my.webex.com/sangorgoniomemorialhospital-ajd.my/j.php?MTID=mf88f7d21972b18d582c9c3dd1dc192a7>

**Call in number:** 1-510-338-9438

**Access Code:** 2557 314 6858

**Password:** 1234

THE TELEPHONES OF ALL MEMBERS OF THE PUBLIC LISTENING IN ON THIS MEETING MUST BE "MUTED".

TAB

I. Call to Order

R. Rader

II. Public Comment

Members of the public who wish to comment on any item on the agenda may speak during public comment or submit comments by emailing [publiccomment@sgmh.org](mailto:publiccomment@sgmh.org) on or before 5:00 PM on Wednesday, March 16, 2022, which will become part of the committee meeting record.

A five-minute limitation shall apply to each member of the public who wishes to address the Human Resources Committee of the Hospital Board of Directors on any matter under the subject jurisdiction of the Committee. A thirty-minute time limit is placed on this section. No member of the public shall be permitted to "share" his/her five minutes with any other member of the public. (Usually, any items received under this heading are referred to staff for future study, research, completion and/or future Committee Action.) (PLEASE STATE YOUR NAME AND ADDRESS FOR THE RECORD.)

On behalf of the San Gorgonio Memorial Hospital Board of Directors, we want you to know that the Board/Committee acknowledges the comments or concerns that you direct to this Committee. While the Board/Committee may wish to occasionally respond immediately to questions or comments if appropriate, they often will instruct the CEO, or other Administrative Executive personnel, to do further research and report back to the Board/Committee prior to responding to any issues raised. If you have specific questions, you will receive a response either at the meeting or shortly thereafter. The Board/Committee wants to ensure that it is fully informed before responding, and so if your questions are not addressed during the meeting, this does not indicate a lack of interest on the Board/Committee's part; a response will be forthcoming.



**TAB A**

REGULAR MEETING OF THE  
SAN GORGONIO MEMORIAL HOSPITAL  
BOARD OF DIRECTORS

HUMAN RESOURCES COMMITTEE  
November 17, 2021

The regular meeting of the San Gorgonio Memorial Hospital Board of Directors Human Resources Committee was held on Wednesday, November 17, 2021. In an effort to prevent the spread of COVID-19 (coronavirus), and in accordance with the Governor’s Executive Order N-29-20, there was no public location for attending this board meeting in person. Committee members and members of the public participated via WebEx.

Members Present: Susan DiBiasi, Ron Rader (C), Steve Rutledge

Excused Absence: Pat Brown (CNO), Joel Labha

Staff Present: Steve Barron (CEO), Annah Karam (CHRO), Ariel Whitley (Executive Assistant)

| AGENDA ITEM  | DISCUSSION  | ACTION / FOLLOW-UP  |
|--|---|---|
| <b>Call To Order</b>   | Chair Ron Rader called the meeting to order at 9:06 am.   |   |
| <b>Public Comment</b>  | Members of the public who wished to comment on any item on the agenda were encouraged to submit comments by emailing <a href="mailto:publiccomment@sgmh.org">publiccomment@sgmh.org</a> prior to this meeting.<br><br>No public comment emails were received. |   |
| <b>OLD BUSINESS</b>  |   |   |
| <b>Proposed Action - Approve Minutes:</b><br><br><b>August 18, 2021, Regular Meeting and the September 27, 2021, special meeting</b> | Chair Rader asked for any changes or corrections to the minutes of the August 18, 2021, regular meeting and the September 27, 2021, special meeting.<br><br>There were none.  | <b>The minutes of the August 18, 2021, regular meeting and the September 27, 2021, special meeting were reviewed and will stand as presented.</b> |
| <b>NEW BUSINESS</b>  |   |   |

| AGENDA ITEM   | DISCUSSION  | ACTION / FOLLOW-UP |
|---|---|--------------------|
| <b>Reports</b>  |   |                    |
| <b>A. Employment Activity/Turnover Reports</b>  |   |                    |
| <b>1. Employee Activity by Job Class/Turnover Report (8/12/2021 through 11/11/2021)</b>           | Annah Karam, Chief Human Resources Officer, reviewed the report “Employee Activity by Job Class/Turnover Report” for the period of 8/12/2021 through 11/11/2021 as included in the Committee packet.  |                    |
| <b>2. Separation Reasons Analysis All Associates (8/12/2021 through 11/11/2021)</b>               | Annah reviewed the “Separation Reason Analysis for All Associates” for the period of 8/12/2021 through 11/11/2021 as included in the Committee packet.<br><br>For this time period, there were 50 Voluntary Separations and 7 Involuntary Separations for a total of 57.                |                    |
| <b>3. Separation Reason Analysis Full and Part Time Associates (8/12/2021 through 11/11/2021)</b> | Annah reviewed the “Separation Reason Analysis for Full and Part Time Associates” for the period of 8/12/2021 through 11/11/2021 as included in the Committee packet.<br><br>For this time period, there were 27 Voluntary Separations and 5 Involuntary Separations for a total of 32. |                    |
| <b>4. Separation Reason Analysis Per Diem Associates (8/12/2021 through 11/11/2021)</b>           | Annah reviewed the “Separation Reason Analysis for Per Diem Associates” for the period of 8/12/2021 through 11/11/2021 as included in the Committee packet.<br><br>For this time period, there were 23 Voluntary Separations and 2 Involuntary Separations for a total of 25.           |                    |
| <b>5. FTE Vacancy Summary (8/12/2021 through 11/11/2021)</b>                                      | Annah reviewed the “FTE Vacancy Summary” for the period of 8/12/2021 through 11/11/2021 as included in the Committee packet.<br><br>Annah reported that the Facility Wide vacancy rate as of  |                    |

| AGENDA ITEM   | DISCUSSION  | ACTION / FOLLOW-UP |
|---|---|--------------------|
| <b>11/11/2021)</b>  | 11/11/2021 was 23.26%.  |                    |
| <b>6. RN Vacancy Summary (8/12/2021 through 11/11/2021)</b>   | <p>Annah reviewed the “RN Vacancy Summary” for the period of 8/12/2021 through 11/11/2021 as included in the Committee packet.</p> <p>Annah reported that the Overall All RN Vacancy rate as of 11/11/2021 was 23.50%.</p>  |                    |
| <b>B. Workers Compensation Report</b>   |   |                    |
| <b>Workers Compensation Report (10/1/2021 through 10/31/2021)</b>   | Annah reviewed the Workers Compensation Reports covering the period of 10/1/2021 through 10/31/2021 as included in the Committee packet.  |                    |
| <b>Education –</b> <ul style="list-style-type: none"> <li>• <b>Top Performance Newsletter</b></li> <li>• <b>Five Things Employees Think They’re Entitled To... But Aren’t.</b></li> </ul> | <p>Annah briefly reviewed the Top Performance Newsletter of November 2021 and Five Things Employees Think They’re Entitled To... But Aren’t.</p> <p>Annah also shared the Gibson Dunn article, “EEOC Expands Guidance on Religious Exemptions to Vaccine Mandates Under Title VII”.</p> |                    |
| <b>Future Agenda items</b>  | None  |                    |
| <b>Next regular meeting</b>   | The next regular Human Resources Committee meeting is scheduled for February 16, 2022.  |                    |
| <b>Adjournment</b>  | The meeting was adjourned at 9:38 am.   |                    |

In accordance with The Brown Act, *Section 54957.5*, all reports and handouts discussed during this Open Session meeting are public records and are available for public inspection. These reports and/or handouts are available for review at the Hospital Administration office located at 600 N. Highland Springs Avenue, Banning, CA 92220 during regular business hours, Monday through Friday, 8:00 am - 4:30 pm.

Minutes respectfully submitted by Ariel Whitley, Executive Assistant

**TAB B**

A B C D E F G H I J K

**EMPLOYEE ACTIVITY BY JOB CLASS / TURN OVER REPORT**

11/12/2021 THROUGH 03/13/2022

| JOB CLASS/FAMILY      | CURRENT<br>NEW HIRES                | 2021<br>NEW HIRES | YTD<br>NEW HIRES                    | CURRENT<br>SEPARATIONS              | 2021<br>SEPARATIONS | YTD<br>TERMS                        | ACTIVE<br>ASSOCIATE<br>COUNT | LOA<br>ASSOCIATE<br>COUNT | CURRENT<br>TURNOVER | ANNUALIZED<br>TURNOVER |           |
|-----------------------|-------------------------------------|-------------------|-------------------------------------|-------------------------------------|---------------------|-------------------------------------|------------------------------|---------------------------|---------------------|------------------------|-----------|
|                       | 11/12/2021<br>THROUGH<br>03/13/2022 |                   | 01/01/2022<br>THROUGH<br>03/13/2022 | 11/12/2021<br>THROUGH<br>03/13/2022 |                     | 01/01/2022<br>THROUGH<br>03/13/2022 | AS OF<br>03/13/2022          | AS OF<br>03/14/2022       | AS OF<br>03/13/2022 |                        |           |
| ADMIN/CLERICAL        | 5                                   | 17                | 2                                   | 3                                   | 22                  | 2                                   | 78                           | 3                         | 3.85%               | 2.56%                  | 5         |
| ANCILLARY             | 4                                   | 28                | 2                                   | 7                                   | 24                  | 4                                   | 62                           | 1                         | 11.29%              | 6.45%                  | 6         |
| CLS                   | 3                                   | 7                 | 2                                   | 2                                   | 8                   | 0                                   | 22                           | 0                         | 9.09%               | 0.00%                  | 7         |
| DIRECTORS/MGRS        | 2                                   | 2                 | 2                                   | 1                                   | 3                   | 1                                   | 29                           | 0                         | 3.45%               | 3.45%                  | 8         |
| LVN                   | 0                                   | 5                 | 0                                   | 2                                   | 8                   | 1                                   | 23                           | 0                         | 8.70%               | 4.35%                  | 9         |
| OTHER NURSING         | 17                                  | 30                | 9                                   | 3                                   | 27                  | 3                                   | 80                           | 3                         | 3.75%               | 3.75%                  | 10        |
| PT                    | 1                                   | 3                 | 0                                   | 0                                   | 3                   | 0                                   | 11                           | 0                         | 0.00%               | 0.00%                  | 11        |
| RAD TECH              | 2                                   | 6                 | 1                                   | 1                                   | 7                   | 1                                   | 34                           | 0                         | 2.94%               | 2.94%                  | 12        |
| RN                    | 29                                  | 59                | 16                                  | 20                                  | 51                  | 15                                  | 168                          | 8                         | 11.90%              | 8.93%                  | 13        |
| RT                    | 0                                   | 4                 | 0                                   | 0                                   | 2                   | 0                                   | 22                           | 1                         | 0.00%               | 0.00%                  | 14        |
| SUPPORT SERVICES      | 8                                   | 34                | 6                                   | 8                                   | 32                  | 3                                   | 83                           | 3                         | 9.64%               | 3.61%                  | 15        |
| <b>FACILITY TOTAL</b> | <b>71</b>                           | <b>195</b>        | <b>40</b>                           | <b>47</b>                           | <b>187</b>          | <b>30</b>                           | <b>612</b>                   | <b>19</b>                 | <b>7.68%</b>        | <b>4.90%</b>           | <b>17</b> |
|                       |                                     |                   |                                     |                                     |                     |                                     |                              |                           |                     |                        | 18        |
| Full Time             | 45                                  | 113               | 29                                  | 25                                  | 97                  | 17                                  | 413                          | 14                        | 6.05%               | 4.12%                  | 19        |
| Part Time             | 6                                   | 15                | 3                                   | 1                                   | 17                  | 0                                   | 50                           | 3                         | 2.00%               | 0.00%                  | 20        |
| Per Diem              | 20                                  | 67                | 8                                   | 21                                  | 73                  | 13                                  | 149                          | 2                         | 14.09%              | 8.72%                  | 21        |
| <b>TOTAL</b>          | <b>71</b>                           | <b>195</b>        | <b>40</b>                           | <b>47</b>                           | <b>187</b>          | <b>30</b>                           | <b>612</b>                   | <b>19</b>                 | <b>7.68%</b>        |                        | <b>22</b> |

Current Turnover: J22  
Annualized Turnover: K22

Southern California Hospital Association (HASC) Benchmark:  
Turnover for all Associates = 4.10%  
Turnover for all RNs = 4.50%



**SEPARATION ANALYSIS**  
**ALL ASSOCIATES**  
**11/12/2021 THROUGH 03/13/2022**

| REASON                                   | Current Qtr<br>%<br>by Category | Length Of Service    |                     |              |              |               |              | Total<br>Separations |
|--|---------------------------------|----------------------|---------------------|--------------|--------------|---------------|--------------|----------------------|
|  |                                 | Less than<br>90 days | 90 days -<br>1 year | 1-2<br>years | 2-5<br>years | 5-10<br>years | 10+<br>years |                      |
| <b>Voluntary Separations</b>             |                                 |                      |                     |              |              |               |              |                      |
| Full-Time                                | 51.1%                           | 6                    | 7                   | 4            | 3            | 4             |              | 24                   |
| Part-Time                                | 2.1%                            |                      | 1                   |              |              |               |              | 1                    |
| Per Diem                                 | 44.7%                           | 5                    | 3                   | 7            | 3            | 2             | 1            | 21                   |
| <b>Subtotal, Voluntary Separations</b>   | <b>97.9%</b>                    | <b>11</b>            | <b>11</b>           | <b>11</b>    | <b>6</b>     | <b>6</b>      | <b>1</b>     | <b>46</b>            |
| <b>Involuntary Separations</b>           |                                 |                      |                     |              |              |               |              |                      |
| Full-Time                                | 2.1%                            | 1                    |                     |              |              |               |              | 1                    |
| Part-Time                                | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Per Diem                                 | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| <b>Subtotal, Involuntary Separations</b> | <b>2.1%</b>                     | <b>1</b>             | <b>0</b>            | <b>0</b>     | <b>0</b>     | <b>0</b>      | <b>0</b>     | <b>1</b>             |
| <b>Total Separations</b>                 | <b>100.0%</b>                   | <b>12</b>            | <b>11</b>           | <b>11</b>    | <b>6</b>     | <b>6</b>      | <b>1</b>     | <b>47</b>            |

**Separation Reason Analysis**  
**FULL AND PART TIME ASSOCIATES**  
**11/12/2021 THROUGH 03/13/2022**

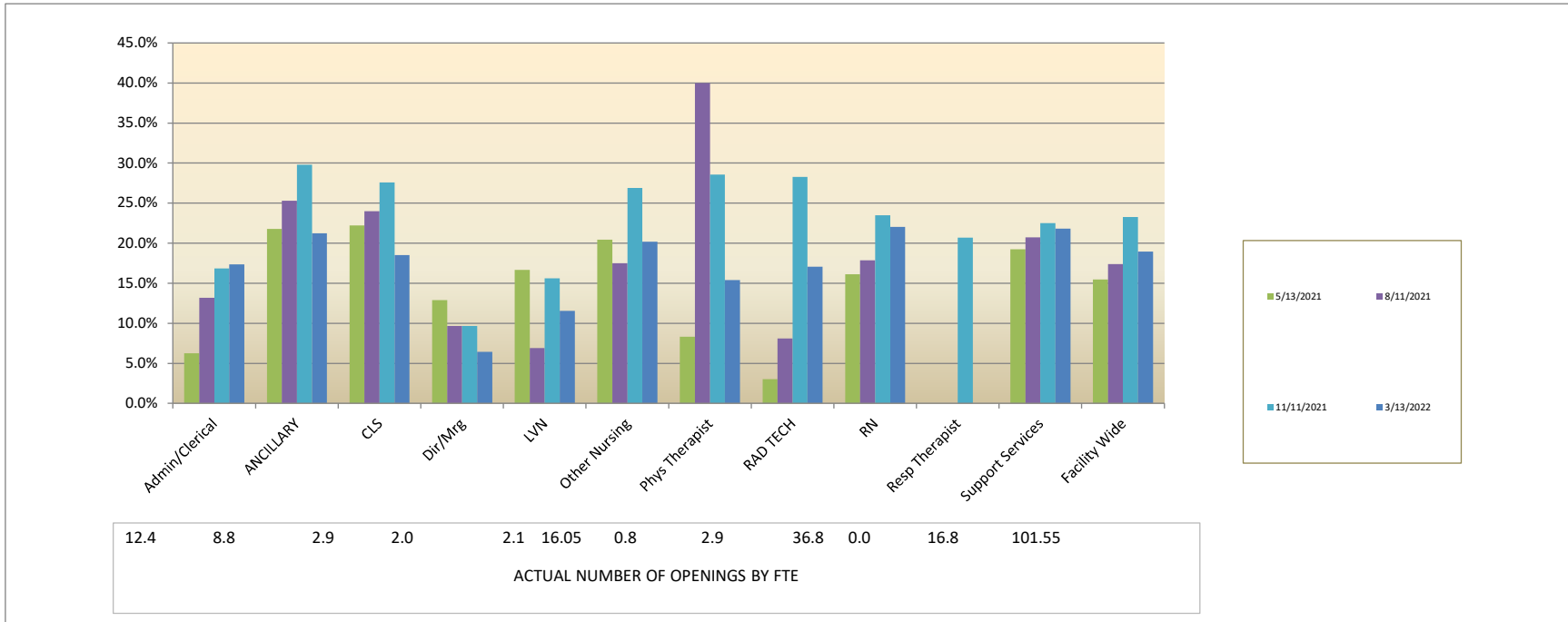
| REASON                                   | Current Qtr<br>%<br>by Category | Length Of Service    |                     |              |              |               |              | Total<br>Separations |
|--|---------------------------------|----------------------|---------------------|--------------|--------------|---------------|--------------|----------------------|
|  |                                 | Less than<br>90 days | 90 days -<br>1 year | 1-2<br>years | 2-5<br>years | 5-10<br>years | 10+<br>years |                      |
| <b>Voluntary Separations</b>             |                                 |                      |                     |              |              |               |              |                      |
| Family/Personal Reasons                  | 7.7%                            | 2                    |                     |              |              |               |              | 2                    |
| New Job Opportunity                      | 46.2%                           | 3                    | 5                   | 2            | 1            | 1             |              | 12                   |
| Job Dissatisfaction                      | 15.4%                           | 1                    | 1                   | 1            | 1            |               |              | 4                    |
| Relocation                               | 11.5%                           |                      |                     | 1            | 1            | 1             |              | 3                    |
| Medical Reasons                          | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Did not Return from LOA                  | 3.8%                            |                      |                     |              |              | 1             |              | 1                    |
| Job Abandonment                          | 11.5%                           |                      | 2                   |              |              |               | 1            | 3                    |
| Return to School                         | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Pay                                      | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Employee Death                           | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Not Available to Work                    | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Unknown                                  | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Retirement                               | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| <b>Subtotal, Voluntary Separations</b>   | <b>96.2%</b>                    | <b>6</b>             | <b>8</b>            | <b>4</b>     | <b>3</b>     | <b>4</b>      | <b>0</b>     | <b>25</b>            |
| <b>Involuntary Separations</b>           |                                 |                      |                     |              |              |               |              |                      |
| Attendance/Tardiness                     | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Didn't meet certification deadline       | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Didn't meet scheduling needs             | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Conduct                                  | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Poor Performance                         | 3.8%                            | 1                    |                     |              |              |               |              | 1                    |
| Temporary Position                       | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Position Eliminations                    | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| <b>Subtotal, Involuntary Separations</b> | <b>3.8%</b>                     | <b>1</b>             | <b>0</b>            | <b>0</b>     | <b>0</b>     | <b>0</b>      | <b>0</b>     | <b>1</b>             |
| <b>Total Separations</b>                 | <b>100.0%</b>                   | <b>7</b>             | <b>8</b>            | <b>4</b>     | <b>3</b>     | <b>4</b>      | <b>0</b>     | <b>26</b>            |

**Separation Reason Analysis**  
*Per Diem Associates Only*  
11/12/2021 THROUGH 03/13/2022

| REASON                                   | Current Qtr<br>%<br>by Category | Length Of Service    |                     |              |              |               |              | Total<br>Separations |
|--|---------------------------------|----------------------|---------------------|--------------|--------------|---------------|--------------|----------------------|
|  |                                 | Less than<br>90 days | 90 days -<br>1 year | 1-2<br>years | 2-5<br>years | 5-10<br>years | 10+<br>years |                      |
| <b>Voluntary Separations</b>             |                                 |                      |                     |              |              |               |              |                      |
| Family/Personal Reasons                  | 33.3%                           | 4                    |                     |              | 1            | 1             | 1            | 7                    |
| New Job Opportunity                      | 38.1%                           | 1                    |                     | 5            | 1            | 1             |              | 8                    |
| Job Dissatisfaction                      | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Relocation                               | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Medical Reasons                          | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Did not Return from LOA                  | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Job Abandonment                          | 14.3%                           |                      | 1                   | 1            | 1            |               |              | 3                    |
| Return to School                         | 9.5%                            |                      | 1                   | 1            |              |               |              | 2                    |
| Pay                                      | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Employee Death                           | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Not Available to Work                    | 4.8%                            |                      | 1                   |              |              |               |              | 1                    |
| Unknown                                  | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Retirement                               | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| <b>Subtotal, Voluntary Separations</b>   | <b>100.0%</b>                   | <b>5</b>             | <b>3</b>            | <b>7</b>     | <b>3</b>     | <b>2</b>      | <b>1</b>     | <b>21</b>            |
| <b>Involuntary Separations</b>           |                                 |                      |                     |              |              |               |              |                      |
| Attendance/Tardiness                     | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Didn't meet certification deadline       | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Didn't meet scheduling needs             | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Conduct                                  | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Poor Performance                         | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Temporary Position                       | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| Position Eliminations                    | 0.0%                            |                      |                     |              |              |               |              | 0                    |
| <b>Subtotal, Involuntary Separations</b> | <b>0.0%</b>                     | <b>0</b>             | <b>0</b>            | <b>0</b>     | <b>0</b>     | <b>0</b>      | <b>0</b>     | <b>0</b>             |
| <b>Total Separations</b>                 | <b>100.0%</b>                   | <b>5</b>             | <b>3</b>            | <b>7</b>     | <b>3</b>     | <b>2</b>      | <b>1</b>     | <b>21</b>            |

**FTE Vacancy Summary: 11/12/2021 THROUGH 03/13/2022**

|            | <u>Admin/Clerical</u> | <u>ANCILLARY</u> | <u>CLS</u> | <u>Dir/Mrg</u> | <u>LVN</u> | <u>Other Nursing</u> | <u>Phys Therapist</u> | <u>RAD TECH</u> | <u>RN</u> | <u>Resp Therapist</u> | <u>Support Services</u> | <u>Facility Wide</u> |
|------------|-----------------------|------------------|------------|----------------|------------|----------------------|-----------------------|-----------------|-----------|-----------------------|-------------------------|----------------------|
| 5/13/2021  | 6.25%                 | 21.79%           | 22.22%     | 12.90%         | 16.67%     | 20.45%               | 8.33%                 | 3.03%           | 16.13%    | 0.00%                 | 19.23%                  | 15.46%               |
| 8/11/2021  | 13.19%                | 25.29%           | 24.00%     | 9.68%          | 6.90%      | 17.50%               | 40.00%                | 8.11%           | 17.87%    | 0.00%                 | 20.72%                  | 17.39%               |
| 11/11/2021 | 16.84%                | 29.79%           | 27.59%     | 9.68%          | 15.63%     | 26.88%               | 28.57%                | 28.26%          | 23.50%    | 20.69%                | 22.52%                  | 23.26%               |
| 3/13/2022  | 17.35%                | 21.25%           | 18.52%     | 6.45%          | 11.54%     | 20.19%               | 15.38%                | 17.07%          | 22.03%    | 0.00%                 | 21.82%                  | 18.97%               |

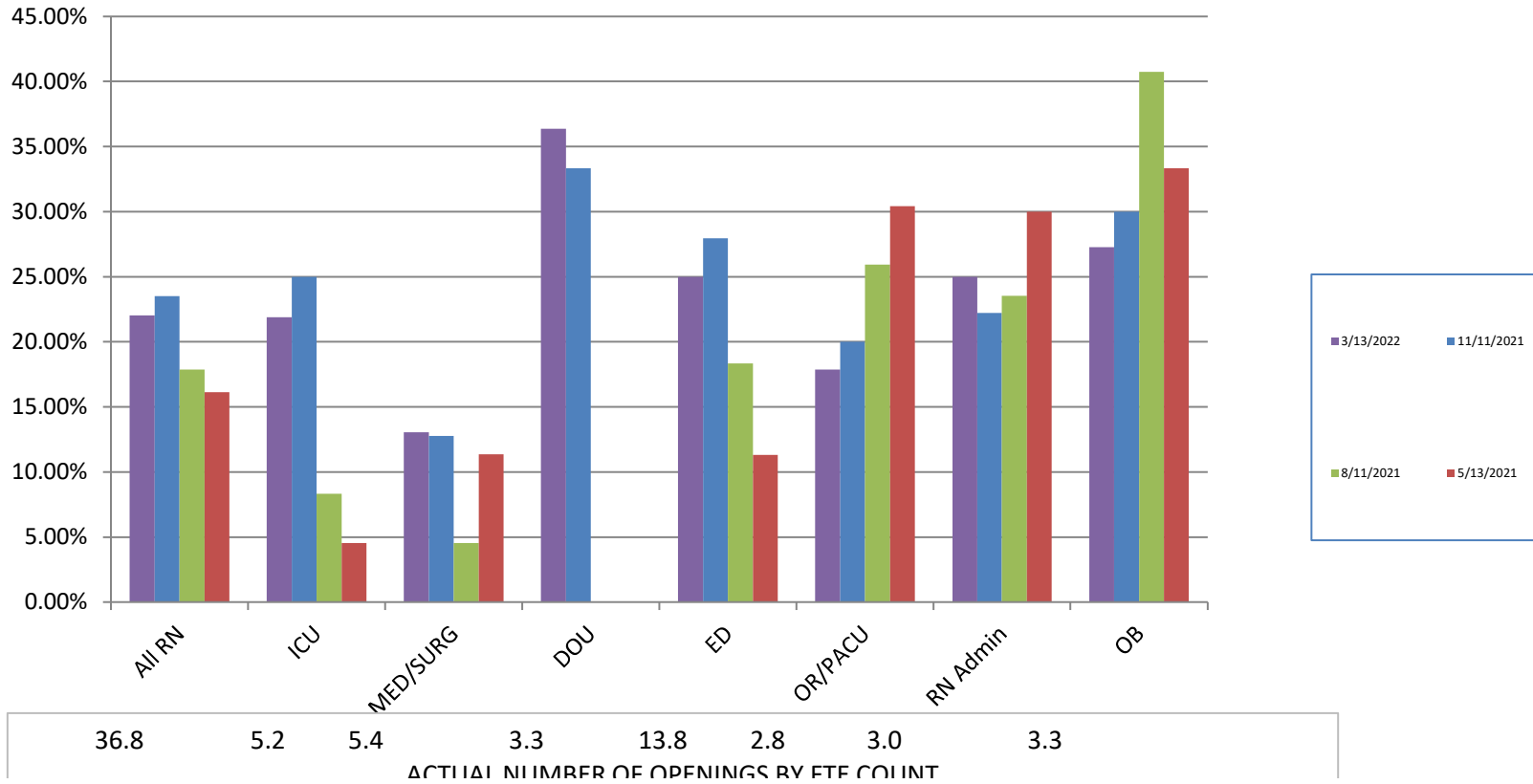


**RN FTE Vacancy Summary: 11/12/2021 through 03/13/2022**

**VACANCY RATE = Number of openings/(total staff + openings)**

|          | <b>3/13/2022</b> | <b>11/11/2021</b> | <b>8/11/2021</b> | <b>5/13/2021</b> |
|----------|------------------|-------------------|------------------|------------------|
| All RN   | 22.03%           | 23.50%            | 17.87%           | 16.13%           |
| ICU      | 21.88%           | 25.00%            | 8.33%            | 4.55%            |
| MED/SURG | 13.04%           | 12.77%            | 4.55%            | 11.36%           |
| DOU      | 36.36%           | 33.33%            | 0.00%            | 0.00%            |
| ED       | 25.00%           | 27.94%            | 18.33%           | 11.32%           |
| OR/PACU  | 17.86%           | 20.00%            | 25.93%           | 30.43%           |
| RN Admin | 25.00%           | 22.22%            | 23.53%           | 30.00%           |
| OB       | 27.27%           | 30.00%            | 40.74%           | 33.33%           |

|          | <b>OPEN POSITIONS</b> | <b>TOTAL STAFF</b> | <b>VACANCY RATE</b> |
|----------|-----------------------|--------------------|---------------------|
| All RN   | <b>50</b>             | <b>177</b>         | 22.03%              |
| ICU      | <b>7</b>              | <b>25</b>          | 21.88%              |
| Med Surg | <b>6</b>              | <b>40</b>          | 13.04%              |
| DOU      | <b>4</b>              | <b>7</b>           | 36.36%              |
| ER       | <b>18</b>             | <b>54</b>          | 25.00%              |
| OR/PACU  | <b>5</b>              | <b>23</b>          | 17.86%              |
| RN Adm.  | <b>4</b>              | <b>12</b>          | 25.00%              |
| OB       | <b>6</b>              | <b>16</b>          | 27.27%              |



**TAB C**



**DASHBOARD REPORT**

Fiscal Year Basis: July

**San Gorgonio Memorial Hospital**

Data as of 2/28/2022

Reporting Period 2/1/2022 - 2/28/2022

Slicers impact pivots tables throughout document

**SUMMARY DATA**

| FiscalYear         | ValuationDate | Values        |                |                | Open Count |
|--------------------|---------------|---------------|----------------|----------------|------------|
|                    |               | Total Paid    | Total Reserves | Total Incurred |            |
| 2017-2018          | 2022-02-28    | 1,277         | -              | 1,277          | 2          |
| 2019-2020          | 2022-02-28    | 10            | -              | 10             | 1          |
| 2020-2021          | 2022-02-28    | 26,026        | -              | 26,026         | 2          |
| <b>Grand Total</b> |               | <b>27,313</b> | <b>-</b>       | <b>27,313</b>  | <b>5</b>   |

| FiscalYear |
|------------|
| 2017-2018  |
| 2019-2020  |
| 2020-2021  |
| 2015-2016  |
| 2016-2017  |
| 2018-2019  |
| 2021-2022  |

**DASHBOARD REPORT**

Fiscal Year Basis: July

**San Gorgonio Memorial Hospital**

Data as of 2/28/2022

Reporting Period 2/1/2022 - 2/28/2022

**TOP TEN CLAIMS**

| Claim Number | Claimant | Department             | Cause                                 | DOI        | Status | Total Paid | Total Reserves | Total Incurred |
|--------------|----------|------------------------|---------------------------------------|------------|--------|------------|----------------|----------------|
| 16000811     |          | Environmental Services | Fall, Slip or Trip Injury             | 2016-05-31 | Open   | 169,116    | 22,800         | 191,915        |
| 16000026     |          | Obstetrics             | Fall, Slip or Trip Injury             | 2016-01-05 | Open   | 125,600    | 16,846         | 142,446        |
| 16001005     |          | Medical Surgical       | Burn or Scald - Heat or Cold Exposure | 2016-07-21 | Closed | 98,814     | -              | 98,814         |
| 16000233     |          | Environmental Services | Strain or Injury By                   | 2016-02-20 | Closed | 93,934     | -              | 93,934         |
| 16000357     |          | Medical Surgical       | Struck or Injured By                  | 2016-03-16 | Open   | 82,643     | 10,906         | 93,549         |
| 16000185     |          | Medical Surgical       | Fall, Slip or Trip Injury             | 2016-02-13 | Closed | 77,289     | -              | 77,289         |
| 20805905     |          | Surgical Services      | Fall, Slip or Trip Injury             | 2020-08-04 | Open   | 51,907     | 20,287         | 72,194         |
| 15000959     |          | Environmental Services | Miscellaneous Causes                  | 2015-07-06 | Closed | 61,315     | -              | 61,315         |
| 15001966     |          | Emergency Department   | Cut, Puncture, Scrape Injured by      | 2015-12-05 | Closed | 55,952     | -              | 55,952         |
| 21001795     |          | Medical Surgical       | Strain or Injury By                   | 2021-08-13 | Open   | 17,061     | 36,654         | 53,715         |

**FREQUENCY BY DEPARTMENT**

| Department                | Claim Count | % of Claims | Total Incurred | % of Total Incurred |
|---------------------------|-------------|-------------|----------------|---------------------|
| Environmental Services    | 33          | 22.00%      | 545,498        | 33.91%              |
| Medical Surgical          | 30          | 20.00%      | 439,941        | 27.35%              |
| Dietary                   | 17          | 11.33%      | 19,265         | 1.20%               |
| Emergency Department      | 17          | 11.33%      | 83,675         | 5.20%               |
| Surgical Services         | 7           | 4.67%       | 107,578        | 6.69%               |
| Intensive Care Unit (ICU) | 6           | 4.00%       | 10,941         | 0.68%               |
| Obstetrics                | 5           | 3.33%       | 199,744        | 12.42%              |
| Laboratory                | 5           | 3.33%       | 8,076          | 0.50%               |
| Medical Staff             | 4           | 2.67%       | 14,706         | 0.91%               |
| Business Office           | 4           | 2.67%       | 26,418         | 1.64%               |

**SEVERITY BY DEPARTMENT**

| Department             | Claim Count | % of Claims | Total Incurred | % of Total Incurred |
|------------------------|-------------|-------------|----------------|---------------------|
| Environmental Services | 33          | 22.00%      | 545,498        | 33.91%              |
| Medical Surgical       | 30          | 20.00%      | 439,941        | 27.35%              |
| Obstetrics             | 5           | 3.33%       | 199,744        | 12.42%              |
| Surgical Services      | 7           | 4.67%       | 107,578        | 6.69%               |
| Emergency Department   | 17          | 11.33%      | 83,675         | 5.20%               |
| Security Department    | 3           | 2.00%       | 47,323         | 2.94%               |
| CT/Echotechnology      | 1           | 0.67%       | 37,364         | 2.32%               |
| Nursing Administration | 2           | 1.33%       | 36,846         | 2.29%               |
| Business Office        | 4           | 2.67%       | 26,418         | 1.64%               |
| Dietary                | 17          | 11.33%      | 19,265         | 1.20%               |

**FREQUENCY BY CAUSE**

| Cause  | Claim Count | % of Claims | Total Incurred | % of Total Incurred |
|--|-------------|-------------|----------------|---------------------|
| Strain or Injury By                          | 44          | 29.33%      | 394,083        | 24.50%              |
| Fall, Slip or Trip Injury                    | 24          | 16.00%      | 639,463        | 39.75%              |
| Struck or Injured By                         | 18          | 12.00%      | 163,287        | 10.15%              |
| Burn or Scald - Heat or Cold Exposures - Con | 15          | 10.00%      | 130,840        | 8.13%               |
| Cut, Puncture, Scrape Injured by Exposure    | 13          | 8.67%       | 73,001         | 4.54%               |
| Exposure                                     | 12          | 8.00%       | 61,780         | 3.84%               |
| Caught In, Under or Between                  | 10          | 6.67%       | 13,411         | 0.83%               |
| Miscellaneous Causes                         | 7           | 4.67%       | 87,774         | 5.46%               |
| Rubbed or Abraded By                         | 7           | 4.67%       | 45,014         | 2.80%               |

**SEVERITY BY CAUSE**

| Cause                                     | Claim Count | % of Claims | Total Incurred | % of Total Incurred |
|---|-------------|-------------|----------------|---------------------|
| Fall, Slip or Trip Injury                 | 24          | 16.00%      | 639,463        | 39.75%              |
| Strain or Injury By                       | 44          | 29.33%      | 394,083        | 24.50%              |
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| Exposure                                  | 12          | 8.00%       | 61,780         | 3.84%               |
| Rubbed or Abraded By                      | 7           | 4.67%       | 45,014         | 2.80%               |
| Caught In, Under or Between               | 10          | 6.67%       | 13,411         | 0.83%               |

**TAB D**





# Improve your clinical outcomes by transforming unit culture.

Employee burnout in healthcare undermines the safety and care of every patient. When good, well-intentioned people, who are trying to do their best work, are frustrated and exhausted, it can lead to errors and mismanagement of healthcare's complex environments.

Our mission is to transform culture, create resilience, and promote wellness by creating an environment where everyone has a voice and feels that they make a difference; where patient care is truly *Safe and Reliable*.



# SCORE: the integrated, outcomes-predictive, culture and engagement survey for everyone.

We've developed the most outcomes-predictive and validated survey in healthcare. SCORE™ is the only survey that is both Tier-1 Leapfrog and Magnet/ANCC accredited.

# Rapidly changing landscape with powerful new insights

Two decades ago, we co-developed the SAQ survey using insights from aviation and nuclear power because little was known about healthcare improvement.

Dramatic and ongoing changes in healthcare are increasing risk of medical error, burnout, turnover, injury, and dissatisfaction. These modern issues must be understood using the latest evidence base.



# **Burnout: protect the frontline to protect patients**

Burnout affects more than half of all healthcare workers and contributes to a staggering number of avoidable injuries and deaths, costing an annual \$110 billion a year.

Current burnout surveys from vendors are inadequate and don't offer published or proven strategies on how to address burnout in your organization.



## **Integrated survey with the latest science**

Includes Culture, Engagement, Burnout, Physician Satisfaction and Magnet.

Reduces survey fatigue, cost and data silos that limit coordinated strategic planning.

## 2022 BETA SCORE Response Rates Week Two

