

Division of Administration

Fire Commission Report

January 2015

Division of Training – Raemona Williams

DOT Folsom

Training Officers currently working on updating (Training, testing and grading system) curriculum in relations to H-2 Recruit academy

Assisted DHR with the administering of the H-3 Level 1 – skills assessment
Began January 5th – January 13th

TITF

Construction of the 2nd floor (search & rescue) room should be complete this week
Upcoming Module 3 - will begin
Live Burns will resume shortly and will continue on a regular weekly basis

EMS

Module 2 – American Heart Association – CPR Training
Begins January 20th – April 1, 2015

Station 49 members

Ebola training – in progress
Special bariatric ambulance utilized for any positive Ebola incidents
Continuing SCBA skills testing – (Donning Doffing) upon completion will stock all apparatus with SCBAs

Drills

Ongoing with Engine/Truck Companies conducting drills and/or testing of Probationary Firefighters

EMS In-Service Training

Major Training Programs

Training Program	Description	Contact Hours	Personnel trained	Total hours
Station-Based Online EMS Training	Monthly Firehouse Online EMS Training for EMTs and Paramedics covering State Required, Department of Transportation EMS Topics	1	1,541	1,541
ACLS Provider Renewal Training	Advanced Cardiac Life Support (ACLS) Provider Renewal is required for all SFFD Paramedics for licensure to work	8	26	208

as Paramedics in San Francisco

SF EMSA Policy and Protocol Update	SF EMSA Protocol Training for new protocols effective January, 2015	3	26	78
3-month Probationary Testing for Level 1-to-2 Bump Up	Tested the EMT to Paramedic Bump Up Academy Probies on 4 EMS Skills and a 100 question written EMS exam	3	31	93
Annual Paramedic Captain Refresher Training	Conducted Ebola classroom and Hands-On Training for all EMS Captains with specific focus on the SFFD Ebola Policy and proper donning/doffing of PPE when treating & transporting a potential Ebola patient. The EMS Captains' role according to SFFD Ebola Policy is to direct our personnel with instructions on donning/doffing of the PPE. The role of the EMS Captain during an MCI was also covered.	3	26	78
EMT & Paramedic Make-Up Training	Training for personnel who lack sufficient training hours to renew their licenses.	*Variable usually 3 hrs	3	15

Return-to-Duty or Remedial Training

Employees	Description	Contact Hours	Personnel re-trained	Total hours
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There were no RTD Trainings in the current reporting period

Suppression In-Service Training

Drills/Instruction	Companies/ Members trained	Training Hours
Module 6 – Utility Emergencies	125	3

- Accommodated San Francisco Police Department Tactical Team exercises
 - December 9 and 13
- Constructed second floor of Burn Room simulator

Neighborhood Emergency Response Team (NERT)

Training Sessions Completed:

- ◆ December 2 – Mission #3
- ◆ December 2 – SF Ready Workshop, North Beach
- ◆ December 4 – Mission #4
- ◆ December 9 – Mission #5
- ◆ December 18 – Mission #6

- Advanced Training/Drills:

- N/A

Presentations/Outreach:

- ◆ December 18 – Preparedness & NERT presentation, Airport Coastguard Station

Other Activities:

- ◆ December 1 NEN meeting
- ◆ December 3 Disaster Corps Meeting
- ◆ December 8 NERT Awards and end of year party
- ◆ December 11 UASI Volunteer Management conference call
- ◆ December 15 NERT Advisory Board Meeting
- ◆ December 16 Planning meeting with Daniel Homsey, NEN
- ◆ December 17 Planning meeting with Mark Hernandez, SFPD ALERT
- ◆ December 17 Planning meeting with Megan Stephenson, DEM
- ◆ December 19 Planning meeting with Jennifer Johnston, City Administrator’s Office
- ◆ December 22 Planning meeting with Teri Dowling, DPH Preparedness division

Fire Reserves

Training/Drills

Date	Attendance	Hours	Total	Description
12/04/14	45	2	90	DOT Battalion Drills/ Academy Wk 9
12/11/14	48	2	96	DOT Battalion Drills
			186	Total Personnel Hours

Greater Alarms/Other

Date	Attendance	Incident Hrs	Total	Location / Activity
09/14		200	200	Firefighter Toy Program

12/25/14

5

3

15
215

3rd Alarm, Box 2431
Total Personnel Hours

Medical Records and Archiving – Joe Mareschi

Records Processed	Count
ePCRs	5,740
PCRs (paper)	145
Total Medical Records processed	5,885

Records Requests

Authorizations	40
HIPAA permitted	4
Patient (self)	7
Subpoenas (civil)	40
Subpoenas (criminal)	36
Subpoena for personal appearance (hand delivered)	16
Total Records Requests processed	143

Revenue from Records Transactions \$ 2,078.00

Office of the Department Physician – Ramon Terrazas

Activity	Count
H-30 Captain Probationary Permanent Physicals	1
H-20 Lieutenant Probationary Permanent Physicals	6
H-3-Level I EMT	1
Return to Work Evaluations	14

Miscellaneous Consultations 38

Work-related Injury	Count
Shoulder/Arm/Wrist Strain	4
Contusions/Lacerations/Abrasions	4
Groin/Leg/Knee/Ankle/Foot Strains	3
Neck/Back/Chest/Torso/Pelvis Strain	9
Eye Injury	1
Needle Stick	1
Dehydration/Heat Injuries	5
Skin Infection/Insect Bites	5
Communicable Disease Exposure	3
Total number of Work Related Injuries and Illnesses reported	36
Total of Lost time Injuries and Illnesses	16
Total of No Lost time Injuries and Illnesses	20

Injury By Rank

Recruit/Candidate	3
H-2 Firefighters	14
H-3-Level I EMT	2
H-3-Level II Paramedic	6
H-20 Lieutenant	7
H-30 Captain	1
H-40 Battalion Chief	3

Finance and Accounting – Mark Corso

Mark Corso will be presenting the Budget Report

Investigative Services Bureau

- Three (3) members were randomly selected for DOT/Marine Drug and Alcohol testing at the Concentra Clinic
- Eighty (80) Driver's Licenses were reviewed and updated
- There were five (5) Post Accident Tests conducted during the current reporting period
 - Two Ladder Trucks (two tests; driver and tiller)
 - One staff vehicle
 - All tests were negative

Disability Status –Ramon Terrazas

Members OFF DUTY at beginning of reporting period	31
Members REPORTING off duty during the reporting period	14
Members REPORTING on duty during the reporting period	11
Members OFF DUTY at the end of the reporting period	34
Absences DURING reporting period	42

Management Information Services – Jesus Mora

- MIS has been focused on issues such as:
- Data Encryption incident
 - Reformatting of several work stations
 - Reversing several encryption protocols
- HRMS and eMerge
 - Continuing to verify and ‘clean’ data transfer protocols between Departments

Homeland Security –Shane Francisco

Chief Guzman to Report

Research and Planning (Assignment Office) – Rob Neuneker

1. The Assignment Office continues to collaborate with the Information Technology, Human Resources and Payroll Departments with the Q/A functions for eMerge payroll process, a 20% increase in the Assignment Office duties.
2. The Assignment Office continues to participate in optimizing the schedule and resources for Station 49, per directive of the Mayor’s work group.
3. The Assignment Office will participate in the Airport Vacancy bid on January 27, 2015.

4. The 2015 Vacation Selections for Airport personnel will begin January 29, 2015. There will be three rounds to this bid, first request vacation, second request vacation, and annual IDV/TC bids.
5. Captain Neuneker is participating in the San Francisco Fire Department Budget Committee (General Order 14 A-72) The first meeting was held at January 20, 2015, at City Hall with members of the Mayor's Budget Office.
6. Captain Neuneker is participating in the workgroup formed to prepare for the addition of H-8 Per Diem Paramedic/EMTs into the Department. This workgroup is a collaboration between the San Francisco Fire Department, the City and County Department of Human Resources and Local 798

Support Services – Ken Lombardi

Support Services HQ

- The Treasure Island FS48 Project is being handled in collaboration with DPW. The Project is estimated to be completed in May of 2015. The temporary garage structure is currently in the construction phase.
- The Division submitted its capital project requests to the Capital Planning Program.
- The Division is currently undergoing site analysis in order to prioritize projects under ESER 2014.
- Upgraded security project continues to progress, as card readers have been installed at Station 49.

ESER 1: Public Safety Building

- Mission Bay Development Group has completed roadwork at Block 8 frontage. The remainder, through to Terry Francois Blvd, is expected to be complete in late Spring
- Punchlist was established in mid-December, followed by punchlist work performed by subcontractors continuing through December, expected to be complete in February.
- Elevator inspection passed for Elevators #1 through 7 at PSB. Inspections for plumbing, electrical, fire and life-Safety began in October, continued through December.
- Installation of networking equipment and verification of low-voltage work by Police Department and Dept. of Technology began in July and is expected to continue through move-in.
- Substantial Completion is anticipated in January 2015 to target a move-in in March/ April 2015 (to be confirmed by PD and FD)

ESER 1: Seismic Projects: Station 16, Station 5, and Fire Boat Station 35

Station 16:

- Project going out to bid in the upcoming months.

Station 5:

- Civic Design Review Phase 2 has been completed.
- Final SD will be completed in February.

Station 35:

- SFFD directed DPW to resume project planning at the existing Station 35 location, Pier 22-1/2.
- The City retained maritime structures' expert architect Mary McGrath Architects of Oakland, and a Maritime Structural Engineer as-needed resource will be added to the team in October for key consultation.

ESER 1: Comprehensive Projects: Station 36

- Station 36: Project was completed on December 23rd, 2014.

ESER 1: Focused Scope Projects:

Focused Scope portfolio is organized into six packages. All roofing, mechanical and window work is complete. One exterior envelope package is complete, and the second is in the final phase. Generators and showers are in construction.

ESER 1: Auxiliary Water Supply System

- The new Ashbury Heights Tank is complete and installed. Construction continued for the Jones Street Tank and Twin Peaks Reservoir contract (WD-2685). Joint sealing material was applied at West Basin of Twin Peaks.
- Pumping Station 1 notice to proceed was submitted, and contractor submittals are being reviewed. (WD-2686) was awarded. Design work continued for Pumping Station 2.
- Cistern A was substantially completed (WD-2695). Construction continued on Cisterns B (WD-2696), and Cisterns C (WD-2697) contracts. A contract was awarded for Cisterns D (WD-2745). Design work continued for additional new cisterns.
- Planning and design work continued for pipeline and tunnel projects.
- Planning work continued for ESER 2014 bond projects.
- We will be taking our pump station at HQ out of service through 2015, working with Support Services to coordinate.

Fleet Management

- On average, the Department had the following frontline emergency apparatus in service: 38 engines, 18 trucks, and 18 ambulances.
- We received 14 brand new ambulances since October, with 13 currently in-service. We are awaiting the delivery of 5 more in the next 5 weeks.

- Both rescue boats have been upgraded with sensitive sonar gear, funded through a Homeland Security grant.
- Six aerial trucks have been ordered. The first 2 are at the dealership, being prepped. We anticipate having them within 3 weeks. The trucks have been outfitted with electric positive-pressure fans and rechargeable LED floodlighting for use during overhaul.
- The Department is currently waiting for OCA to generate RFP's for the two new Rescue Squads.
- BOE is currently bolstering PPE stock in case of Ebola outbreak.
- BOE is outfitting engine and truck 4 with Opticom Traffic Control System and remotely operated exhaust extractor system on January 30th.
- BOE has taken over the management of the ambulance maintenance and repair. The change has almost completely eliminated backup of services at Central Shops.

BOE Logistics

- BOE continues to reorganize the warehouse for more efficiency for Station 49.
- SCBAs are getting flow tested for use on the ambulance. EMS Members are currently being trained on their usage.
- Logistics in collaboration with EMS/ Biomed is currently outfitting the new ambulances as they come in, including 14 since October and 5 more in the upcoming weeks.
- One Ebola ambulance has been outfitted and is ready for use in the field.
- Logistics in collaboration with EMS/ Biomed has bariatric ambulance has been outfitted
- BOE is currently bolstering PPE stock in case of Ebola outbreak.
- Logistics received a donation of approximately 4,800 blankets from a fire fighter relief organization.

Facility Maintenance

Fire Station 48

All of the Station's requests continue to be addressed and resolved in a quickly manner. Modifications to the existing kitchen layout have been finalized and the installation of additional cabinets, countertop, sink, new faucet and garbage disposal is expected to commence late December or early January. At that time, any patching of sheetrock will be addressed. FS 48's HVAC system, as with all Stations, has been thoroughly inspected and any deficiencies that were observed are being resolved by the vendor. Ductwork cleaning was also completed.

Water Conservation

PUC has recommended that the Fire Department hold off on immediate water audits until further notice as PUC is considering pursuing a different path that would assist Departments with materials and installation costs.

Generator PM

All Generator PM has been completed and the recommended repairs, if any, have been executed. Next scheduled PM will be scheduled to start in August, 2015. The Division is updating its Generator Replacement Plan based upon the expected useful life of each unit. Staff is currently working (with Roofing Contractor) to level FS 3's generator currently located on rooftop. Generator exhaust stacks for 18 and 49 have been completed; FS 44 is still in design phase.

HVAC PM

Bullard's Heating & Air and ARB are continuing to perform Preventative Maintenance of HVAC Systems. About 80% of the Stations have been serviced and P.O.s have been issued to selected vendors for the necessary repair work. To date, staff is projecting full HVAC replacements necessary for FS 3 and FS 26. Possible costly repairs are anticipated to the Radiant Heat Lines in the concrete slab at FS 43, however only one dorm is currently affected. The HVAC System for Arson's Living Quarters will require extensive troubleshooting; the unit was found disassembled and not functioning prior to 2012. A quote is expected in January, 2014 for these repairs. FS 39's HVAC system required extensive electrical rewiring to simplify use. For cost savings purposes, FS 8's Air Conditioning Compressor and Condensing Unit was replaced. FS 8's air circulation was improved for the dormitories located on the top floor where windows are absent. The remaining stations to date only needed minimal repairs consisting of exhaust systems and minor electrical corrections.

Boiler Replacement

DPW is anticipating replacing Boilers at FS 37 and FS 43 early spring. Modifications to FS 11's Boiler is expected to commence shortly thereafter. More efficient Boilers will obviously result in long term cost and energy savings. Replacement of older units increases reliability and reduces the risk of downtime.

Hot Water Heaters

FS 21's water heater failed in late November but was replaced immediately to minimize any inconvenience to Members. Long term, newer, more efficient Water Heaters will not only conserve energy but cost less to operate. Replacing older units increases reliability and reduces the risk of downtime.

Winter Storms

Two unique storms hit the Bay Area in December. Support Services advised the stations ahead of time to prepare for the possible effects of the storm by clearing whatever debris may contribute to flooding. As predicted, the first storm brought a lot of rain which caused the sewage mains to become overrun and spill over. Roof Leaks were also reported and promptly inspected. The second storm brought record breaking high winds. As a result, FS 39's structure was struck by a neighbor's tree. Gutters and roof repairs are anticipated, however costs should be covered by the responsible party's homeowners insurance. Support Services staff responded immediately to rule out if the structure had been severely compromised. DPW responded within minutes, however due to the enormous size of the tree and little minimal staffing, the entire tree was not cut and hauled away until after the New Year's holiday.

Clothing Depot

The Clothing Depot compiled uniforms for the upcoming EMT class, and issued a second set of turnouts and boots to Class 117.

Pedestrian Safety

Support Services continues to meet with other City departments to determine street widths in new developments at Treasure Island, Hunter's Point, Candlestick Point, Schlage Lock and Merced.

- Treasure Island Streetscape Master Plan agency review and discussions continuing with agency sign-off due Jan. 30, 2015
- Treasure Island Master Utility Plan (includes providing low pressure water, recycled water) provided for agency review and discussion
- Candlestick Point Development Project Phase 2 Streetscape project agency review (Streetscape) to begin first of February
- Streetscape, Muni Forward transit corridors, pedestrian and bicycle safety projects including traffic calming devices continue at an accelerated pace in part to complement current and future DPW street improvement/maintenance projects

Privacy, HIPAA, Website – Rhab Boughn

1. LEGAL COMPLIANCE:

New HIPAA regulations (Omnibus Rule) announced 1/25/2013; Effective March 26, 2013; Must be in Compliance by September 23, 2013; Changes will basically affect the following:

- a) Notice of Privacy Practices (Update) – UPDATE COMPLETED; DISTRIBUTION METHOD INCOMPLETE – **BONN/MYERS NOTIFIED**
- b) Business Associate Agreements (Update & Review Entities requiring BAAs) – UPDATE COMPLETED; BAA DISTRIBUTION/ISSUANCE INCOMPLETE (Corso) – **ON-GOING COMPLETION BY CORSO**
- c) Written Breach Policy (Update) – DRAFT COMPLETED; FINAL INCOMPLETE – **BONN/MYERS NOTIFIED**
- d) Provision of access to electronic PHI - if readily producible in form requested – CURRENT ZOLL ePCR SYSTEM & TRANSMISSION METHOD DOES NOT PERMIT THIS ABILITY (DNA) – RECONSIDERATION REQUIRED IF NEW ePCR SYSTEM ADOPTED (EOS, ETC.) - **BONN/MYERS NOTIFIED**

These are described in more detail below.

“PER EMS DIVISION, THESE ITEMS ARE ON HOLD UNTIL NEW ePCR PROGRAM IS ESTABLISHED (TO REPLACE ZOLL)”

Notice of Privacy Practices (NPP) – IN PROGRESS

Recent activities:

- Notice Pads (English/Spanish & Chinese/Tagalog) to be carried on Ambulances & distributed by crews with ePCR tablets; in stock and ready for use – **AWAITING EPCR UPDATE FOR NPP DOCUMENTATION REQUIREMENTS (Bonn) – SEE BELOW**
- Notice attached to paper PCR has been “updated”; paper PCR vender identified and production setup configuration ready; Support Services ordering more PCRs upon completion of current stock ...
- Crews will need to be provided with instructions on proper Notice distribution and documentation requirements – **ONCE ABOVE HAS BEEN COMPLETED**

To be Considered:

It MAY be possible to streamline signature procedure by including HIPAA notice statement with refusal signature (PDT/AMA), but must have options “received notice” or “did not receive notice”. Crew must further document “why” if notice was not received. – **CONSULTED WITH CYATT; DID NOT GIVE DEFINITIVE ANSWER OR ANY ADDITIONAL ADVICE; CONSIDERING MOVING FORWARD WITH FOLLOWING STATEMENT DESPITE CYATT NOT ADDRESSING THE ISSUE (pertaining to text portion in red font): - *PENDING***

I, NAME, hereby acknowledge that I have been provided with a copy of the San Francisco Fire Department’s Notice of Privacy Practices on this date. If the Notice of Privacy Practices was not

provided, or I refuse to accept at this time, the method for obtaining a copy of the Notice of Privacy Practices has been explained to me [and is understood].

For now, patients for who paper PCRs are written are the only ones receiving Notices; this occurs primarily when engine companies finalize non-transport calls. Paper PCRs contain an Acknowledgement Section that satisfies the Notice documentation requirements; a Notice documentation compliance audit has not been conducted for some time.

NPP BRM Forms – Request for Translated Notice

- No BRM forms received this month.

Business Associate Agreement (BAA) – IN PROGRESS

Recent activities:

- **I was consulted as to whether security documentation is required for DT staff working on our IT systems; answer is “YES”, a BAA is required!** - Refer to M Corso/J Mora for details

HIPAA Training

- No new training this period
- I have been informed that staff at DOT-TI (Beckwith) has been conducting the federally-required HIPAA training for the recent new-hire H3L1 & H2 classes.

Records Management: e-PCR Audit/Missing Charts & Signatures/Missing \$\$

- **Medicare Signature Requirement – Recovery Efforts**

Recent activities:

- Review of recent queries:
 - JUN/JUL: Attestation sheets: 5 out of 5 accounts verified (lowest ever!); Missing Signature accounts: 69 (also lowest ever!); “Refused” = 44 out of 69 (64%)
 - AUG/SEP: Attestation sheets: 8 out of 9 accounts verified; Missing Signature accounts: 81; “Refused” = 26 out of 81 (32%)
 - OCT/NOV: Attestation sheets: 22 accounts (verification pending); Missing Signature accounts: 99; “Refused” = 40 out of 99 (40%)
- **STILL ISSUE WITH CREW MEMBER NAMES NOT BEING PROPERLY RECORDED/CAPTURED BY INTERMEDIX DATA FEED/CONVERSION – BOTH PARTIES FELT PREVIOUS UPDATES WOULD HAVE SOLVED THIS ISSUE – TRUTH OF THE MATTER IS THAT THEY DID NOT! – sent more supportive data/records to both Jesus & Intermedix - *PENDING***
- **COORDINATED CONTACT WITH UCSF & SFFD/MIS FOR THE ESTABLISHMENT OF VPN FOR HOSPITAL ER STAFF TO ACCESS SFFD EPCRS - *ON-GOING by J MORA & C BONN***

- **UCSF Secure Mailbox no longer functioning – need to reestablish secure transmission method – contacting UCSF staff; no response so far - *PENDING***
- OBTAINED UCSF PRIVACY OFFICE CONTACTS FOR SFFD TO OBTAIN PATIENT DEMOGRAPHIC DATA ELECTRONICALLY; initiated dialogue with assigned UCSF Privacy Officer; need technical information (tech plan) from Jesus using secure FTP – *ON-GOING*
- EMS Medical Record Storage (GRM) – 125 boxes destroyed (records from 1991/1992/1993) in June 2014 – **Next destruction review = January 2015**

Security Management: Access to e-PCR Records, etc

To be in compliance with HIPAA Security Rules & new HIPAA HITECH legislation

Personnel ID numbers for new hires will no longer include the last 4 digits of their social security number – and will be randomly assigned – this is a big improvement.

- ***Fraud Prevention/Exclusion List Checks – ON-GOING***

This duty was ‘partially’ transferred to the Investigative Services Bureau.

- As of June 2013, I have developed a procedure for OIG Exclusion List screening of all ‘established’ employees on a monthly/regular basis (per 5/8/13 OIG Advisory Bulletin recommendations)
 - In consultation with PIO Talmadge, formed Chief Guzman on 8/8/13 of concern about “GAPS” in Exclusion List screening procedures, required Social Media Policy & related security of Medicare/Medi-Cal/etc. funding
 - As a result, ISB will now add OIG screening to the policy for background checks of Suppression employees ONLY
 - Still remaining unaddressed are: 1) hiring of Civilian employees; 2) volunteers/interns/Reservists; 3) ride-alongs (including Fireboat)
 - Worked with Capt Zanoff to fill these GAPS: 1) additional form was created to be filled out by ALL volunteers/interns/Reservists/ride-alongs; 2) Associated policy
 - Social Media Policy is currently under review by CD2 – **HAS THIS BEEN ABANDONED???**
 - ISB HAS BEEN OIG-SCREENING NEW SUPPRESSION EMPLS; PIO IS SCREENING ALL NON-DEPARTMENT MEMBER RIDE-ALONGS; SCREENING OF CIVILIAN EMPLOYEES & MONTHLY/QTRLY SCREENING OF ALL EMPLOYEES CONDUCTED BY COMPLIANCE OFFICER (no written policy)
 - **ALL EMPLOYEE SCREENING: received new SFFD Employee List on 1/12/15 from J Mora; ran all employee screening on 1/13/15 - no matches; all clear**
- ***Confidentiality Agreement***
Receive (& log) Confidentiality Agreements for ride-alongs and (new employees)
ON-GOING

- ***Integrity of ePCR Records***

Jesus has informed me that the ZOLL program tracks activity and therefore system monitoring is possible; I therefore can only assume that MIS is/has develop(ed) a monitoring program in compliance with the HIPAA Security Rule.

- ***Lost/Stolen ePCR Tablets and Breach Notification Laws - IN PROGRESS***

New HIPAA regulations require the following as it applies to changes in the Breach Notification Rules:

- SFFD must ensure that there is a written policy/procedure in place regarding breaches of unsecured PHI
- SFFD must update that policy/procedure to reflect the changes in the definition of “breach” and clarification of the notice of breach provisions (under what circumstances notification is required, and how notification is to be conducted) – **(BONN/MYERS NOTIFIED) - PENDING**

Progress includes:

- Working with (BONN) to address any outstanding Breach Notification Law issues & to enhance existing policies
- New DRAFT Breach Policy and associated DRAFT PHI/ePHI Incident Assessment Form has been created and is in the review/editing phase (Boughn/(BONN))
- **(BONN) USING CASE STUDY/EXPERIENCE TO REFINE DRAFT POLICY; WILL SUBMIT THRU CHAIN WHEN COMPLETED**

As a reminder, all potential investigations into the occurrence of a lost or stolen ePCR Tablet **MUST INCLUDE** immediate action into the mitigation of the violation and data recovery, including breach notification in the event of any unsecured protected health information potentially being released as a result of the loss, per Federal and State laws (HIPAA HITECH 13402) (CA Civil Code 1798.82).

Recent breach incident (Aug/Sep 2012) – status: identified only one patient care report on the lost/stolen tablet that was determined as being unsecured; copy of report obtained from UCSF, so patient has been identified; working with EMS (Schorr/Myers) in development of/finalizing written policy/procedure; patient to be notified in writing, with visit from Department Official (Rescue Captain); all procedures in synch with HIPAA HITECH breach notification regulations (2009).

Accounting of Disclosures Reporting

- ***ADPI Disclosure Report - PENDING***

Reports for June ‘12 TO PRESENT are still needed. Since disclosures have, so far, been none to date, and, SFFD still needs to receive notification from ADPI whether disclosures occurred or not, I advise to review this procedure with ADPI to receive notification on a quarterly basis, or other arrangement. Looking to establish other arrangement – **ARE THERE PROVISIONS FOR THIS IN THE NEW CONTRACT???**

- ***High-User Report (4 or more encounters/month)***

SFFD (M Corso) has been disclosing these reports to DPH (M Martinez) on behalf of EMSA (Brown), per letter / directive from EMSA. These disclosures still need to be reported and accounted for. M Corso forwards all disclosures to me for accounting purposes - received latest releases (up to 6/30/14). EMSA has **RECENTLY** provided extension of authorization for SFFD to release specified PHI to DPH – new authorization period **expires June 30, 2015**.

- **QUESTIONS: who will run new reports for DPH-M Martinez (transports to/from 13 different shelters)? Corso? Intermedix? Other?**
 - Working with Myers on his issue – queried LEMSA staff about their “readiness” to resume their own responsibilities
 - Provided related data & reports to Dr Yeh (high users statistics; history of HOME Team & EDAP
- ***EMSA Disclosure Report***

Besides the disclosure of high user reports, EMSA is still obligated to report disclosures for accounting purposes. Jesus has informed me that the ZOLL program tracking system is able to provide accounting reports for medical charts disclosed to / viewed / accessed by EMSA personnel (the workstation at DEM) – This feature partly solves the problem of EMSA not providing us with disclosure reports. When a request for accounting is received, the procedure will include an inquiry to MIS to search the ZOLL system for record accesses. Purpose for the disclosure is still required, which means that EMSA will need to be asked ‘why’ they accessed certain records. I have not been given adequate assurances that this can function smoothly; there is no clear procedure for requesting this information from MIS. - **PENDING** - Looking to have language in the new BAA and/or contract/MOU amendment that can address this issue.

 - BAA with EMSA (DEM-DES) and associated MOU should be addressing this (see M Corso)
 - ***FIRST WATCH Disclosure Report***

BAA with EMSA (DEM-DES) and associated MOU/contract should be addressing this (see M Corso)
 - ***GGNRA Disclosure Report***

BAA with GGNRA/Presidio Trust and associated MOU should be addressing this (see M Corso)

Pending / New Compliance Issues:

- ***Fraud Prevention & HIPAA Privacy/Security Policies/Procedures***

Provided Chief Guzman a copy of the DRAFT Fraud Prevention Program, and provided access to the associated DRAFT HIPAA policies & procedures. Further action is pending the Chief’s review. **PENDING – Add new/updated Breach Notification Policy/Procedures to this packet, when finalized (see above)**
- ***EHR Access Reporting***

This new HIPAA HITECH (ARRA) legislation is still at the Proposed Final Rule stage. Electronic records systems will need to be modified to accommodate this new ruling. Compliance dates not until 2013 / 2014. The “industry” is lobbying to change this ruling, since it is felt to be overly burdensome. **PENDING**

Amendments to Medical Records:

- Verification requests – several amendments made re: “destination” & incident number errors
- Attestation sheet review – all accounts to be confirmed

NOTICE: WITH THE CREATION OF A NEW “VPN” TO PROVIDE HOSPITALS ACCESS TO SFFD ePCRs, VERIFICATION OF CORRECT HOSPITAL RECORDED ON CHART WILL BE CRITICAL, AS MANY HAVE BEEN FOUND TO RECORD DIFFERENT DESTINATIONS IN NARRATIVE vs DESTINATION FIELD; **THIS NEEDS TO BE FOLLOWED UP ON BY J.MORA**

2. RECORD DISCLOSURES:

Public Record Requests:

OCT 2014 33 REQUESTS

NOV 2014 23 REQUESTS

DEC 2014 21 REQUESTS

\$66.60 (19) received (10/16/14 to 1/12/15)

\$75.10 (6) outstanding, requestor owes for copies of records (within 30 days)

\$34.60 (8) cancelled, requestor never paid for records (past 30 days)

Complaints:

- **SOTF Complaint #14097 – Mike Castagnola** (received 10/15/14)
- Written responses to allegations submitted to SOTF: October 22, 2014; December 29, 2014 & December 30, 2014
- Attended Task Force Meeting: January 7, 2015 – Castagnola was not there
- Advised by SOTF to continue to resolve matter; correspondences sent & routing sheet for records maintained at FS34 - **IN PROGRESS**
- SOTF may set new date for hearing - **PENDING**

Other Requests:

- NEW PROCEDURAL CHANGE FOR DISCLOSURE OF FIRE INVESTIGATION REPORTS: Per consultation with Capt. Darmanin, requests for ANY & ALL FIRs shall ONLY be disclosed by BFI/ARSON – so they can be in charge of disclosure accountability. All requests received by any & all Department member shall be routed to BFI. **PLEASE ADVISE ALL COMMAND STAFF!!!** (Sept 2014)
- NEW PROCEDURAL CHANGE FOR CREATION OF FIRE INCIDENT REPORTS: NFIRS reports for fire incidents that are being investigated by BFI/Arson will now be created by BFI personnel to ONLY INCLUDE statistical information for reporting purposes and SHALL NOT contain any narrative comments (except maybe “investigation pending”) – Narrative will be created once investigation is completed
- FIRE INCIDENT REPORT DISCLAIMER: Old NFIRS contained the following statement:
“**Disclaimer:** Entries contained in this report are intended for the sole use of the State Fire Marshal. Estimations and evaluations made herein represent “most likely” and “most

probable” cause and effect. Any representation as to the validity or accuracy of reported conditions outside the State (sic.) Fire Marshal’s Office is neither intended nor implied.”

The new NFIRS has NO DISCLAIMER what-so-ever! A Disclaimer needs to be added to the new NFIRS - at the end of Narrative, or other practical location (and with proper grammatical/spelling corrections!) – Raising issue with Fire Marshal Wong - *PENDING???*

- **CONDUCTED/CONDUCTING EXTENSIVE RESEARCH AND RECORDS SEARCH ON BEHALF OF JUSTIN APOSTOLI’S MULTIPLE REQUESTS, ETC. – ON-GOING**

HIPAA Permitted Disclosures:

Reviewed requests for interviews from City Attorneys to ensure permitted by HIPAA

- Provided as needed

Amendments to Medical Records:

- Provided as needed

Other Requests:

- OCC Request for Interview; provided as needed

Citywide Records Management:

- Attended group meeting on December 10, 2014
- To be designated (by Chief of Department) as Department Records Coordinator responsible for working with the Office of the City Administrator to update the Index of Records & related Record Retention & Destruction Schedules

CLIMATE ACTION / HEALTHY & SUSTAINABLE SF:

- No Climate Meeting yet during this period
- ZERO WASTE: Annual training/meeting on 2/4/15
- ZERO WASTE: SFE/Recology asking for 6 Fire Stations to be involved in their neighborhood pilot zero waste program – working with Support Services to initiate program discussion
- ZERO WASTE: Received SFE’s thorough Refuse Assessments conducted by dumpster-diving at 45 SFFD facilities (Aug 2014); forwarded to Support Services - *PENDING*
- GREEN PRODUCTS: Received SFE’s revised recommendations, based on consultation with DPH/SFGH janitorial services (Sept 2014); many items are still cost prohibitive; waiting for new janitorial contract to be issued and product pricing to be available, and for advisory to be issued from SFGH on janitorial products/procedures for disinfecting post-ebola incidents; reassessment of cost/benefit will then be conducted at that time - *PENDING ON-GOING*
- GREEN PRODUCTS: Submitted informational flyer on Formulation 64-RP to be posted in Mainline (as H&S Committee member)

Energy & Water Conservation Program

- ENERGY: Meeting with SFPUC & EnerNOC (12/4/14 & upcoming meetings) to conduct energy audit on specified SFFD facilities; providing assessment & usage data, etc.
- WATER: Working with Support Services and SFPUC to get replacement low-flow toilets & urinals installed; providing assessment & usage data, etc.
- WATER: Working with Support Service and Accounting to get the Department reimbursements for the water quality testing gadgets that SFPUC installed at a few Fire Stations; these gadgets have been using WAY MORE WATER than SFPUC was telling us that they would, and have been denying that their gadget is the water-wasting culprit - **PENDING**
- UTILITY USAGE REPORTS: The facility report format has changed, beginning FY14/15; gas & electricity will only be comparing current FY to baseline FY (FY08/09); water will be only be comparing current FY with new baseline FY (FY12/13)
- UTILITY USAGE REPORTS: Completed Utility Usage Report for Q:1 FY14/15 – forwarded to Chief Lombardi for his review & to be posted on AO Reports (see results below)
- Support Services working on a notification to go out to the field announcing these posted reports & explaining how to use them. **STILL PENDING**
- PROVIDED SUPPORT SERVICES WITH SFPUC CONTACTS (Water Conservation Group) FOR ACQUISITION OF FREE OR SUBSIDIZED WATER-SAVING DEVICES, ETC. (showerheads, aerators, spray valves, toilet leak detectors, educational bathroom stickers, toilet/urinal/clothes washer rebates...); SUPPORT SERVICES FIRST NEEDS TO TAKE INVENTORY OF ALL WATER CONSERVATION DEVICE NEEDS. **ON-GOING (see above)**
- Department rating for staffed facilities as for **Q:1 FY14/15** (compared to FY08/09 usage levels):

Department-wide:

Gas +11%
Electric - 1%
Water - 17%

Facilities having reductions for all utilities (good): Q1 DATA

FS03, FS32, FS36, FS39, FS44, FS48, FS49

(DUE TO ESER BOND CONSTRUCTION/STATION CLOSURES AT 36 & 44 & CONDEMNATION OF FS48, USAGE AT THOSE FACILITIES ARE LOW)

Facilities having increases for all utilities (bad): Q1 DATA

FS06, FS10, FS18, FS19, FS20, FS23, FS38

(DUE TO ESER BOND CONSTRUCTION/DOUBLE STATION AT 6, USAGE AT THAT FACILITY IS HIGH)

Energy/Water Monitoring/Collection:

New/Transferred Facilities

- NEW FS01: STILL HAS HIGH ELECTRIC BILL – ELECTRICAL/HVAC SYSTEM ALLEGEDLY IS MORE ENERGY INTENSIVE - GAS DATA STILL MISSING (Apr-Nov 2013)

Old FS21 - Collecting utility bills for Old Station 21 – tenant (Historical Society) to reimburse – beginning NOV 2010

4th Quarter 2010 = \$252.95

TOTAL 2011 = \$1,412.85 (water leak)

TOTAL 2012 = \$2,116.94 (water leak – TURNED OFF WATER AT TOILET)

TOTAL 2013 = \$448.25

2014 (jan-sep) = \$628.41

New Projects

- ***Expansion of Biodiesel Usage - PENDING***
See Support Services for details; UST (fuel tank) upgrades required
- ***Solar-Thermal on Fire Station Roofs - PENDING***
See Support Services for details; ESER Bond Projects

4. EARTHQUAKE SAFETY & EMERGENCY RESPONSE BOND:

I continue to participate in the ESER Bond Project in the following areas:

Website: Provide updates in service changes

- POSTED STATION CLOSURE/SERVICE RELOCATION/REACTIVATION INFO ON WEBSITE: FS44 to FS42 AND FS36 to FS06

New Conservation Elements: FS04 (PSB), FS01 and Capital Improvements

- Reported in FY12/13 Climate Action Plan

Public Art at Public Safety Building: Funds re-directed

- Awaiting next phase of Fire Station artwork. Construction sites that will generate public art may be FS36, FS05, FS35, FS16. Monies (percent of construction cost) can be used for art at the Station being renovated, or pooled collectively for larger art at select location/s. Process will coincide with construction schedules.
- No activity during this period
- **Apparently, funds for SFFD public art - from the fire station portion of the newly constructed Public Safety Building & ESER Bond major remodels (FS44 & FS36) - have been funneled to the Marina Earthquake Memorial instead of being used at SFFD facilities:** “The monument will be designed by Merge Conceptual Design as an open-air memorial to the 1989 Loma Prieta earthquake. The location will be near the degaussing station, which will be torn down, on the grass medium and adjacent asphalt parking area. There will be a ceremony on the 25th anniversary of the quake, Oct. 17th 2014 to present the project to San Franciscans.”

5. LANGUAGE ACCESS ORDINANCE:

- **LAO COMPLIANCE PLAN SUBMITTED: DEC 18, 2014**

- **2015 GOALS =**

OUTSTANDING LAO PROJECTS

Provide translated LAO Complaint Forms

Publically post translated Notice announcing Language Services Available

FILIPINO IMPLEMENTATION

Assessment & Inventory of Translated Materials and Bilingual Staff

One-on-One Consultations with OCEIA Staff

Establish Language Services Budget to Meet Needs

Translate Department Vital Documents

OTHER PROJECTS (NEW/ON-GOING)

Improve awareness of Department Language Access Policy (employee training/orientation)

Require Bilingual Skills Survey for New Hires

Translate Literature regarding Fire & Life Safety

Translate Fire Prevention Bulletins and Permit Information

Conduct NERT Volunteer American Sign Language Workshop & Create ASL Charts for NERT Teams

Continue with Previous On-going Projects/Goals

- Provided NERT Coordinator with updated lists of personnel bilingual in Cantonese & Spanish (Dec 2014)
- Arranged for RideAlong for OCEIA (S Panopio) at FS09 on 10/9/14 to conduct informal focus group discussion with bilingual members (Tagalog/Filipino and other languages) on how to better serve LEP persons; **CANCELLED** by OCEIA; **PENDING**
- Discovered inconsistency issue with AO & PAYROLL (while gathering data for B&LA's request) – Personnel no longer assigned to Bilingual Positions are **STILL** receiving bilingual pay, while members currently assigned to Bilingual Positions are **NOT** receiving pay! Waiting to hear back from **CONNIE YEE** for action and issue update – **PENDING**
- **BILINGUAL POSITIONS:** Further discussion with J Bushong & DHR services rep on the reconfiguration of Bilingual Positions pending – Currently working on map overlay of SF Neighborhood demographics & Fire Station First-Alarm areas to make recommendations for **NEW** bilingual position assignments – **J Bushong is now AGREEING to Premium Pay arrangement rather than keeping current Bilingual Position Pay** – perhaps above “inconsistency issue” is part of reason? - **PENDING**
- **MORE LANGUAGE UPDATES TO COME** - OCEIA announced roll-out of “Tagalog” as 3rd required language (besides Spanish and “CHINESE”) in which Tier 1 departments (that includes SFFD) are required to provide translated materials & services - **ON-GOING**

- Latest H3L1 class have not conducted Language Survey (I usually have them do it during my HIPAA lecture)
- Plan to include instructions on how to serve persons who are limited-English proficient along with HIPAA lecture; will include Language Survey and, for H3L1/2's only, issuance of Language Line Services Wallet Card – **CANCELLED due to DOT-TI conducting HIPAA training – PENDING other arrangement**
- **CREATED & PROVIDED PIO (Mindy) WITH SFFD PERSONNEL LANGUAGE SKILLS MATRICES: 1) Bilingual Personnel at Headquarters; 2) SFFD Language Skills List by Language (based on Nov 2013 Language Survey plus 116th H-2 Academy)**

Language Line: Review bills upon request by M Corso. **ON-GOING**

- Conducting CAD audit of calls over 10 minutes (beginning Jan 2013) to confirm expressed language need and proper disconnect from venter – All language line calls were found to be associated with 911 dispatches where a language barrier existed, and all call times were accounted for.

Action Items:

- Working with Jesusa Bushong on re-designation of bilingual spots to coincide with certification testing; **HOLD UP FOR LANGUAGE CERTIFICATION TESTING IS NO LONGER DHR; IT IS SFFD – PENDING- SEE ABOVE**

6. SF-FIRE.ORG WEBSITE:

- Attended DT Website Accessibility Training (Dec 2014)
- **COMPLETED** update of webpages & pdfs that did not contain “alt tags” in response to ADA Complaint filed by Richard Skaff to CCSF Office on Disability regarding disability access in SFFD website.
- DHR Ed Wong, Recruitment & Talent Management Specialist, directing Department on how he wants SFFD employment opportunities webpage, etc. – **new easy link established 10/3/14 (www.sfgov.org/sffdcareers) - ON-GOING**
- Bureau of Fire Prevention: **SHALL CONSULT WITH FIRE MARSHAL TO ACCOMMODATE ANY IMPROVEMENT NEEDS, including:**
 - Administrative Bulletin Updates (under revision) - **PENDING**
 - Developing Fire Incident Report Request Form (BFI) – **PENDING**
 - Will be consulting with BFI/Capt. Darmanin re: need for website review & potential updates to reflect new procedures for the disclosure of Fire Investigation Reports - **ON-GOING**
- Posting of Gifts to the Department - **ON-GOING**
- Translated Forms & Information Section - **ON-GOING**

New Items Posted:

- New “CURRENT DEVELOPMENTS” posted
 - We Care Bears Project donates Stuffed Animals for Children in Emergencies (PDF)

- Station 36 Renovation Completed; Station Reactivated as of 11/19/14
- SFFD and Nextdoor Neighborhoods (PDF)
- Miscellaneous improvements added - ***ON-GOING***

In Development:

- NEED FOR ALL THE FOLLOWING:
 - **CARNES** **need pic**
 - **FRANCISCO** **need pic & bio**
- Ongoing miscellaneous website updates/improvements

7. HEALTH & SAFETY COMMITTEE

- LAST MEETING HELD ON: November 20, 2014
- Topics discussed included: Update/progress report on green cleaning products; Jan/Feb Mainline issue being devoted to cancer/screening etc.; development of cancer prevention training module; researching longer hoods/turnouts and better safety gloves; discussed ways to ensure Incident Air Recording Form is completed during fire scenes; discussed recruit injuries and prevention
- NEXT MEETING: January 29, 2015 - UFN

8. NIOSH CANCER STUDY

- Working with NIOSH & G. Franklin to acquire missing data (1950s-1990s unit run stats and/or working fires & greater alarm stats); INFORMED members of Phoenix Society THAT NIOSH MAY BE INTERESTED IN RECORDS HE MAY HAVE – FORWARDED HIS CONTACT INFO TO MATT DAHM of NIOSH
- Posted latest NIOSH Cancer Study Newsletter on website