

California Department of Public Health

San Francisco District Office
150 North Hill Drive, Suite 22
Brisbane, CA 94005

CDPH-LNC-DALYCITY@cdph.ca.gov

To Whom it May Concern,

It is with grave concern for the safety of our patients and staff that we, the Nurses of the San Francisco Department of Public Health submit to you this complaint and the attached Assignment Despite Objection (ADO) Forms in support.

These forms encompass over 1400 complaints from Zuckerberg San Francisco General Hospital and 20 complaints from Laguna Honda Hospital. They have been filed by the nursing staff over the period of July 2022 through May 2024. The majority of the ADOs submitted reference concerns over Title 22 ratio violations regarding staffing to ratio and acuity levels, lack of sufficient break relief (or missed breaks entirely), and other unsafe working conditions.

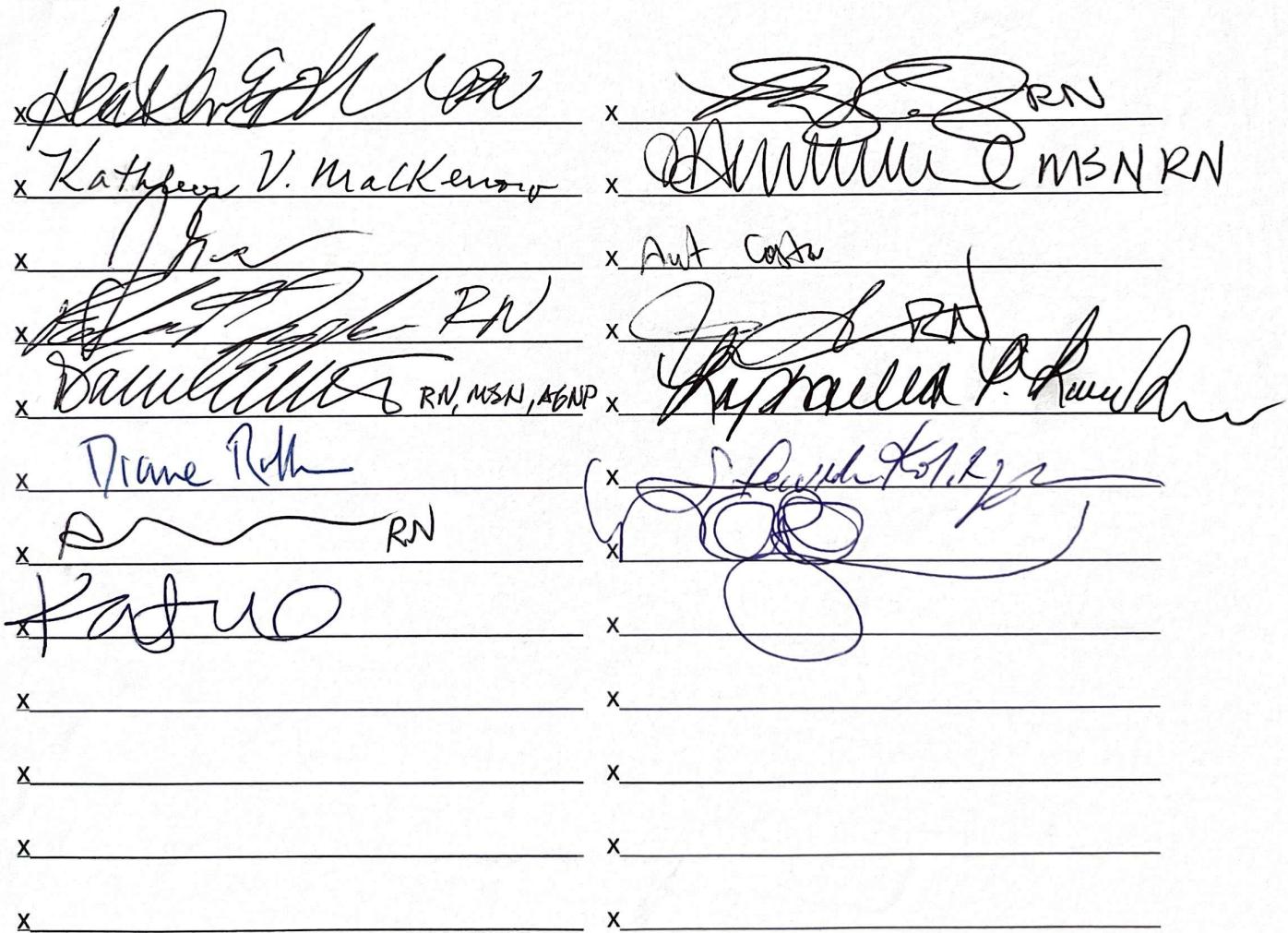
ADOs outline overcrowding in the Emergency Department waiting area and extensive patient wait times, which has been exacerbated by the city's demand that the Emergency Department accept ambulance patients even during times when the department and hospital are completely saturated. Nurses report consistent failures to provide for 1:1 coaching staff in our acute and inpatient psychiatric areas, which has led to nurses fearing for their safety and the safety of patients. Critical care nurses report being forced out of ratio and a lack of ancillary staff to assist with patient care duties. Inpatient nurses report concerns regarding the lack of clarity around handling, storing, and returning illegal substances to patients, not to mention active illicit drug use by both patients and visitors while in the hospital. Labor and Delivery RNs report chronic understaffing that leads to mandatory overtime, which they object to out of concern for exhaustion. Nurses report missing their breaks in the thousands (also the subject of pending class action litigation). Mandatory overtime, denial of paid time off, and being given assignments in violation of Title 22 ratios are becoming the norm as opposed to the exception.

As nurses we have chosen public health out of our dedication to serve vulnerable communities and a belief that everyone deserves to receive healthcare which reflects clinical excellence and compassion. We cannot provide that care in a workplace that disregards the guidelines that the state has put in place to support them.

We have worked diligently to alert the San Francisco Health Commission and the Director of Public Health to these issues through multiple means. However, conditions fail to improve despite our repeated efforts.

We are seeking your assistance: please investigate our complaints and help us uphold the patient safety provisions of Title 22 that we fight for every day. Please contact us for further information and evidence to support our complaints. Thanks for your consideration.

The below signed representatives of the SEIU 1021 Local Registered Nurses Bargaining team:



x Kathleen V. Mackenro x Amy C. Cohn
x Diane Roth x Karen
x Dawn Miller RN, MSN, AGNP x Stephanie P. Hulden
x Diane Roth x S. Lewis Kelly
x Karen x

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