MINUTES

JOINT CONFERENCE COMMITTEE
FOR
LAGUNA HONDA HOSPITAL MEETING

Wednesday, April 16, 2008
3:00 p.m.
Conference Room A300
375 Laguna Honda Boulevard
San Francisco, CA 94116-1411

1) CALL TO ORDER
Commissioner Sako called the meeting to order at 3:05 p.m.

Present: Commissioner Margine A. Sako, Member

Absent: Commissioner David J. Sanchez, Jr., Ph.D., Chair

Staff: Arla Escontrias, Larry Funk, Gayling Gee, Regina Gomez, Liz Gray, Paul Isakson, M.D., John Kanaley, Thomas Radenberg, Timothy Skorvinski, M.D., John Thomas, Adrienne Tong, Rowena Tran and David Woods, Pharm. D.

2) APPROVAL OF MINUTES OF THE MEETING OF MARCH 19, 2008
Action Taken: The Committee approved the minutes of March 19, 2008 Joint Conference Committee meeting.

3) EXECUTIVE ADMINISTRATOR’S REPORT
John Kanaley, Executive Administrator, presented his report. Rowena Tran and Regina Gomez presented the results of the Press Ganey Resident and Family Satisfaction Survey.

ANNOUNCEMENTS/INFORMATION

Larry Reyes was selected as Laguna Honda Hospital’s employee of the month. In his role with nursing informatics, he has championed the online real-time census project. Without his efforts, the project would not have gotten off the ground nor would it have been as successful.

Laguna Honda Hospital Awarded JVS Business Leadership Award
Laguna Honda was named the winner of Jewish Vocational Service’s 2008 Business Leadership Award at the organization's annual Strictly Business event on April 9. LHH was honored for its dedication to career development for our employees and for providing entry level opportunities for promising candidates who might otherwise be overlooked in a difficult market.

Press Ganey Resident and Family Satisfaction Survey
In 2007, LHH contracted with Press Ganey to send out Nursing Home Resident Surveys to our residents and their family members. Press Ganey mailed out 798 resident surveys, including 66 to residents who had been discharged to the community, and 487 family surveys. The in-house resident surveys were translated in Chinese and Spanish for our monolingual residents.

Volunteers were recruited and assisted our residents in completing the survey questionnaires. Responses to the survey were received over a 3 month period in November 2007 through January 2008. The response rates to the in-house Nursing Home Resident Survey, discharged resident Nursing Home Resident Survey and the Nursing Home Family Survey were 30.2%, 18.2% and 18.7%, respectively.

The Survey questionnaire asked residents and family members to rate their experience from the following LHH service domains: Admission, Room/Facility, Dinning, Maintenance, Physicians, Nurses, Nurses Aides, Housekeeping Services, Activities, Finances, Cultural Competency, and Final Ratings. For discharged residents, the Survey questionnaire also included questions related to Rehab Therapy and Discharge Planning.

STRATEGIC PLANNING

Mr. Kanaley presented the quarterly Strategic Plan update and highlighted various strategic plan initiatives.

BUDGET REPORT

FY 09 Budget – Laguna Honda Hospital and Rehabilitation Center continues to work on our budget. Additional reductions have been made in the LHH Regulatory requirements and several positions have been added to the reduction list.

Salary Monitoring – As LHH continue the reduction in census at Clarendon Hall, staff anticipates savings on salary spending. Current projections show LHH $2.5 million over spent with a year end variance of -$1.6 million. 31 residents remain at Clarendon hall as well as the Adult Day Health Center, which is scheduled to move mid June to temporary quarters in Moran Hall.
CENSUS REPORT

<table>
<thead>
<tr>
<th>Nursing Unit Census Daily Average for March 2008</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>SNF Census</td>
<td></td>
</tr>
<tr>
<td>Beds Occupied:</td>
<td>957.42</td>
</tr>
<tr>
<td>Beds Held:</td>
<td>4.67</td>
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<tr>
<td>Admits:</td>
<td>0.61</td>
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<tr>
<td>TOTAL SNF Census:</td>
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<tr>
<td>Acute Census:</td>
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<tr>
<td>L4 Acute Census:</td>
<td>1.19</td>
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<tr>
<td>TOTAL PAID BEDS:</td>
<td>965.54</td>
</tr>
</tbody>
</table>

STAFFING REPORT

The hospital staff vacancy rate reported as of April 7 is 9.8955%, up from the March 10, 2008 rate of 9.55%.

REGULATORY UPDATE

State Regulatory Agencies
On March 25, 2008, LHH received a final Decision and Order from the CA Department of Public Health denying a resident’s objection to his being provided a hospital issued Notice of Involuntary Discharge, on February 14, 2008. The decision established that LHH met state and federal regulatory requirements in discharging the resident to shelter after the resident refused discharge services provided by hospital social services as well as from TCM. When the decision was issued, the resident had left the hospital. Representatives for the resident report that he is doing well.

On March 26, 2008, LHH received a Decision and Order that the hospital’s appeal from a Class AA citation and penalty assessment, issued on March 13, 2007, was upheld. LHH will appeal this matter further.

CDPH surveyors, also Health Facility Evaluator Nurses, continue their weekly on-site visits to investigate self-reported incidents and there have been no reported deficiency findings.

Federal Regulatory Agencies
The City Attorney's Office continues to work with DOJ to resolve its 1997 investigation of quality of resident care services and discharge practices at LHH.

In February 2008, LHH provided OIG with about 70,000 pages of documents in response to their request in September 2007 for information. This is OIG’s third request for production of documents since 2005. OIG has not shared their document review findings or disclosed the basis of their investigation with LHH.

TARGETED CASE MANAGEMENT

The March TCM report for March was included in Mr. Kanaley’s report. In addition each month LHH presents the overall number of discharges:
<table>
<thead>
<tr>
<th>CATEGORIES</th>
<th>NUMBERS</th>
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<tr>
<td>Rehabilitation</td>
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<tr>
<td>Respite</td>
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<tr>
<td>TCM</td>
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<td>LHH</td>
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<td>AWOL</td>
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<tr>
<td>Positive Care</td>
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<tr>
<td>TOTAL</td>
<td>18</td>
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</tbody>
</table>

Commissioners’ Comments

- Commissioner Sako asked if staff if they anticipate discharges becoming more difficult. Dr. Skorvinski said discharges will be come more difficult, as the easiest patients have been discharged. They will continue to monitor this issue.

TRANSITION STEERING COMMITTEE

Larry Funk presented an update on the transition planning process. The two-year transition budget requested of the Mayor’s Office is $14.5 million. The vast majority of this is for education and training for staff. The Furniture, Fixtures and Equipment budget is $41.4 million.

Commissioners’ Comments

- Commissioner Sako asked how medical records would be handled in the new building. Mr. Funk said the ultimate goal is a completely digital medical record but they will not be there when the building opens. The building is designed to adapt to this as soon as it is available within the enterprise system. Commissioner Sako advised staff to bring budget information to the Commission’s attention as it becomes available. Mr. Funk said they will be prepared to submit a detailed budget in the fall.

4) LAGUNA HONDA HOSPITAL REPLACEMENT PROJECT UPDATE

John Thomas presented an update on the replacement project. Everyday the buildings are looking more and more like the healing environment that was designed specifically for residents. Although the overall project schedule is currently tracking twelve months late the team is making every effort to not fall further behind schedule. We are looking forward to opening the doors to the new buildings in late 2009.

The exterior shell of the South Residence and Link Buildings are nearly complete and the window installation is underway. Waterproofing and lathing for stucco began in February. Installation of the interior wall framing continues in the Link and South Residence Buildings and Mechanical, Electrical and Plumbing installation is underway in all three buildings. The installation of the Interior drywall in the South Residence Building is really making it start to look like a hospital. The scaffold at the East Residence Building closest to Clarendon Hall has been rebuilt and construction work has resumed.

The Knuckle Building now has concrete floors and the Mechanical, Electrical and Plumbing for the new kitchen and cafeteria is now being installed and the interior walls framing is completed. The permanent loading doc and bulk oxygen storage area are under construction. Furniture, Fixtures &
Equipment consultants are working with hospital staff and the Replacement Team to prepare to purchase new furniture and medical equipment for the new building. Clarendon Hall residents are slowly being relocated out of the building so we can start preparing for demolition this Fall. Weekly coordination meetings continue with hospital operations staff to coordinate or mitigate any possible impact that may come from the construction project.

5) **OPERATIONS REPORT**

Gayling Gee, Associate Administrator of Clinical and Support Services, presented the Operations Report.

**DEPARTMENT OF EDUCATION & TRAINING**

**Culturally Effective Healthcare Development Program**

The Program kick-off begins on April 25th with the first class on “How to Navigate Across Cultures to Sustain Effective Relationships.” The class will be offered four times this year as part of LHH’s California Endowment funded project to enhance communication skills. This highly interactive day-long program will provide new perspectives and greater self-awareness of diversity, values and inclusion as it relates to healthcare and work setting practices. Outcome evaluation will be developed and implemented by Ed O’Neil, MPA, PhD, FAAN, UCSF Center for the Health Professions, in collaboration with LHH’s DET staff.

**Organizational Culture Change in Nursing Homes**

DET has also teamed up with David Farrell, MSW, Director, Care Continuum for Lumetra (California DPH’s Quality Improvement Organization), to develop the personal and leadership skills needed by LHH staff to transform the organizational culture as it moves from an institutional to resident-centered community model.

**INFECTION CONTROL**

**Influenza Vaccination Campaign**

As of April 9, 2008, 1004 employees, volunteers and students have been vaccinated against influenza. The vaccine will continue to be available through May 31, the end of the flu season. LHH Infection Control Practitioners (ICP) are now in the process of collecting Influenza Vaccine Declination forms from those LHH staff that do not have documentation of having received vaccination. Of the 500 ‘unvaccinated’ staff, approximately 50% of declination forms have been collected. The ICP will continue this process until 100% of identified staff has submitted a declination form.

**Hand Hygiene Campaign**

Manual dispensers with the new alcohol based hand sanitizer have been strategically placed on each unit throughout LHH. Two and eight ounce pump dispensers have also been made available for staff convenience and compliance. ICP will continue to monitor staff compliance for hand hygiene and will also monitor nosocomial infection rates to verify that this intervention has a positive effect on our infection rates for 2008.

**NUTRITION SERVICES**

LHH welcomes Mr. Gregg Bosnak to the position of Production Chef in our Nutrition Services Department.
SECURITY

LHH welcomes a new on-site Sheriff Supervisor. Sgt. Rafael Restauro comes to us after serving the past 23 years at SFGH as the Administrative Sergeant and Watch Supervisor. In March, LHH bid good-bye to Sgt. Timothy Overall who was the LHH Sheriff Supervisor for 18 years. Sgt. Overall was a positive presence and force for LHH over many years and always put the resident first in overseeing security for the hospital.

ENVIRONMENTAL SERVICES

LHH bids good luck and good-bye to Mr. David Levy, Assistant General Services Manager for LHH EVS.

6) CLINICAL CARE REPORT

David Woods, Pharm. D., presented the Clinical Care Report.

March is National Social Workers Month
In celebration of Social Worker’s Month, the Medical Social Services Department held a luncheon on March 19, 2008. As part of the celebration LHH honored five employees Lupita Ramirez, Dede Corsano, Paul Kelley, Rita Ng and Alice Leung who have dedicated five, ten, fifteen, twenty, and twenty-five years of service, respectively, to Laguna Honda.

Clarendon Hall Nursing Staff Reassignments
In February and March 2008, nursing employees who were affected by the Clarendon Hall closure bidded for new assignments. They filled positions that were either open or had been temporarily filled involving all three shifts. In total, 47 Certified Nursing Assistants, 5 Day Shift Charge Nurses, 11 Licensed Vocational Nurses and 12 Registered Nurses participated in the bidding process.

Spiritual Care Department
The Spiritual Care Department has begun a Volunteer Chaplaincy program utilizing members of the community. As of April 2008, we have seven Volunteer Chaplains working at LHH. Each Chaplain works at least one two hour shift per week on their assigned wards. The majority of the Chaplains have come from a local Buddhist Student Chaplaincy program. We also have two Volunteer Chaplains with seminary and clinical training. The Spiritual Care Department is also in contact with local seminaries for the purpose of recruiting students to serve as Chaplains. The focus of the work is one to one visits with residents. During these visits Chaplains build personal relationships with the residents. A Chaplain is responsive to persons of all faiths or no organized faith to facilitate meaning and spiritual support. Essential, too, is an understanding of intercultural needs of various spiritual traditions. Excellent listening skills and a multifaith appreciation are cornerstones to the Chaplaincy Program.

Restorative Nursing Course Certification
Sixty five (65) CNAs from LHH and 3 CNAs for SFGH 4A successfully completed a 16- hour Restorative Nursing Program Certification Course. The course was held at LHH and funded through a grant in partnership between City College of San Francisco (CCSF) LVN Department, Laguna Honda Hospital and the RHORC (Regional Health Occupations Resource Center, Interior Bay Region)/CCSF. The faculty consisted of a joint team between City College of San Francisco (Linda Johnson) and LHH nursing educators (Elisa Ramirez and John Butts. This training is
designed to provide skills for the CNA to assist residents in attaining and/or maintaining their highest level of function.

Well Wishes
Regrettably, we say goodbye to Rowena Rapadas, Nurse Manager for Units D3 and E3. Rowena has contributed her services to LHH since 1997 beginning as a Float Nurse, as an RN on the Admissions Unit, MDS Coordinator, RAI Specialist, then most currently as a Nurse Manager.

Paul Isakson, M.D., Medical Director, presented the medical staff appointments.

LHH Medical Staff Appointments
Appointments:
Anitha Toke, M.D. – Nephrology – (Active/Consultant)
Ann C. Fisher, M.D. – Radiology – (Active/Consultant)

Reappointments:
Vera Chow, M.D. – Psychiatry – (Active/Daytime)
Kirk Essenmacher, M.D. – Internal Medicine – (Active/Night & Weekend)
Larry Sullivan, Ph.D. – Neuropsychology – (Active/Daytime)
Lisa Hoo, M.D. – Internal Medicine – (Active/Daytime)
William Corn, M.D. – Neurology – (Active/Consultant)
Larry Dickey, M.D. – Internal Medicine – (Active/Night & Weekend)
Serena Yee, O.D. – Optometry – (Active/Consultant)
Steve Thompson, M.D. – Internal Medicine – (Active/Daytime)

LHH Credentials Year-to-Date Report - 7/1/2007 to 03/31/2008

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7) **PUBLIC COMMENT**

None.

8) **CLOSED SESSION**

A) Public Comments on All Matters Pertaining to the Closed Session

None.

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B) Vote on Whether to Hold a Closed Session (San Francisco Administrative Code Section 67.11)

Action Taken: The Committee voted to hold a closed session.

The Committee went into closed session at 4:20 p.m. Present in closed session were Commissioner Sako, Gayling Gee, Associate Hospital Administrator, John Kanaley, Executive Administrator, Regina Gomez, Director of Quality Management, Liz Gray, Long-term Care Director, Thomas Radenberg, Budget Director, Timothy Skorvinski, M.D., Assistant Medical Director, Adrienne Tong, Deputy City Attorney, Rowena Tran, Operations Manager and David Woods, Pharm. D., Pharmacy Director.

C) Closed Session Pursuant to Evidence Code Sections 1156, 1156.1, 1157, 1157.5 and 1157.6; Health and Safety Code Section 1461; and California Constitution, Article I, Section 1

CONSIDERATION OF QUALITY IMPROVEMENT REPORT

D) Reconvene in Open Session

The Committee reconvened in open session at 4:45 p.m.

1. Possible Report on Action Taken in Closed Session (Government Code Section 54957.1(a)2 and San Francisco Administrative Code Section 67.12(b)(2)).

2. Vote to Elect Whether to Disclose Any or All Discussions Held in Closed Session. (San Francisco Administrative Code Section 67.12(a)).

Action Taken: The Committee voted not to disclose any discussions held in closed session.

9) ADJOURNMENT

The meeting was adjourned at 4:45 p.m.

_____________________________________
Michele M. Seaton
Executive Secretary to the Health Commission