



**HEALTH COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO  
Resolution No. 21-1**

**HONORING ALL LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER  
STAFF MEMBERS AND RESIDENTS**

WHEREAS, Laguna Honda Hospital and Rehabilitation Center (LHH) is one of the largest skilled nursing and rehabilitation centers in the country and is owned and operated by the San Francisco Department of Public Health; and

WHEREAS, LHH was founded in 1866 and it remains one of the most extensive commitments by any city or county to provide therapeutic care for seniors and adults with disabilities; and

WHEREAS, LHH clinicians and support staff dedicate themselves to highly individualized care for the facility's 780 residents; and

WHEREAS, LHH rehabilitation services include physical, occupational, speech, and vocational programs; and

WHEREAS, LHH offers the only dedicated skilled nursing facility for people living with HIV/AIDS in the San Francisco Bay Area; and

WHEREAS, LHH offers a range of other healing services such as: a nationally recognized program for people with Alzheimer's and other dementias; treatment for Parkinson's Disease, multiple sclerosis, and other degenerative diseases, therapeutic services for traumatic brain injuries and impacts of stroke, and a wide spectrum of support for individuals with multiple physical and psychological diagnoses; and

WHEREAS, LHH also offers pain management and end of life care, emphasizing comfort and dignity, including in-house palliative care; and

WHEREAS, LHH, as part of a larger San Francisco Health Network effort, implemented EPIC, a centralized electronic medical record system in 2019, which required an enormous amount of planning and change for all staff members. 2020 was intended as a year to fine tune staff competency with EPIC and make necessary adjustments to the complex data system; and

WHEREAS, on February 25, 2020, Mayor London Breed, with input from Dr. Grant Colfax, DPH Director of Health, and Dr. Thomas Aragon, San Francisco Health Officer and Director of the DPH Population Health Division, declared a local emergency due to the threat posed by COVID-19; and

WHEREAS, LHH discovered its first COVID-19 case on March 22, 2020; and

WHEREAS, LHH pivoted its usual operations to prepare and prevent COVID-19. This included implementing daily health check for all staff, limiting entrances points to the facility to only two, requiring universal masking for all staff and encouraging all residents to wear masks, implementing regular COVID-19 testing for all staff and residents, and implementing alternate dining spaces for staff to promote social distancing; and

WHEREAS, LHH designed an outbreak control system to place neighborhoods and departments on heightened outbreak protocols and implemented response testing after a new COVID-19 case was discovered; and

WHEREAS, LHH cohorted COVID-19 positive residents in a dedicated COVID-19 unit and launched a contact investigation team; and

WHEREAS, Human Resource staff worked tirelessly to adjust processes and priorities to meet the hiring needs of LHH to respond to the COVID-19 pandemic. This included updating staffing models to decrease floating staff; and

WHEREAS, LHH, through its Environmental Services Department, added 24-hour cleaning services and cleaning protocols. And through its Facility Services department, installed plexiglass barriers and social distancing stickers were throughout the campus; and

WHEREAS, LHH instituted hospital-wide trainings on infection prevention and control, and personal protective equipment; and

WHEREAS, LHH initiated a robust COVID-19 communications strategy that provides daily updates to staff, residents, and families; and

WHEREAS, LHH provided alternative activities for residents and planned staff celebrations and give-a-ways with the intention of raising morale; and

WHEREAS, LHH offered virtual visits for residents to stay connected and more recently developed protocols for social distanced outdoor visits with loved ones utilizing a mix of LHH staff and volunteers; and

WHEREAS, LHH received the prestigious 2020 CAPH/SNI Quality Leaders Award (QLA) for the COVID-19 Outbreak Management and Prevention in the Top Honor – Clinical Systems Development Award category; and

WHEREAS, Through effective work and innovation, the many hard working and dedicated LHH staff have kept the number of resident and staff COVID-19 cases at a relatively low amount in comparison with many other skilled nursing facilities in the area and the country; and

NOW, THEREFORE, BE IT RESOLVED, that the San Francisco Health Commission expresses its deep gratitude to every LHH employee and volunteer for their heroic work and vital contributions made each day during the COVID-19 pandemic to benefit the health and wellbeing of the residents; and

FURTHER RESOLVED, the San Francisco Health Commission also honors the courage and resilience of the LHH residents during this stressful period and acknowledges the hardship of being isolated from loved ones and the community during the pandemic.

I hereby certify that the San Francisco Health Commission at its meeting of January 5, 2021 adopted the foregoing resolution.

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Mark Morewitz, MSW  
Health Commission Executive Secretary