

LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER

DPH LHH 2020 Awards



South 5 (COVID-19 Unit)



Since the start of the COVID-19 pandemic response plan at LHH and the designation of the COVID-19 unit on the South 5 (S5) neighborhood, the S5 Team has been on the front lines in the battle to slow the spread of COVID-19 at LHH. The COVID-19 unit's staff dedication to compassionate resident care has contributed to the successful recovery of 29 residents who tested positive for COVID-19 at LHH.

During these challenging times, the South 5 Team continues to embody LHH values in delivering high quality and compassionate care for our residents and in their approach to seeing the whole person, not just the diagnosis.



Respiratory Therapy Dept.



LHH's dedicated Respiratory Care Practitioners provide ongoing services to improve our residents' health. During LHH's COVID-19 response, the team has continued to provide respiratory services while taking on the immense task of conducting all COVID-19 tests on LHH residents and providing additional care to those showing symptoms or signs.



Since March, the team has conducted over 14,500 resident tests while delivering ongoing quality respiratory care services. Their dedicated resident-focused services have continued throughout the year, despite staffing challenges. They have gone above and beyond during this crucial, unprecedented time.



Activity Therapy Dept.



The Activity Therapy (AT) Department provides various recreational programs to promote a high quality of life for our residents. The team's workflow changed significantly due to COVID-19, but they did not stop providing services. ATs developed creative and innovative therapeutic programming, utilizing a wide range of activities to help residents maintain quality of life in the physical, cognitive, emotional, social, and leisure areas of their lives.

Additionally, AT therapists are key in connecting residents digitally to their families and friends. Thanks to this team, our residents' physical, cognitive, emotional, social, and reactional well-being is supported despite the quarantine.



Environmental Services Dept.



The Environmental Services (EVS) Department's work to maintain the hospital's cleanliness increased when COVID-19 arrived at LHH. The team initiated a 24-hour cleaning service, identifying alternative cleaning solutions in conjunction with Infection Prevention and Control, increasing the frequency of high touch surfaces disinfection, and expediting the hiring of additional staff for around-the-clock coverage. The team operates under the leadership of Chauncey Jackson, who simultaneously serves as Planning Chief for the HICS Team.

The team's role is especially vital when cleaning and disinfecting neighborhoods and departments that have been exposed to COVID-19 or positive cases. Their tireless efforts have been crucial in mitigating the spread of COVID-19 and keeping the LHH community safe.



Contact Investigations Team



The Contact Investigations (CI) Team has supported LHH since the beginning of the pandemic and is one of the primary reasons LHH's COVID-19 response has been so effective to-date. The CI Team conducts staff and resident contact investigations, also known as contact tracing. The team is also responsible for weekly staff testing. The team is led by Irin Blanco, who has displayed exemplary leadership, adaptability, and initiative throughout the response.

Since March, the team has completed over 1,500 LHH staff interviews associated with positive cases and staff symptoms and over 37,800 COVID-19 tests for LHH staff. The CI team's efforts have assisted in significantly minimizing the spread of COVID-19 within the LHH.



Food and Nutrition Services Dept.



The Food and Nutrition Services (FNS) Department serves three meals per day for up to 780 residents while running a bustling cafeteria. The FNS team has done a remarkable job of adapting food service during a pandemic, despite facing unique challenges. The team has navigated PPE protocols while working in the kitchen, including eye protection, since social distancing is not always possible.

The FNS leadership provided support and worked collaboratively on compliance updates, in-service trainings, and infection prevention and control measures such as increased cleaning and disinfecting practices to ensure the team's health and safety. Elvis Lavarreda leads the FNS team in their exemplary work while also serving as the Continuity of Operations Chief for the HICS Team.



Health Checkers (Screeners)



The LHH Health Checkers (Screeners) conduct COVID-19 symptom screening at LHH's designated entrances. They are our first line of defense against the virus and play a vital role in protecting our community. The Health Checkers ensure that all staff and visitors who enter the facility comply with the COVID-19 symptom screening recommendations per the Centers for Disease Control and Prevention. They screen 800+ staff per day, and always do so with a positive and friendly attitude.

They have been adaptive, and their commitment to keeping the LHH community safe has continued uninterrupted throughout the year. They are a crucial component to LHH's successful pandemic response.



Rehabilitation Dept.



The LHH Rehabilitation Department provides various services to our residents that are key to their successful recovery. The team works with residents recovering from injuries or illnesses, or whose disability prevents them from doing everyday tasks. Their work improves our residents' independence, including dressing, bathing, toileting, mobility, strengthening, balance, and cognition.

Since the onset of COVID-19, the Rehab Department worked tirelessly to ensure residents continued to receive most of their previous services. The team created the first LHH Telehealth Program to continue providing outpatient services to residents in need. Despite changes in service delivery and staffing, the team has remained motivated, positive, and focused on delivering excellent resident-centered care.



Facility Services



The Facility Services team has ensured that LHH's physical space and design protects the safety of our staff and residents. Early in the pandemic response, the team installed plexiglass barriers for health checkers at the hospital entrances and was praised by several unions for their innovative solutions during a dynamic pandemic response. The team has also set up alternative dining and break spaces, the LHH COVID testing site, and installed physical barriers for individuals in shared workspaces.

This team has worked under the leadership of Diana Kenyon, who has also served as the Logistics Chief for the LHH HICS Team, and on the Central Command Center Logistics Team.



Clinic



The Clinic staff have been invaluable in LHH's development and implementation of a COVID-19 vaccination clinic for staff. Their efforts in our vaccination rollout are helping protect staff, residents, and the community. The Clinic staff have vaccinated over 700 LHH employees in only a short few days.



Bi Huang is the Charge Nurse in the outpatient clinic; her leadership, expertise, and kindness have been invaluable in overseeing clinic operations. In preparation for staff COVID vaccinations, Bi worked closely with the HICS team to develop the workflow for our smoothly-run vaccination clinic. She remained calm in implementing modifications up to the days before go-live and has been instrumental in this undertaking.



Admissions Observation Unit



The AOU Team admits patients from ZSFG to LHH and cares for them during the 14-day observation period. This team is adept at providing care for residents at both the skilled nursing and acute rehabilitation levels of care, each of which require wholly different care processes and documentation.

Furthermore, as patients are tested for COVID prior to admission, there is a potential risk of change in COVID status post-admission. The AOU team veritably lives in enhanced PPE, and strictly adheres to infection control guidelines to keep LHH's staff and residents safe. They are our one of LHH's best lines of defense in preventing spread of infection to other neighborhoods.



Infection Control Team



The Infection Prevention and Control (IPC) team has been the foundation of the LHH COVID response. Under the guidance of Jennifer Yu, LHH's Infection Control Nurse, this team has provided each discipline with a standard work to provide safe resident care during this global pandemic.

The team rounds on each unit, working with frontline staff to ensure proper PPE usage, hand hygiene, masking adherence, and social distancing. In the beginning of the pandemic, the team responded to each staff and resident case in-person, no matter the hour. They supported unit staff with PPE needs, IPC questions and concerns, and lent a listening ear. The team drafted a model response plan that is not only utilized by other Skilled Nursing Facilities in San Francisco, but across the nation.



HICS Leadership



The LHH HICS team, comprised of multidisciplinary hospital leadership, has been the lifeblood of LHH's COVID response. Formed in February 2020, the HICS team routinely assembled 7 days/week to guide and manage the hospital during an extraordinarily challenging period. During daily collaboration with consultants from the CDC, the HICS team developed and implemented protocols and practices that were instrumental in limiting the spread of COVID at LHH.

The team continues to anticipate and respond to the ever-changing circumstances associated with COVID. The HICS Team has served LHH with distinction throughout the pandemic, making every effort to protect residents and staff from its physical, emotional and psychological impacts.



Social Services



Since the start of LHH's protective quarantine order in March 2020, the Social Services team has worked tirelessly to provide psychosocial support for LHH residents and their families/caregivers. They communicate all COVID updates with families/caregivers and maintain extraordinary levels of professionalism while fielding difficult questions and receiving feedback.

The Social Services team is on the front lines of coordinating virtual and outdoor visits, which is a very time-consuming task. While their workflow has pivoted substantially during this pandemic response, the team has met each change and challenge with fortitude and grace. We are grateful for their dedication to residents, their families, and this institution.



IT Procurement



The IT Procurement team has managed, procured and distributed PPE throughout LHH's COVID-19 response. This team works in conjunction with the Central Command Center to support the PPE needs of LHH and DPH at large. They provide excellent customer service, maintain professionalism, and are incredibly dependable.



When LHH began testing alternative N95 respirators, the IT Procurement team mobilized quickly to try the new respirators, providing data that helped determine which would be the most effective for our staff. This team maintains a positive and friendly attitude and are always more than happy to assist.



Tony Huang



Tony Huang works closely with WSEM, Nursing and the IT Procurement teams to ensure that all staff are refitted with the new N95 respirators, all staff's respirator fittings are up to date, and all Nursing Departments have an adequate supply of N95 respirators.

Throughout this pandemic response, this work has been crucial in ensuring healthcare providers are fitted with proper respirators and refitted annually to protect themselves and the LHH community. Tony also created a comprehensive MS Excel database of the respirator database. Tony supports WSEM's work without hesitation in addition to his day-to-day work of supporting Administration and HICS Leadership.



Plans Analyst



The HICS Plans analyst team has been vital to the LHH COVID response. This team's dedication to data tracking has allowed LHH to effectively identify and respond to COVID outbreaks and spread within the facility.

The team developed Power BI dashboards for staff to easily track data on staff and resident testing, cases, and recoveries. The team also created a sick-call dashboard to visually review staffing needs and potential trends of symptom spread within LHH. They developed the sick-call tracking form and health check tools. Each member of the team has responded to data needs without hesitation. They have supported various sections of our COVID response, including the Contact Investigation team, Logistics team, IPC team, and Plans team.



Volunteer Services



The Volunteer Coordinators have been key players in the implementation of LHH's outdoor visitation program that is provided as part of our pandemic response and protective quarantine health order.



Mike Ford and Sone Siharath organize volunteers to assist with visitation observations. Volunteers are trained on infection control practices and are tested weekly to assist as observers and keep our outdoor visits safe. In addition to this program development, Mike and Sone's quick action preserved our Holiday program for our residents, working closely with Finance and the Activity Therapy departments to ensure residents received gifts during the month of December. Thanks Mike and Sone for your dedication to our residents and our valued volunteers!



Risk Management



The Risk Management team has continued daily operations of responding to facility reported incidents, California Department of Public Health (CDPH) documentation requests, CDPH site visits, and supporting plan of corrections.

Geraldine Mariano leads the Risk Management and IPC teams, and has reported COVID cases to CDPH daily since the onset of the pandemic. Dominador Ronquillo was deployed to the IPC team for the first few months of the pandemic, supporting frontline staff in learning appropriate PPE usage, hand hygiene, and mask adherence. Deilah Angeles has remained a constant support to the Risk Management team – responding to regulatory needs both in response to COVID and daily LHH regulatory requirements.



Lisa Hoo



Dr. Lisa Hoo is an exceptional physician who has worked at LHH for more than 25 years. She is very knowledgeable on all aspects of care and always acts in a courteous and professional manner. She treats residents with tender loving care because she really cares – a practice that has been lost by many physicians in today’s health arena.

Since the initiation of LHH COVID response, Dr. Hoo has worked nearly every day. She works alongside medical leadership (as Acting Chief of Staff), COVID-19 HICS leadership (as Deputy Chief of Medical Operations) and hospital executive leaders. She completes all projects, tasks and assignments without breaking a sweat.



Brigitta Van Ewijk



Brigitta Van Ewijk is a charge nurse on South 2 who displays leadership in support of her neighborhood and the hospital at large. Brigitta will often offer staff to be floated when upon hearing of staffing challenges on other units during the day shift charge nurse huddle. As she says, “We all share the workload, as we are in this together.” This is the essence of selfless leadership and one of the qualities that make LHH a special place to work.

