

Annual Report to the Health Commission

Laguna Honda Hospital and Rehabilitation Center

December 17, 2019



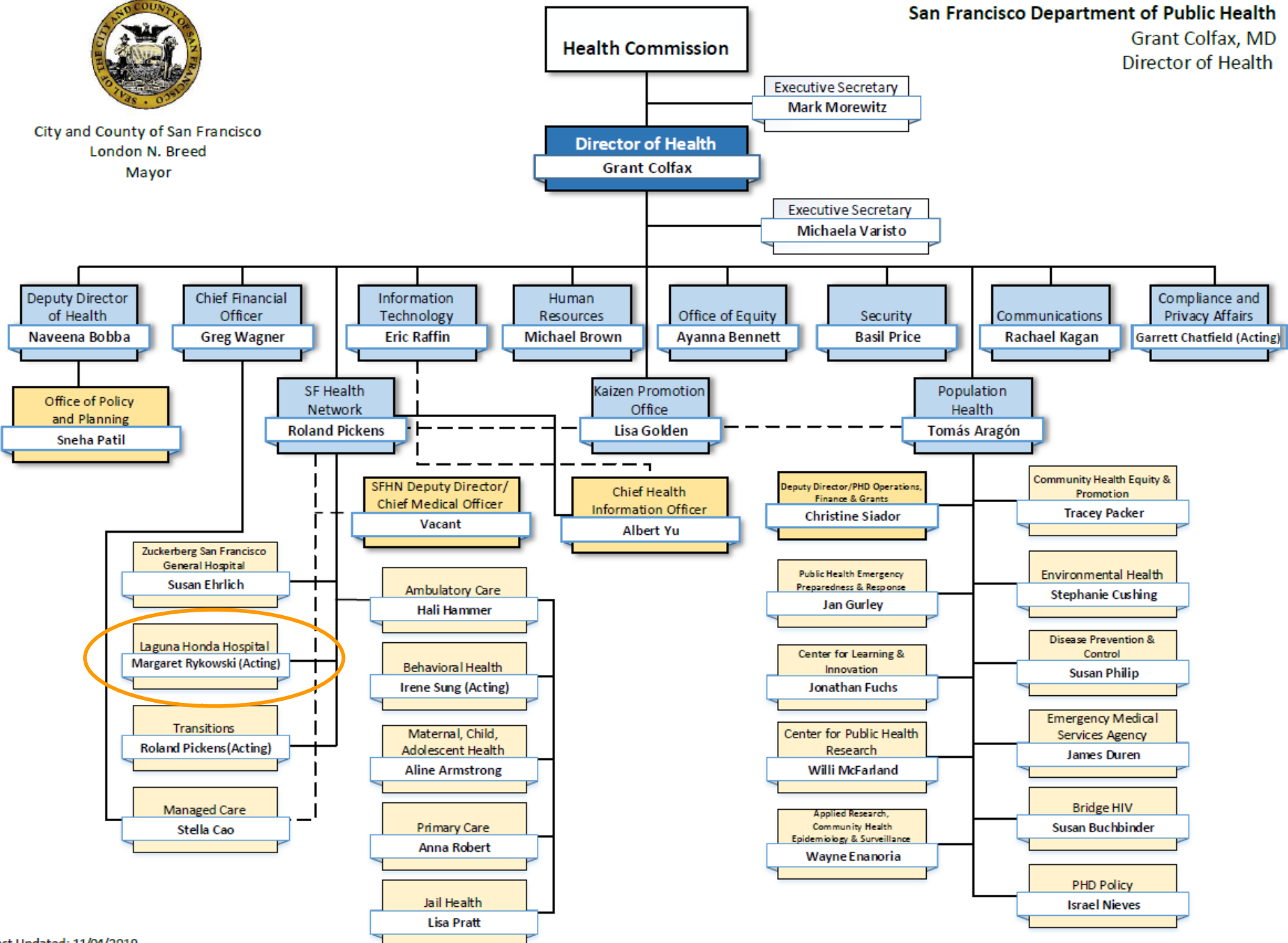
San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH



City and County of San Francisco
 London N. Breed
 Mayor

San Francisco Department of Public Health
 Grant Colfax, MD
 Director of Health



Mission and Vision

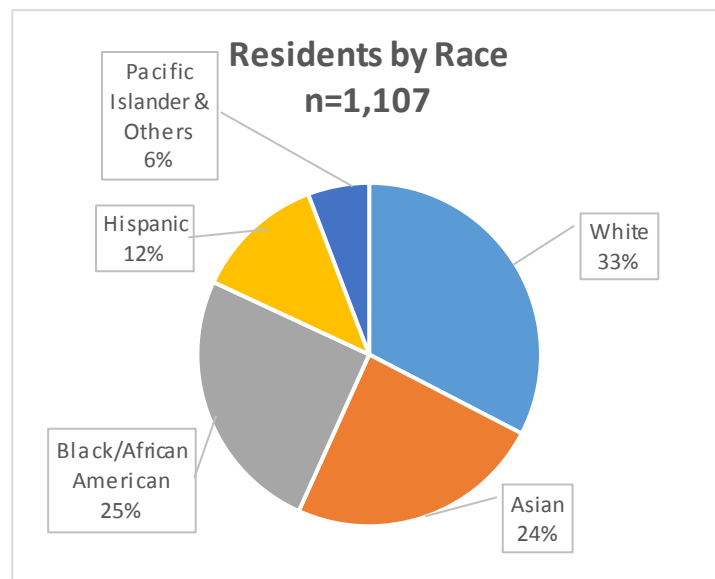
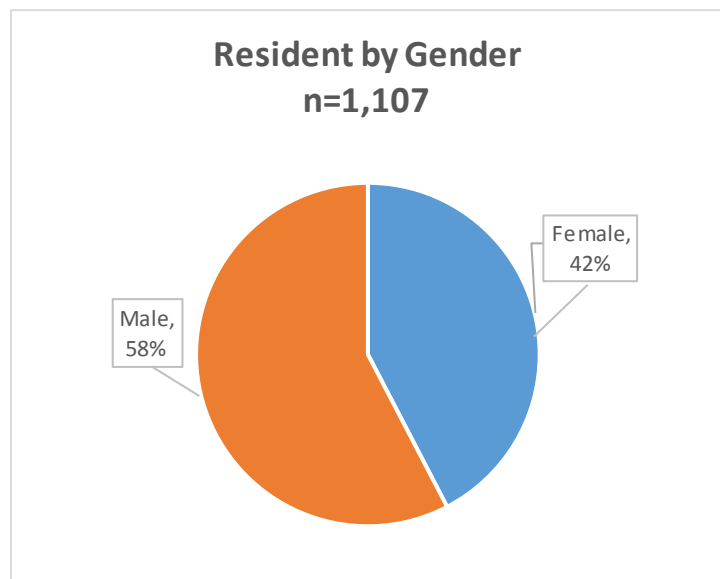
Mission: Provide a welcoming, therapeutic and healing environment that promotes the individual's health and well-being.

Vision: Build healthier lives as the leader in post-acute care.



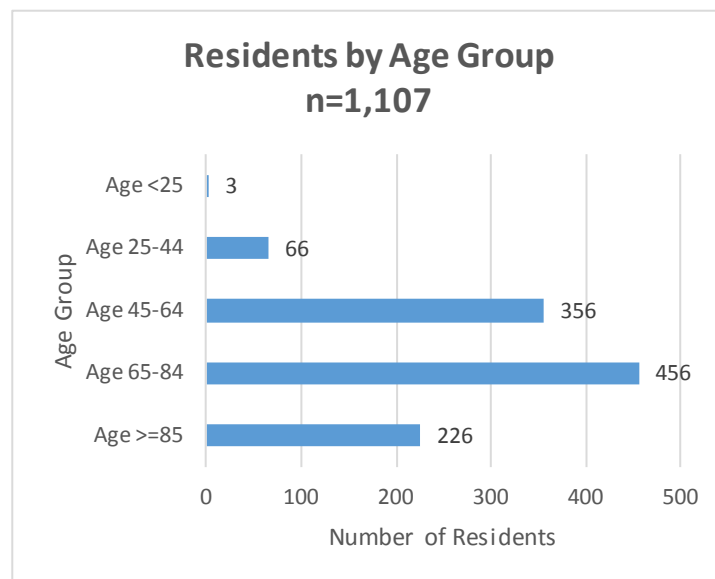
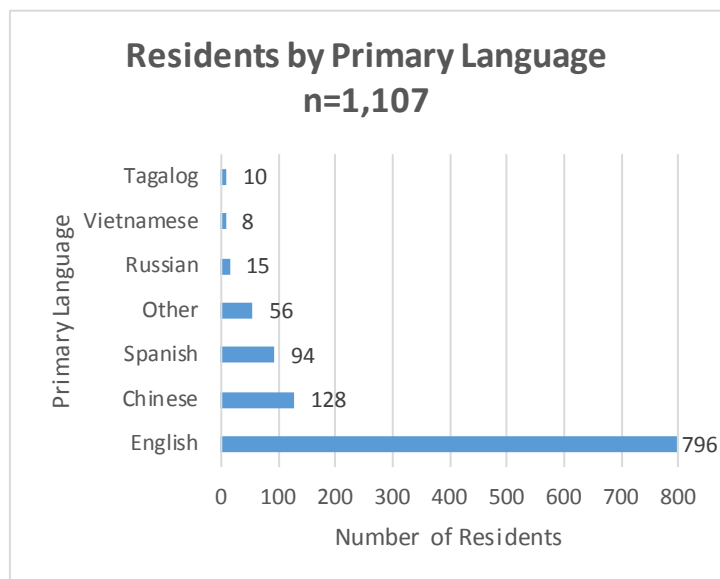
Service to San Francisco

Laguna Honda provided care to **1,107** unique residents and the hospital successfully reintegrated **191** residents back into the community.



Service to San Francisco

376 newly admitted residents made Laguna Honda their home during FY 18-19 and collectively added to the diversity of our community.



A Year at a Glance

274,679

• Total Resident Days

748

• Average Length of Stay

376

• New Admissions

1,107

• San Franciscans Served

191

• Residents Discharged Back into the Community

94

• Percentage of Staff Who Received Flu Vaccination

28,372

• Hours Completed by Volunteers

Laguna Honda Financials



FINANCIALS

	FY18-19	FY17-18
Total Operating Revenues	\$189,116,747	\$196,901,230
Total Operating Expenses	\$263,010,621	\$241,509,587
General Fund	\$73,893,874	\$44,608,357
Salaries and Fringe Benefits (includes in Total Operating Expenses)	\$208,148,184	\$201,507,882

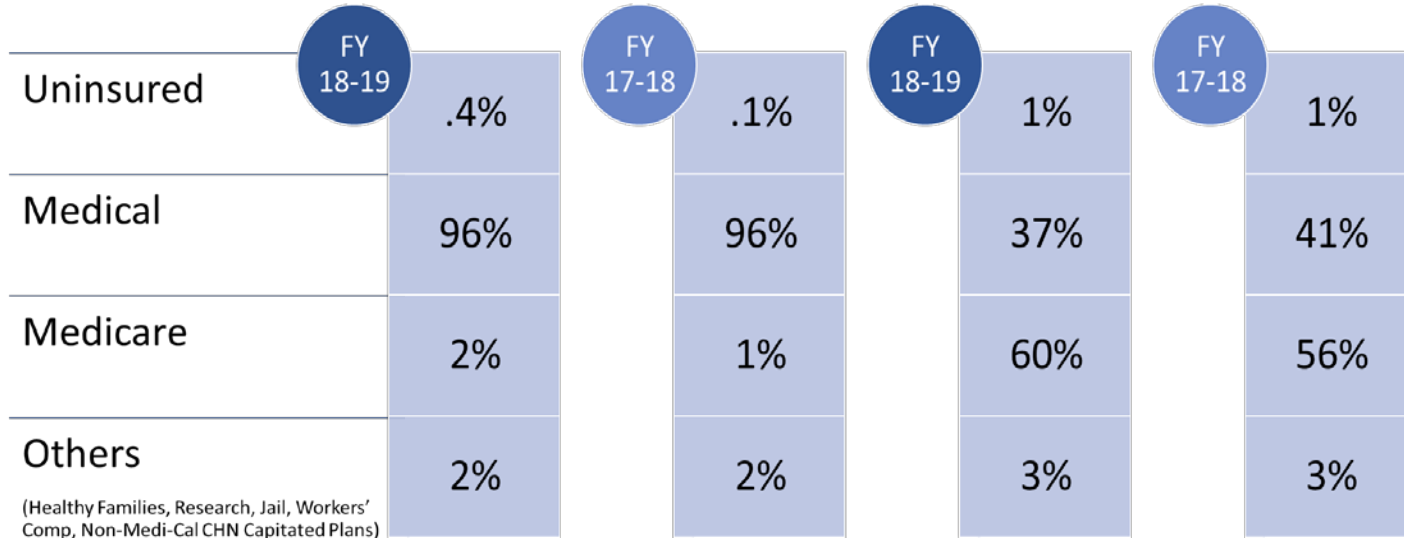
Laguna Honda Funding Sources



PAYOR SOURCES

Inpatient Days

Outpatient Visits



Highlights of the Year



Rehabilitation Research Symposium



Lean Continuous Improvement



Schwartz Center Rounds

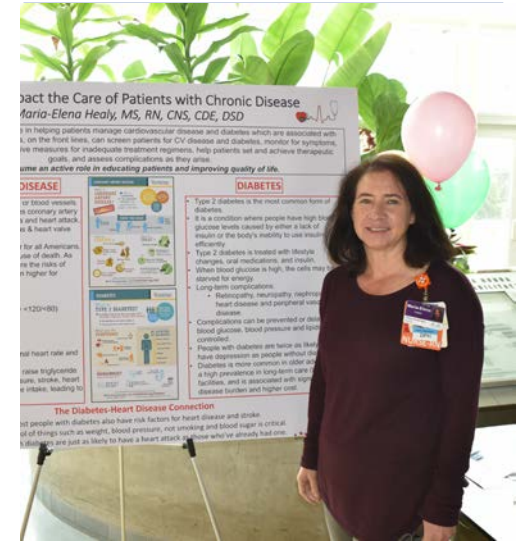
Highlights of the Year



Black History Month



Mural Project Completion



Nurses Week

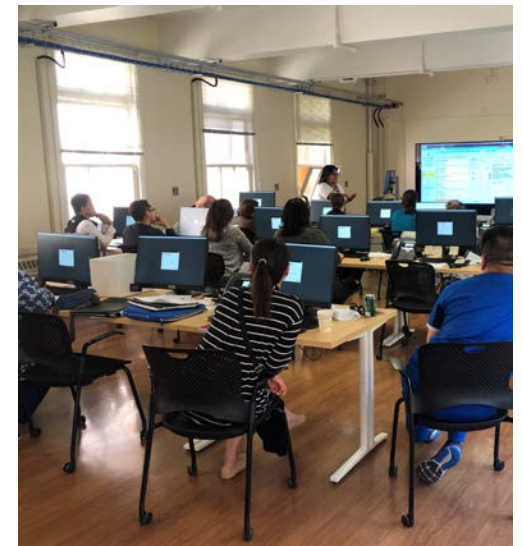
Highlights of the Year



Governor's Visit



Pride Parade



Epic Readiness

True North

True North is a compass that helps the hospital set direction for improvement work geared towards enhancing overall care for residents.

True North Goal	Measure	FY18-19 Actual	Target
Quality	Reduce pressure ulcers and falls with major injury	88	93
Safety	Reduce employee recordable injuries	11.3	9.9
Care Experience	Likelihood to recommend care	95.8%	100%
Workforce	Likelihood to recommend working here	67.0%	85%
Financial Stewardship	Decrease overtime variance	4.6%	2%
Equity	Adequate treatment of hypertension for Black African American residents	75.5%	75%

Staff Celebrations



In Summary

Past:

FY 2018-19 was a successful year and filled with significant administrative and operational changes.

Present:

Laguna Honda is guided by our True North and Strategic Goals, while leveraging Epic to achieve and improve on our care delivery for FY 2019-2020.

Future:

We remain committed to serving adults and seniors of San Francisco by providing skilled nursing and rehabilitation services.



Thank you