A NEW ERA

living

innovating

healing

LAGUNA HONGA
ANNUAL REPORT
2010-2011
We dedicate ourselves every day to the well-being of the diverse community we serve. Our work is guided by a key value, a critical mission, and a vision of being the best at what we do.

Residents come first

**Mission**

To provide the diverse population of San Francisco with high-quality and culturally competent rehabilitation and skilled nursing services

**Vision**

To be an innovative world-class center of excellence in long-term care and rehabilitation
Laguna Honda’s budget and finance report for the fiscal year is contained in the city’s comprehensive annual financial report (CAFR), issued each November by the Controller’s Office.
This has been a year of milestones for Laguna Honda.

- Thanks to a pioneering vision expressed at the ballot box 12 years ago by city residents, Laguna Honda moved into three state-of-the-art buildings in December 2010. San Francisco can now lay claim to having the most modern skilled nursing facility in the country.

- The U.S. Department of Justice concluded a decade and a half of oversight with high praise for the hospital’s progress and commitment to community integration.

- The federal Centers for Medicare and Medicaid Services upgraded the hospital’s quality rating to three out of five stars. We have already begun the work to add the fourth and fifth stars by 2014.

As our caregivers prepare residents to move to independent living or lower levels of care, and provide the comfort and skill that enhances the quality of life for long term residents, they are motivated by the knowledge that their training, creativity and passionate effort produce a healthier city one life at a time.

This annual report reflects the accomplishments of 1,400 professionals committed to creating a center of excellence in long term care and rehabilitation. We present it as a measure of our devotion to the seniors and adults with disabilities whom we serve.

Mivic Hirose, R.N., M.S., C.N.S.
Executive Administrator
A NEW ERA:

Over the course of two days in December 2010, 728 seniors and disabled adults moved house on the Laguna Honda campus.

The endeavor was the largest-ever hospital move in California, and it marked the start of a new era of service for an organization already boasting nearly a century and a half of history.

Regulators from the California Department of Public Health who monitored the move described it as “flawless.”

Six months later, on June 15, the U.S. Department of Justice (DOJ) wrote to San Francisco city officials informing them that federal oversight of Laguna Honda was over. The DOJ praised the city and the hospital for taking unprecedented steps to improve services and integrate people with disabilities into community settings.

From 2005–2010 over 1,200 Laguna Honda residents moved to more integrated settings throughout San Francisco, 70% of them to independent living.

Just after the close of the fiscal year, the Centers for Medicare and Medicaid Services published its Nursing Home Compare report, which moved Laguna Honda up from two to three stars on the CMS five-star rating system.

The hospital’s goal is to earn five out of five stars by 2014.

In a year of innovation for Laguna Honda, these are only the most outstanding examples of how an enterprising organizational vision is coming into focus: to become a center of excellence in long term care and rehabilitation.

STAR POWER
REGULATORY RATING INCREASES

The federal Centers for Medicare and Medicaid Services (CMS) added a third star to Laguna Honda’s rating just after the close of the fiscal year.

The hospital gained the improved rating for its performance in licensing and re-certification surveys. The 2011 annual survey was the
fourth in a row that the hospital passed without a re-visit by surveyors, indicating effective quality maintenance systems.

The CMS Nursing Home Compare format rates skilled nursing facilities on a scale of one to five stars in three categories, health inspections, staffing and quality measures.

The health inspection rating is generated by survey results from the prior three years and is established by a comparison of results for all nursing homes in California. The top 10% of nursing homes get 5 stars, the bottom 20% get 1 star and the middle 70% receive 2, 3 or 4 stars with equal proportions (23.33%) in each category.

The staffing rating is based on the number of hours of care on average provided to each resident per day.

The quality measures rating is determined by activities of daily living, mobility, and other clinical indicators.

The nursing home rating report issued in September 2011 gives Laguna Honda two stars for health inspections, three for quality measures and five for staffing. The overall rating is based on an average of the three categories.

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<tr>
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<td>STAFFING</td>
<td>★★★★★</td>
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<tr>
<td>QUALITY MEASURES</td>
<td>★★★</td>
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“FLAWLESS”
A NEW LAGUNA HONDA OPENS

VISION

The first resident crossed the threshold into the new Laguna Honda at 9 am on December 7, 2010. It was the culmination of years of planning, beginning as far back as 1986 when Mayor Dianne Feinstein appointed a blue ribbon commission to recommend options for the future of the hospital.

City voters overwhelmingly approved a funding package in 1999 that included a general obligation bond and revenues from the settlement of city consumer protection lawsuits against the big five tobacco companies.

The vision statement for the hospital rebuild said it would be “among the most innovative, technologically advanced, efficient, flexible, humane and natural settings.”
Planning
Planning for the move largely took place over two years. It was guided by principles of respect, dignity, safety and confidentiality, and managed by a staff task force charged with oversight of five key areas: healthcare service delivery, orientation and training, equipment fit-up, move day operations, and support services.

The new hospital addresses environmental impacts in design, construction and operation across six LEED-designated categories: sustainable sites, water efficiency, energy and atmosphere, materials and resources, indoor environmental quality, and innovation and design process.

Its design was based on peer-reviewed research concerning the effects of the healthcare environment on patient outcomes. The buildings allow for abundant light and fresh air, and they emphasize access to the natural setting of Laguna Honda’s 62-acre campus. The materials used in their construction contain extremely low levels of volatile organic compounds.

Opening
The new hospital was awarded silver certification by the U.S. Green Building Council’s Leadership in Energy and Environmental Design program in June 2010, making it the first LEED-certified hospital in California. The LEED program is the leading national standard for designating green buildings.

Mayor Gavin Newsom and Residents’ Council president Elizabeth Cutler cut the ribbon on the new buildings at a grand opening ceremony in June 2010. Five hundred people gathered to tour the new buildings and hear celebratory remarks by the mayor, Ms. Cutler, Congresswoman Jackie Speier, state senators Mark Leno and Leland Yee, Supervisor Sean Elsbernd, Health Commission president Jim Illig, Director of Public Health Dr. Mitchell Katz and Laguna Honda Executive Administrator Mivic Hirose.

A gala black tie celebration on the Laguna Honda Esplanade the evening before the ribbon cutting was sponsored by the hospital’s philanthropic auxiliaries, Volunteers, Inc. (now the Friends of Laguna Honda) and the Laguna Honda Foundation. The celebration honored former Volunteers, Inc. board member Betty Sutro, a long time benefactor of the hospital.

Best Practices
Laguna Honda implemented two national best practices to prepare the new buildings. Working on a train the trainers model, an interdisciplinary team of 160 superusers from all levels of the organization were the first to learn the mechanics of the technologically sophisticated buildings. They served as trainers for their colleagues. All staff members attended extensive life safety and equipment training.

The superusers led staff members through several day-in-the-life exercises to simulate a resident’s day in the new environment, practice resident-centered workflows and correct potential problems before they arose.
The hospital conducted multiple mock moves in advance of the real thing. Each practice drill was thoroughly debriefed for lessons learned. Feedback was incorporated into subsequent trials.

Equipment and staff moved during the two months prior to residents. The hospital café and pharmacy were up and running on schedule the week before the residents arrived in the new buildings. Resident belongings, which had been packed over the previous month, moved two days before the residents did.

Resident room assignments were made based on need and preference using the Patient Aggregation and Bed Allocation system (PABA), a standard tool used in hospital moves.

As with most hospital moves, Laguna Honda’s relied on the format instituted by the Hospital Incident Command System (HICS). The hospital established a computerized center of operations where an incident commander and section chiefs could monitor the transport of residents from old building to new.

Dispatch teams coordinated resident departures according to a detailed schedule. Staff and trained volunteers escorted residents along designated routes. Monitors ensured the transport flow moved safely and stayed on time. Nurses and physicians were available at key intersections in case of emergency. Receiving teams managed reception in the new neighborhoods and households, and helped residents get oriented to the surroundings.

All residents were safely in their new households ahead of schedule on the second day.

**Public Praise**

Public response to the new hospital was overwhelmingly positive. The New York Times’ on-line design and architecture writer, Alison Arief, wrote in October 2010 that the new hospital is “a shining example of what is possible” in long term care. Her piece about the hospital carried the headline, “Let the Sun Shine In: The New Laguna Honda.”

In July 2010, Advance for Nurses magazine called the new hospital “the wave of the future.”

The San Francisco Chronicle published two front page stories on the new hospital, one in December 2010 featuring the perspectives of residents about to move into the new facility and another in May 2010 on the contributions of former city attorney Louise Renne, who put the financing package together that made the new hospital a reality.

The San Francisco Business Times named the hospital its best real estate deal of 2010 in the health care category.

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**Jesús Maya, 38, was born in Michoacan, Mexico and came to San Francisco when he was a teenager. He moved to Laguna Honda when he was 21 after he became paralyzed in a car accident.**

Jesús is an artist whose paintings have appeared in exhibitions citywide sponsored by Eldergivers, a Laguna Honda community partner.

He has a sharp eye for beauty and irony and he is an engaging conversationalist who has lost none of his gift for gab, making a necessarily quiet voice heard past his tracheostomy tube.

Jesús is an active part of an extended family and community of friends. He has two brothers who live in the Bay Area, as well as many nephews, nieces and friends who visit often.
Quality Checks
Following the move, hospital operations and clinical staff conducted formal 10-day, 30-day and 90-day check-ins with residents to resolve problems and respond to suggestions.

As this report is being published, staff and residents are nearing the one year anniversary in the new hospital. The transitional period between old buildings and new draws to a close as new systems become second nature and life in the buildings finds its rhythms.

For nursing home practitioners, and for city government, especially the San Francisco Department of Public Health and Department of Public Works, the Laguna Honda rebuild is a triumph of vision and, at times, sheer determination.

Those who have devoted months and years of personal and professional creativity to the idea that the public health can best be served by a new Laguna Honda now turn to the task of ensuring that its benefits reach each resident who comes through the doors.

“CREATIVE AND EXTRAORDINARY STEPS”
Department of Justice Exits

The U.S. Department of Justice concluded fifteen years of oversight at Laguna Honda in June 2011.

In a letter announcing the conclusion of its work at the hospital, the DOJ credited the city with taking “creative and somewhat extraordinary steps to expand residential and other service capacity in the community to provide meaningful alternatives in integrated settings for a host of persons who live, had lived, or might live” at Laguna Honda.

Federal investigators also recognized the city’s continuing commitment to community integration for disabled adults and commended officials at the Department of Public Health and Laguna Honda for their “dedication, hard work, and cooperation.”

Resident Choices and Voices
Resident Centered Care Progresses

Organizational Development
An organizational development initiative to achieve resident-centered care is modeled on efforts by other skilled nursing facilities.

The transition from institutional care, in which the presumed efficiencies of the organization determine service delivery, to individual care, in which the needs and preferences of the resident come first, has made significant advances.
In 2010, the hospital expanded the consistent assignment of caregivers from select cohorts to all residents throughout the hospital. Consistent assignment of a team of caregivers to each resident is a national best practice that helps achieve consistency of care.

The City Services Auditor, a branch of the San Francisco Controller’s Office, applied funds designated by voters for the improved delivery of services to hire national leaders in nursing home reform, Lumetra Health Care Solutions and B&F Consulting, to help guide the model-of-care development at the hospital.

The consultants will conclude their work in this fiscal year, 2011-2012. The hospital will build on that foundational work to continue to develop its own model of resident-focused services.

**Community Integration**

Hospital discharges, meanwhile, grew in number, quality of placement, and complexity of client needs. Between 2005–2010, over 1,200 Laguna Honda residents moved to integrated settings elsewhere in the community, 70% of them to independent living.

In addition, discharges were not confined to residents of short duration. Long term residents, including some who lived at Laguna Honda for 20 years and more, are now among those leading successful lives in community settings. Since 2009 alone, Laguna Honda has placed seven residents into the community who had had a combined total stay of over 100 years.

Former Laguna Honda resident Keith Dennis was a featured speaker at the July 2011 conference on services for seniors and people with disabilities sponsored by the San Francisco In-Home Support Services Public Authority.

Keith told the 600-person crowd of service providers how Laguna Honda made it possible for him to move to independent living by providing the nursing care and rehabilitation he needed.

Keith was born in Alabama and moved to Fairbanks, Alaska with his family when he was young. He grew up playing football and received a scholarship to San Francisco State University.

He was working as a special education teacher in San Francisco when he began to show signs of multiple sclerosis. He came Laguna Honda in 2006 after he could no longer care for himself.

Keith is an articulate advocate for people with disabilities, and has become a valued peer mentor who encourages Laguna Honda residents to make their own empowering move to independent living.
DEMOGRAPHICS

To be eligible for admission an applicant must be a resident of San Francisco and have a primary medical diagnosis that requires 24-hour a day skilled nursing care.

Laguna Honda’s operating capacity is 766 beds (759 skilled nursing beds and 7 acute rehabilitation beds).

An additional 14 specialized beds (for a total capacity of 780) are filled as needed by skilled nursing residents. Eight are for residents who require acute medical care and six are for residents with respiratory infections that require treatment in isolation or negative pressure rooms.

The hospital’s occupancy goal is 98%, an average daily census of 750. The average census for the fiscal year was 756.

Minimum age for admission is 18. The age distribution for fiscal year 10-11 was as follows.

<table>
<thead>
<tr>
<th>AGE</th>
<th>% OF POPULATION</th>
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<tr>
<td>18-49 YEARS</td>
<td>10.9%</td>
</tr>
<tr>
<td>50-59 YEARS</td>
<td>18.5%</td>
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<tr>
<td>60 AND OVER</td>
<td>70.6%</td>
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The ethnic background of the hospital’s residents is presented in the chart below.
INITIATIVES
Hospital initiatives correspond to the four strategic goals the organization set for itself in 2009. The goals are reviewed and updated every year by the hospital’s Leadership Forum.

RESDIENT SUCCESS
Provide programs and services that promote choice and maximize residents’ abilities and placement in the most independent setting.

HEALING ENVIRONMENT
Achieve the highest quality of life through professional, caring relationships and compassionate services in therapeutic surroundings.

COMMUNITY PARTNERSHIPS
Strengthen relationships among residents, families, staff, and the larger community for the best communication and continuity of care.

INNOVATIVE EXCELLENCE
Develop and sustain best practices and technology to achieve the highest quality of care, organizational effectiveness, efficiency, and fiscal responsibility.

RESIDENT SUCCESS
Favorable outcomes come in many forms, and are partly determined by the complex relationships people have with the unique circumstances of their own health. For some, success might mean moving from hospital to independent living, for others it might mean lifting a glass of water to drink, for still others accepting the long term comfort and care of skilled clinicians.

Success can look different to every skilled nursing resident every day. The hospital’s goal is to offer opportunities that are responsive to changing needs so each resident can achieve the highest level of independence whether on the Laguna Honda campus or in another community setting.

The hospital’s initiatives for resident success in the fiscal year included new modes of treatment, community-building and integration.

RESIDENTS’ COUNCIL
Laguna Honda is privileged to have an engaged group of resident leaders who meet monthly to debate issues of common concern and initiate projects to integrate resident perspectives into hospital operations.

Resident suggestion boxes, a project of the council, are available in public areas of the hospital. Responses to suggestions are tracked by council members and administrative staff. The officers of the council also meet quarterly with executive staff.

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Family Council

Laguna Honda’s Family Council meets monthly, and the hospital encourages family members to attend resident care conferences and participate on a daily basis with decisions of care team members.

Consistent Assignments of Caregivers to Residents

A best practice in nursing care nationally, consistent assignment of caregivers to residents encourages continuity in care. The model helps to strengthen relationships by identifying a team of caregivers for each resident. From day to day, the resident can expect the same team members to assist with activities of daily living. Residents and caregivers come to know one another, caregivers become experienced in the needs and preferences of individual residents, and service delivery improves.

Each 60-person neighborhood at Laguna Honda has an assigned “dream team” of clinicians and operations staff. The four 15-person households in each neighborhood have their own consistently assigned team. The assignment of staff to neighborhoods and individual residents extends from nursing staff to physicians, social workers, registered dietitians, social workers, and housekeeping staff.

The consistent assignment initiative is a result of the Laguna Honda organizational development program managed in cooperation with the city Controller’s Office.

Peer Mentors

Role models provide critical encouragement for people with disabilities who are making the transition from the hospital to independent living or a lower level of care elsewhere in the community. The peer mentor program of the In-Home Supportive Services Public Authority hosts a weekly support group at Laguna Honda and works on a one-to-one basis to help disabled residents make their move from the hospital a successful one.

Community Housing for Developmentally Disabled Residents

The third of four community homes for former Laguna Honda residents who have developmental disabilities opened in the fiscal year. The Louvaine Home, located in Daly City, provides housing and services for four residents over 60. It is operated by former Laguna Honda nurses in partnership with the Golden Gate Regional Center, a state service provider for the DD population. A fourth home is scheduled to open in the spring of 2012.

Cultural Competence

Laguna Honda has cared for a culturally diverse population for its entire 145 years of service to San Francisco. As long ago as 1890, the executive administrator reported to the Board of Supervisors that 40 different nationalities were represented in the Laguna Honda community.

Today, if you take a stroll down the Esplanade, you will hear voices in languages from the world over.

Lin Siu

Lin Siu came to Laguna Honda in 2005 after a stroke. She was an active woman who moved to the United States from Canton in 1985. The stroke limited her physical abilities and caused her to become depressed.

At Laguna Honda, she worked with Cantonese-speaking practitioners who closely involved her family in her care. With the hospital’s physical therapists, she slowly regained strength in her hands and legs. She says the psychiatry staff helped her to realize that she could live an emotionally fulfilling life with the limitations she was experiencing.

Family support provided a healing of the heart, the sort that family members and loved ones are especially good at. Today, Ms. Siu says her depression has lifted. To see her endearing smile you know it’s true. Her days are filled with leisure activities and socializing.

For now, Ms. Siu wants to continue to live at Laguna Honda. She knows there may be resources for her elsewhere in the community, but she says her husband is getting older, her kids are busy, and her community is here.
Eleven percent of Laguna Honda staff are certified for bilingual interpretation. An additional 159 staff members who are not certified also have skills in languages other than English. In all, 25% of Laguna Honda staff are bilingual.

The hospital also has translator telephone services which allow translation of 170 different languages. Language competencies are reflected in the following chart.

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<td>Tagalog</td>
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<tr>
<td>Vietnamese</td>
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**ANIMAL-ASSISTED THERAPY AND HORTICULTURE**

The hospital’s Virginia Leishman Farm, named for a former chief nursing officer who promoted the program, is the source of one of the most unique therapeutic modalities at any skilled nursing facility.

The animal-assisted therapy program provides gentle and delightful interaction with the feathered and furry denizens of a small petting zoo in the hospital’s backyard. Among the favorites of residents and family members are bunnies and guinea pigs, but goats, sheep, chickens, turkeys, geese and the farm’s two cats, Tab and Simon, get their share of attention, too. Residents visit the animals daily from 10 am-3 pm, and the smaller critters pay visits to the neighborhoods with their human handlers.

The farm also features raised planting beds accessible to people who use wheelchairs and a greenhouse, which make up the hospital’s horticulture program. As this report was being prepared at summer’s end, the greenhouse was overflowing with plants grown by residents, and the planting beds were in full flower.

The farm and garden are a project of the Department of Therapeutic Activities. The program manager is Activity Therapy Supervisor Chris Serzant.

**POETRY GROUP**

Laguna Honda social worker Sharon Pretti convenes a monthly group of resident poets whose work is published by the hospital in an annual anthology, Kaleidoscope. The work of the poets also appears with painting by resident artists on the donor wall in the lobby of the Pavilion.
HEALING ENVIRONMENT

The therapeutic environment consists of more than the hospital’s new buildings. It combines treatments for a wide range of diagnoses with professional, caring relationships between caregivers and residents. Community-building nourishes body and mind, laying a foundation for the success of clinical interventions.

RESIDENT FEEDBACK ON THE NEW LAGUNA HONDA

Survey data compiled by the hospital’s Nursing, Quality Management and Human Resources Departments following the move, indicates that residents are overwhelmingly satisfied with care in the new hospital.

Staff members surveyed residents at three key junctures, 10-days, 30-days and 90-days after the move. The series of surveys was designed to identify specific needs as well as trends or patterns requiring systematic adjustments.

Seventy-five percent of residents at the 90-day mark said they were fully satisfied with the care and comfort in the new facility. The satisfaction rate was consistent with results at 30 days and represented an increase of 16% over the 10-day results.

The face-to-face conversations involved 413 residents out of a census of 747 at 30 days, and 506 residents out of a total of 752 at 90 days.

Categories cited as most satisfying were privacy and tranquility, personal comforts (including TV, comfortable bed, clean bathroom, nurse call system), social dining, scenic views, and - most importantly - quality of care.

Categories that needed attention were room temperature, food preferences, bedside lamps, bedroom television sets, and the smoking area. All problems identified by the surveys are in the process of correction.

Residents will have a further opportunity to provide feedback in Laguna Honda’s annual resident satisfaction survey scheduled for fall, 2011.

NEIGHBORHOOD MEETINGS

Housemates and caregivers gather as a group every month in the Laguna Honda neighborhoods to discuss topics of common concern.

They gather in the Great Room, activity therapists facilitate, and the topics of conversation are those common to many shared living arrangements: setting house rules for the use of common areas, planning activities and field trips for the coming month, and deciding what types of food to stock in the galley kitchens.

The neighborhood meetings are a way to make the therapeutic environment more home-like, and to encourage active decision-making by residents.

Dorothy

Dorothy Hines has been at Laguna Honda 11 times since she had a stroke in 2005. Her daughter Tammy takes care of her at home, and when Tammy needs a break, she enrolls Dorothy in Laguna Honda’s six-week respite program for home caregivers.

Dorothy is one of 13 children. She came to San Francisco from Texas when she was 20 years old and worked as a medical secretary. Her Laguna Honda care team knows that she is a night owl who likes to watch late night television and sleep in the next day. The team makes sure she has a late breakfast waiting for her.

Respite clients are eligible for the same full range of care as any resident. During Dorothy’s most recent stay, she paid a visit to Laguna Honda’s podiatry clinic and the University of the Pacific dental clinic on campus, and Tammy sought out a consultation with our pharmacists to help better manage her mother’s medications.
Wellness Center Opening

Health Commissioner Jim Illig presided at the opening of the Laguna Honda Wellness Center in May. Located on the ground floor of the Pavilion, the center includes the fitness gym and two therapy pools. The pools provide therapeutic and recreational opportunities for residents.

“We do aquatic therapy because it is an excellent treatment modality,” says Director of Therapeutic Activities Bill Frazier, “but we also do it because it’s fun.” Aquatic therapy helps to build self-esteem by offering opportunities for physical accomplishment, he says.

Under the direction of Activity Therapy Supervisor Christine Hanson, the program is designed to increase physical ability, develop range of motion, relieve stress, and increase opportunities for recreation. Aquatic services are provided by both activity therapists and physical therapists. The smaller of the two pools is used primarily for physical therapy, and the larger pool for recreation.

Social Dining

Residents break bread together in the neighborhood-and-household model of care now in place at Laguna Honda. Every household has a living room at one end and a dining room at the other. Residents gather in the dining rooms and the Great Room at the center of the neighborhood for meals three times a day. A neighborhood kitchen stocks healthy snacks for between meal nibbling.

Pain Clinic

The Laguna Honda Pain Clinic provides a blend of traditional and complementary approaches to relieve physical and psychosocial distress.

Clinic practitioners use integrative therapies to understand and relieve the highly specific pain of each patient. Treatment modalities might include acupuncture, cognitive behavioral therapy, Feldenkrais (postural and movement therapy), humor therapy or medical clowning, massage, medications, meditation, music therapy, tai chi, and yoga.

Over the last decade, comprehensive pain clinics, like Laguna Honda’s, have become an increasingly successful approach for treating debilitating chronic or persistent pain that is not relieved by usual treatment. The effectiveness of the Laguna Honda Pain Clinic is in part due to the personal experiences of hospital practitioners, some of whom are living with the chronic pain similar to their patients.

Clinic staff say their work is emblematic of the team approach to care in the new Laguna Honda; putting existing competencies together in new ways to provide improved outcomes.

Water Conservation Grant

Laguna Honda was awarded a $600,000 water conservation grant from the San Francisco Public Utilities Commission in June.

The hospital will use the grant to reduce water consumption by transforming the upper lawn on the west side of the campus into a drought-tolerant garden with pathways and benches to promote the healing and comfort of residents and to serve as a place of leisure and relaxation for the broader community beyond the hospital.
Wheelchair Access

The campus became fully accessible from Woodside Avenue along its south side this year. The completion of a ramp winding up the hillside near the Muni bus stop to the front door of the Administration Building allows wheelchair users easier access to the rest of San Francisco by bus. A second ramp completed last year connects the hospital’s main entrance to the Forest Hill subway station. The two accessible pathways help make the hilly terrain of the campus’ Twin Peaks location open to everyone.

Community Partnerships

As an organization, Laguna Honda sees itself as a part of the broader civic community of San Francisco, not apart from it. For the hospital, community integration means assisting residents to have successful lives in other community settings as well as establishing partnerships with other community organizations to promote the public health.

Palliative Care Advisory Board

The hospital’s community palliative care advisory group is a panel of experts drawn from Laguna Honda and other healthcare organizations to recommend innovations and help set operational standards in the hospital’s comfort care program.

The advisory group advises on palliative care in all of Laguna Honda’s specialized nursing programs, Memory Care, Positive Care, Enhanced Support, Integrated Wellness, Spanish and Chinese Language Communities and the hospice program.

The goal of the group is to support a successful transition from medical interventions to palliative care needs for people who may be living their final weeks or months.

The panel consists of specialists from the Zen Hospice Project of San Francisco, San Francisco General Hospital, the University of California at San Francisco, and the Health at Home program of the San Francisco Department of Public Health. Participating Laguna Honda clinical departments are nursing, medicine, social services, activity therapy, and spiritual care.

Volunteer Support

Over 400 San Franciscans volunteered their time at Laguna Honda this year. They contributed their talent, commitment, ideas, inspiration, laughter, and love, supporting the public health by bringing the community into Laguna Honda and bringing Laguna Honda residents out to community events.

The Friends of Laguna Honda honored the volunteers as they do every year with a dinner and awards ceremony in April 2010 in the Pavilion Café.
INDEPENDENT LIVING SEMINARS

In-Home Support Services and the Independent Living Resource Center began weekly seminars in independent living for Laguna Honda residents in the fiscal year. Residents and mentors meet for tea, snacks and conversation every Thursday to discuss the logistical and emotional aspects of making the empowering transition to a more integrated community setting.

CLINICAL INTERNSHIPS

The hospital actively continued its internship programs in the fiscal year. Students fulfilled clinical rotations at Laguna Honda in nursing, medicine, pharmacy, social services, activity therapy, and psychology. Some of the participating schools are the University of California at San Francisco, San Francisco State University, City College of San Francisco, Gurnick Academy of Medical Arts, NCP College of Nursing, Unitek College of Nursing and the American Care Quest Certified Nursing Assistant program.

GRAND ROUNDS

The hospital’s medical education presentations are conducted in conjunction with the University of California at San Francisco. Presentations are posted on the hospital’s website under “community events.”

A few of the grand rounds presentations in the hospital’s John Kanaley Community Center this year were as follows.

JoAnne Keatley, MSW, Director of the Center of Excellence for Transgender Health at UCSF has directed numerous transgender research projects for the National Institutes of Health, developed and directed transgender intervention projects, and is a recognized international expert in transgender health and HIV issues.

Dr. Donald Abrams, Chief of Oncology at San Francisco General Hospital, discussed the use of cannabis in the treatment of cancer, anorexia, AIDS, spasticity, glaucoma, arthritis, and migraine.

Laguna Honda physician Dr. Grace Dammann discussed her own experience with traumatic brain injury. Dr. Dammann is a recipient of the Heros of Compassion award presented by the Dalai Lama and a specialist in the treatment of medically complex diagnoses, including dementia, advanced lung disease, AIDS, and spinal cord injury.

SAFeway

Safeway employees were an enthusiastic part of the hospital’s volunteer pool on move days. The Safeway team accompanied dozens of residents from the old building to the new neighborhoods, pushing wheelchairs and lending comfort and support.

Safeway also donated 780 recyclable tote bags so that residents could transport their personal medical information with them along the move route. The Diamond Heights store supplied the bags. Thank you, Safeway, from your grateful community partners at Laguna Honda.

Latasha

Latasha Grant, a native San Franciscan, sustained a brain injury in an auto accident at age 18. Now in her early 20’s, she is preparing to move to an apartment where she will live with a caregiver.

Laguna Honda nursing assistant Denise Thurman, a consistent member of Latasha’s care team since the beginning, has made an important difference in her rehabilitation. Latasha thinks of Denise as a second mother, and calls her “mom.” Together, they talk about life’s possibilities, leaf through the fashion magazines and listen to rhythm and blues.

Planning for Latasha’s move was a partnership of the Laguna Honda Social Services Department, the Department of Public Health’s Targeted Case Management program, the Department of Aging and Adult Services’ Community Living Fund and several community based organizations.
JEWISH VOCATIONAL SERVICES

The hospital’s leadership development initiative for charge nurses continued in the fiscal year with a series of training seminars designed especially for Laguna Honda by Jewish Vocational Services.

Charge nurses have assumed a leadership position in the hospital’s changing model of care, and taken a number of steps to manage their transition, including creation of a Charge Nurse Council to exchange experiences and develop strategies for handling common issues.

The day-long JVS trainings helped the nurses to hone communication skills; learn techniques to adapt to the different styles, roles and priorities of the neighborhoods; resolve conflicts; delegate tasks; solve problems as they arise; build team cohesion and effectively manage their time. Other licensed nursing staff also participated in the trainings.

UNIVERSITY OF THE PACIFIC DENTAL CLINIC

University of the Pacific President Pamela Eibeck and San Francisco Dental Society President Gail Duffala were on hand for the opening of the hospital’s dental clinic in February 2011. The clinic is staffed with doctors from the Dugoni School of Dentistry at the University of the Pacific. UOP and Laguna Honda have been community partners since 2004. The clinic provides comprehensive dental services on campus.

ELDERGIVERS: ART WITH ELDERS

Laguna Honda’s many resident artists can be seen every weekday taking advantage of the natural light in the art studio on the Esplanade with brush, canvass, watercolors and oils. Director Mark Campbell of Eldergivers’ Art with Elders program coaxes accomplished work from an artistically talented community. Resident paintings selected in a juried competition by the San Francisco Arts Commission are incorporated into the Laguna Honda donor wall in the Pavilion lobby.

STUDENT GARDENERS

The Laguna Honda Farm and Gardens benefits from the green thumbs of students from the San Francisco Waldorf School and Allies for Children, an organization that helps at-risk youth stay in school and learn job skills. The enthusiastic teenagers help to keep the hospital’s backyard, the Clarendon Valley, looking beautiful.

The valley is the former site of the hospital’s maintenance yard. As part of the greening of the hospital, it was restored to its natural state during the rebuild. The hillsides were seeded with native species and the valley floor became the site of planting beds, an orchard and the Betty Sutro Meadow.
City College at Laguna Honda

The new hospital buildings have provided opportunities to enhance Laguna Honda’s community partnership with City College of San Francisco. Instructors from CCSF offered t'ai chi and exercise in the Wellness Center as well as classes on painting, and ceramics on campus during the fiscal year. The classes are open to all San Francisco residents. Laguna Honda Activity Therapist Alice Wong manages the collaboration.

Students in the horticulture program at City College of San Francisco took a leading role in designing and planting new drought-tolerant gardens at the hospital this fiscal year. The students applied their landscaping skills to add succulents and native flowers to the hospital’s front lawn.

Zoo

The San Francisco Zoo was an important partner this year in establishing the hospital’s animal-assisted therapy program. The Zoo’s experts advised which animals would be most therapeutic in the hospital setting and assisted the hospital’s activity therapists to establish proper workflows for animal care.

National Youth Leadership Forum

High school students from around the country spent part of their summer with clinician mentors at Laguna Honda. The students are selected for participation in the National Youth Leadership Forum based on academic excellence and their interest in medical careers. They observed delivery of care and met with staff and residents. Laguna Honda’s community partnership with the mentorship program is organized by Dr. Monica Banchero-Hasson.

Boy Scouts

Laguna Honda welcomed Boy Scouts of America troop 88 to the campus this year. The troop, which took a courageous stand for non-discrimination in scouting, has been active in the Forest Hill neighborhood adjacent to the hospital for 90 years. It held some of its meetings on the campus, and worked with Laguna Honda gardeners Noah Santiago and John Alexander to fulfill the requirements for a merit badge gardening.

Lowell High School

The Move About Theatre, a company of young actors from Lowell High School, San Francisco State University and other city schools worked their theatrical magic on the Laguna Honda campus this year. The company produced four short plays in a series of weekend performances at the hospital. Audience members “moved about” from stage to stage, arranged around the circular lawn in front of the Pavilion.
SCHOOL FOR THE ARTS

The radiant voices of 52 young singers from the San Francisco School for the Arts filled the Esplanade in March when the hospital’s talented neighbors from up the hill paid a memorable musical visit.

The SOTA students presented a ringing mix of a cappella liturgical music, folk melodies, and American spirituals that would have shaken the rafters if our new buildings had any. To an itinerant audience of listeners passing along the Esplanade it seemed as though the acoustics may rival those at Davies Hall.

The concert proved to be an especially joyous moment for one resident, Frank A., who requested that the rightfully acclaimed student singers perform on campus. Our thanks to SOTA for adding Laguna Honda to its 2011 tour dates.

INNOVATIVE EXCELLENCE

This year at Laguna Honda, innovative excellence meant technological advances. New technologies helped residents integrate into on-line communities, protected the safety of residents with dementia, and added a layer of quality control to medication distribution.

LEED CERTIFICATION

Laguna Honda was awarded silver certification by the U.S. Green Building Council’s Leadership in Energy and Environmental Design (LEED) program on June 18, 2010, making it the first green-certified hospital in California.

The LEED program is the leading national standard for designating green buildings.

The hospital’s three new buildings address environmental impacts in their design, construction and operation across six LEED-designated categories: sustainable sites, water efficiency, energy and atmosphere, materials and resources, indoor environmental quality, and innovation and design process.

LAGUNA ON-LINE

The new hospital provides wireless internet access, allowing residents access to the web throughout the buildings. Computers in the multi-media library also provide free on-line connections.

The Friends of Laguna Honda donated 10 iPads to the hospital in the fiscal year, enabling activity therapists to work with residents on computer projects. Residents posted videos on YouTube, set up Facebook pages, and spoke with family members around the world on Skype.
**Pharmacy Innovations**

The Laguna Honda pharmacy distributes 26,000 doses of medication every day. The pharmacy’s Omnicell system, which became operational in 2010, allows nurses who administer the medication to get the precise dose of the exact medication they need from an electronic distribution device on every neighborhood.

Laguna Honda already has an extremely low medication error rate. The Omnicell system is added insurance that residents are getting only the medication they need when they need it.

**Safety for Wander-Prone Residents**

A tracking system for residents with advanced dementia who are at risk of getting lost enables a family decision-maker or conservator to request a bracelet that signals the resident’s location if he or she leaves the neighborhood.

At the exit from the Great Room to the elevator lobby, the bracelet triggers a recorded message that redirects the resident. The message can be programmed in multiple languages or recorded by a friend or family member.

In the unlikely event that a wandering resident leaves the neighborhood unaccompanied by a caregiver or trained volunteer, the bracelet will alert nurses and hospital security staff to the resident’s location so he or she can be brought safely back.

**Nurse Call**

The sophisticated call system in the new facility allows residents to reach staff members wherever they are by activating an accessible bedside button that connects to Spectralink cell phones carried by nurses and other clinical staff.

Along with frequent rounding in the households, the new system helps to ensure safety and keep nursing staff in touch with residents in the more private environment of the new hospital.

“I love this place,” says Burt Mann. “I was here seven years ago and got some wonderful care and help from people who taught me to walk again so I could return to my loving wife, Marilyn. Now I’m back because Marilyn and I are both 84 and she can no longer take care of me. I’m just too much for her, 500 pounds and all!”

“This new home needs help from all of us to make it better. I have some time left and I want to use it to help improve the health and welfare of the people of Laguna Honda.

“But you know what? We have a wonderful team, and I say to other residents, ‘What did you do in your life? You have ideas, let’s hear them.’ We each help ourselves by helping one another. Without you there is no us.”
Laguna Honda Hospital and Rehabilitation Center is a branch of the San Francisco Department of Public Heath. We provide acute care, skilled nursing and rehabilitation services for a safety net population of 765 seniors and adults with disabilities.