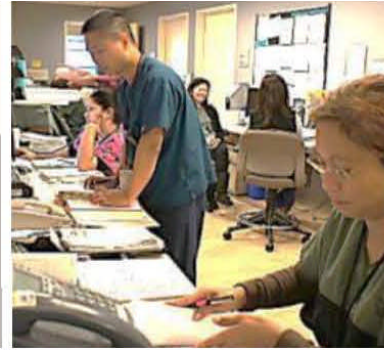


December 15, 2015




**SF HEALTH NETWORK**  
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

# FY 2014-2015 Annual Report to the Health Commission



The Laguna Honda Community  
Laguna Honda Hospital and Rehabilitation Center  
San Francisco Health Network  
Department of Public Health

- BALBOA TEEN CLINIC
- CASTRO MISSION HEALTH CENTER
- CHINATOWN PUBLIC HEALTH CENTER
- CHILDREN'S HEALTH CENTER AT SFGH
- COLE STREET CLINIC
- CURRY SENIOR CENTER
- FAMILY HEALTH CENTER AT SFGH
- GENERAL MEDICINE CLINIC AT SFGH
- HAWKINS YOUTH CLINIC
- HIP HOP TO HEALTH CLINIC
- LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER
- LARKIN STREET YOUTH CLINIC
- MAXINE HALL HEALTH CENTER
- MEDICAL RESPITE AND SOBERING CENTER
- OCEAN PARK HEALTH CENTER
- POSITIVE HEALTH PROGRAM AT SFGH
- POTRERO HILL HEALTH CENTER
- SAN FRANCISCO GENERAL HOSPITAL AND TRAUMA CENTER
- SILVER AVENUE FAMILY HEALTH CENTER
- SOUTHEAST HEALTH CENTER
- SPECIAL PROGRAMS FOR YOUTH
- TOM WADDELL URBAN HEALTH
- WOMEN'S HEALTH CENTER AT SFGH

“To provide **housing and community-style living**, with the **highest level of independence** for Laguna Honda’s hundreds of residents by constructing the **most technologically advanced, efficient, flexible, humane** and **natural facility** in the world.”

Vision Statement, 2000  
Laguna Honda Hospital Replacement Program



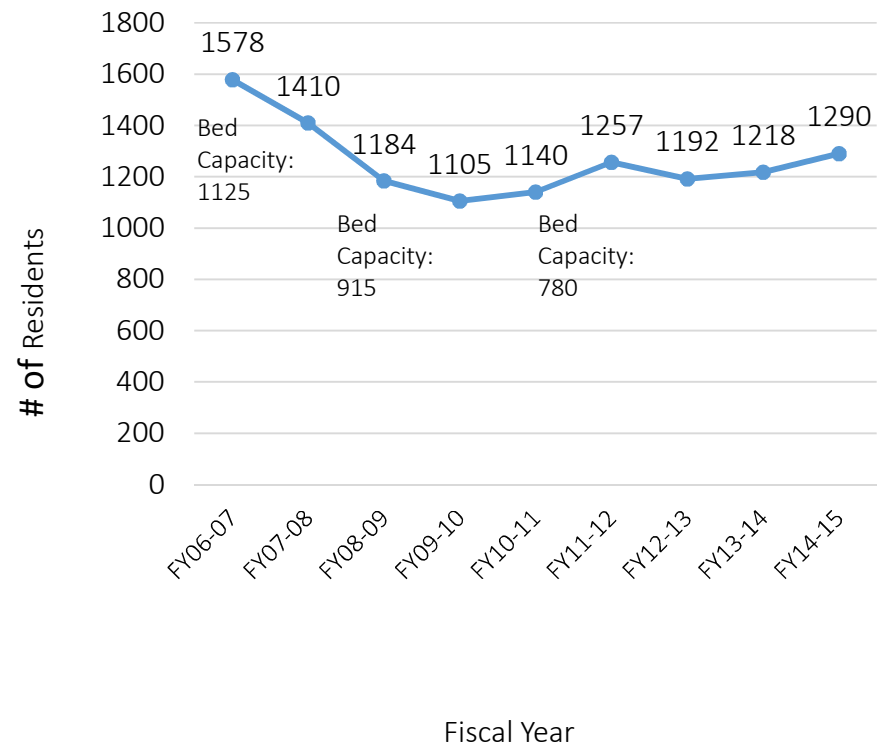


# Service to San Franciscans

“To provide **housing and community-style living**, with the **highest level of independence** for Laguna Honda’s hundreds of residents by constructing the **most technologically advanced, efficient, flexible, humane and natural facility** in the world.”

Vision Statement, 2000  
Laguna Honda Hospital Replacement Program

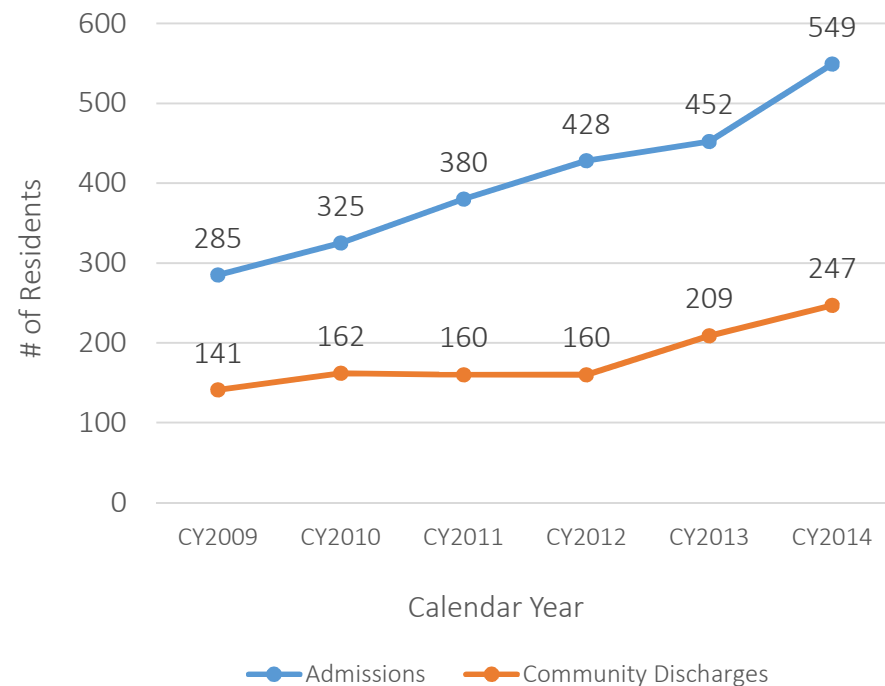
Unique Individuals Served Per Fiscal Year



“To provide housing and community-style living, with the **highest level of independence** for Laguna Honda’s hundreds of residents by constructing the most technologically advanced, efficient, flexible, humane and natural facility in the world.”

Vision Statement, 2000  
Laguna Honda Hospital Replacement Program

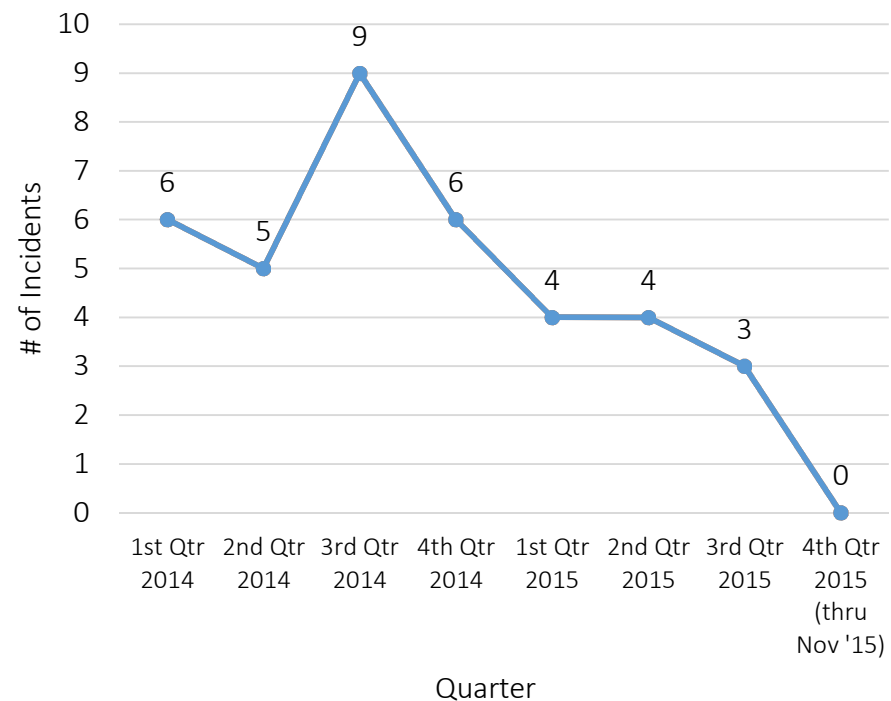
Admissions and Community Discharges



“To provide housing and community-style living, with the highest level of independence for Laguna Honda’s hundreds of residents by constructing the most technologically advanced, efficient, flexible, humane and natural facility in the world.”

Vision Statement, 2000  
Laguna Honda Hospital Replacement Program

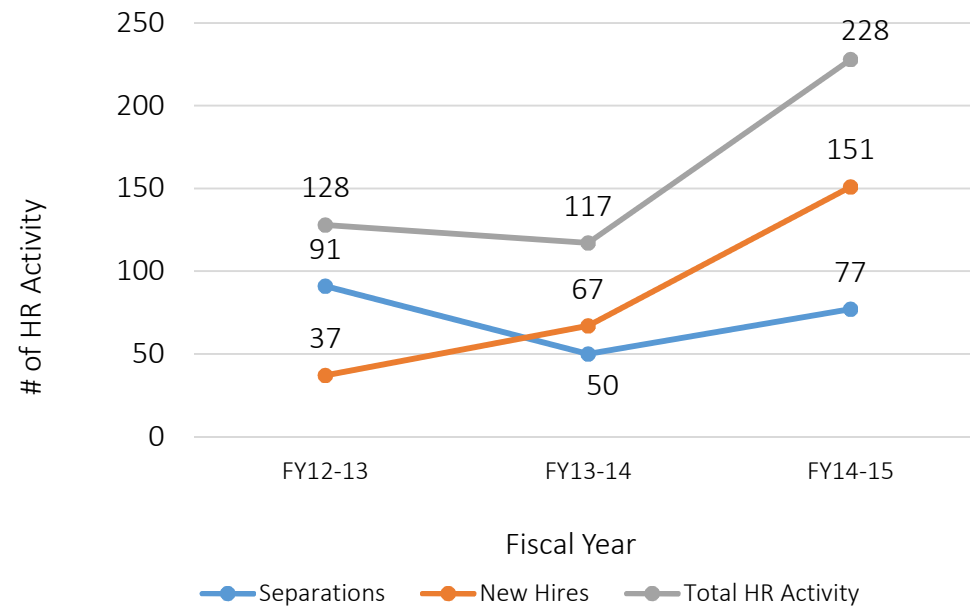
Unplanned IT Downtimes



“To provide housing and community-style living, with the highest level of independence for Laguna Honda’s hundreds of residents by constructing the most technologically advanced, **efficient**, **flexible**, **humane** and **natural facility** in the world.”

Vision Statement, 2000  
Laguna Honda Hospital Replacement Program

Hiring and Separations



Hiring Increased by 66%  
Turnover Rate: 5.71%  
Avg. Vacancy Rate: 5.50%





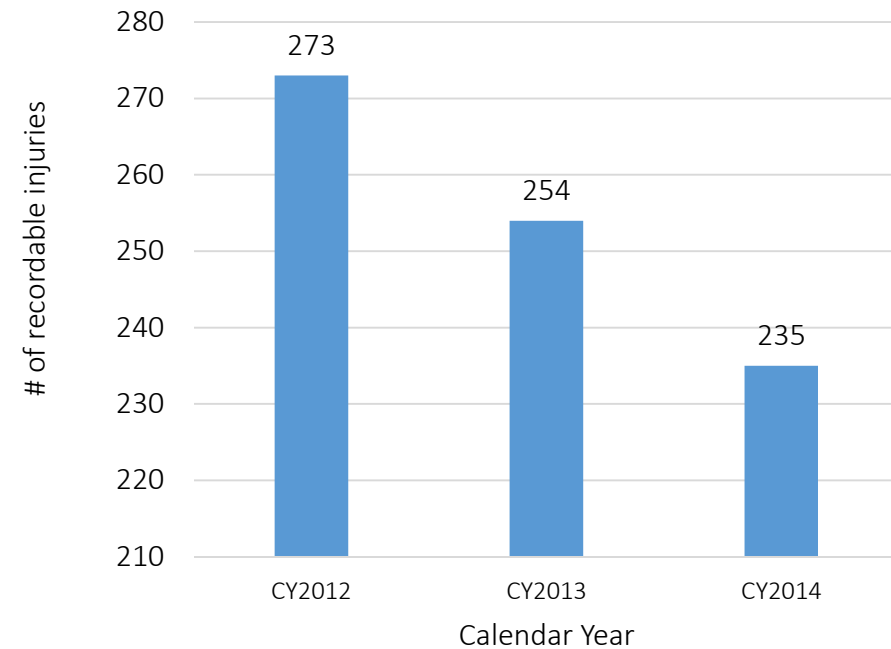


# Workplace Safety

“To provide housing and community-style living, with the highest level of independence for Laguna Honda’s hundreds of residents by constructing the most technologically advanced, efficient, flexible, humane and natural facility in the world.”

Vision Statement, 2000  
Laguna Honda Hospital Replacement Program

Recordable Injuries

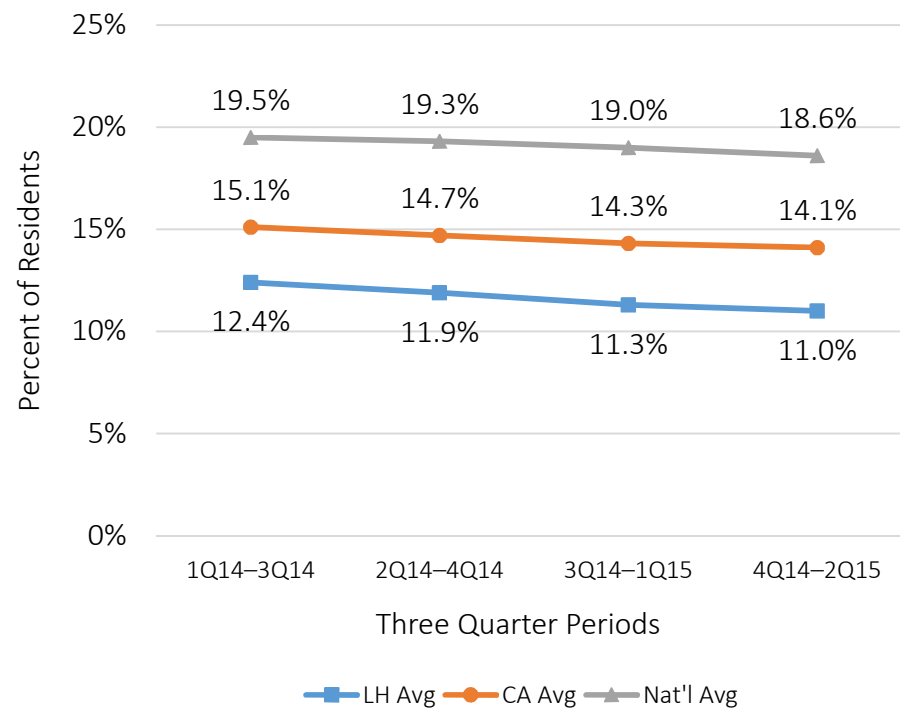




“To provide housing and community-style living, with the highest level of independence for Laguna Honda’s hundreds of residents by constructing the most technologically advanced, efficient, flexible, humane and natural facility in the world.”

Vision Statement, 2000  
Laguna Honda Hospital Replacement Program

Received Antipsychotic Medication (Long Stay)





In 2009

“To be an **innovative** world-class center of excellence in **long-term care** and **rehabilitation**.”

Vision Statement, 2009

Laguna Honda Hospital and Rehabilitation Center





# Centers of Excellence Service Lines

“To be an **innovative**  
world-class center of  
excellence in long-term care  
and **rehabilitation.**”

Vision Statement, 2009  
Laguna Honda Hospital and Rehabilitation Center

Acute  
Rehab

SNF Rehab

General SNF

Behavioral  
Health

Dementia/  
Memory  
Care

Palliative  
Care

Positive  
Care

Respite

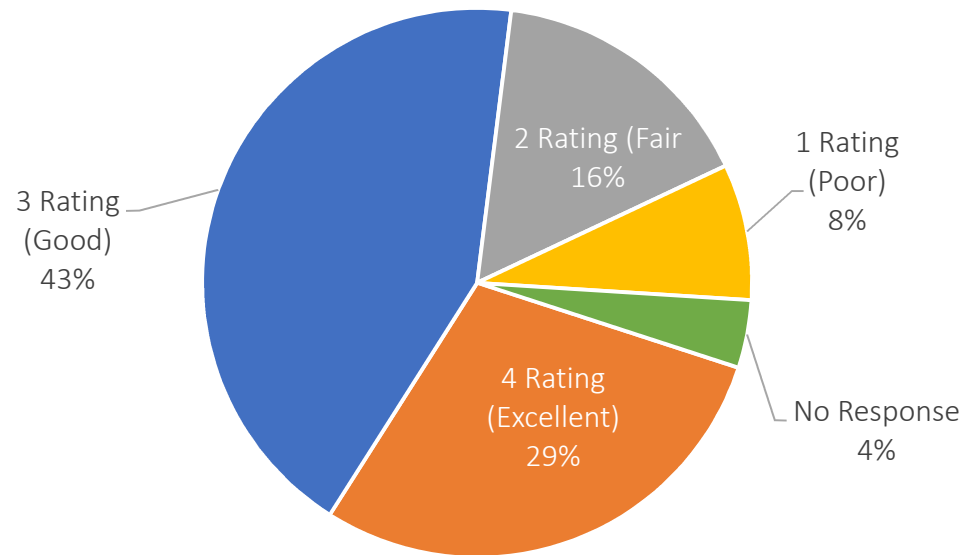
Wellness



“To be an innovative  
world-class  
center of  
excellence in long-  
term care and rehabilitation.”

Vision Statement, 2009  
Laguna Honda Hospital and Rehabilitation Center

Employee Overall Job Satisfaction (n=962)

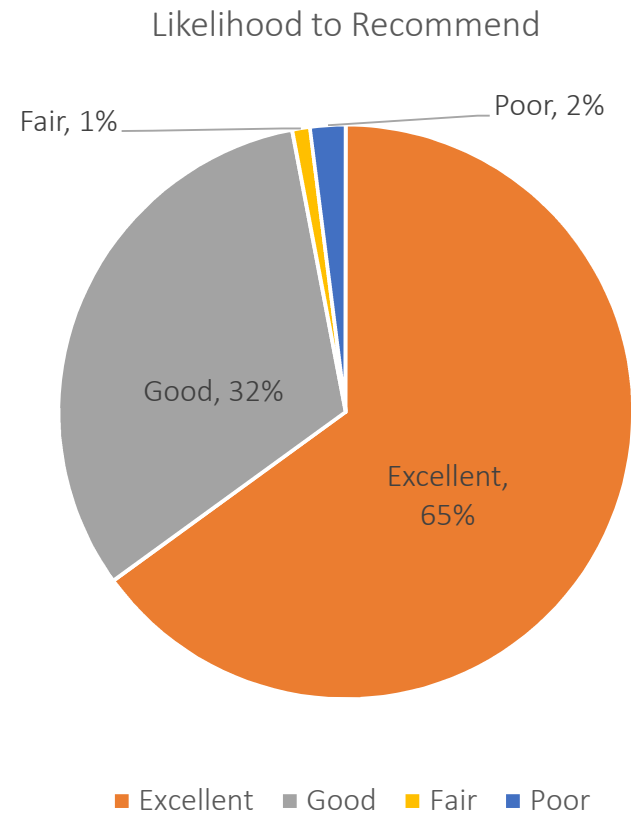


- 4 Rating (Excellent)
- 3 Rating (Good)
- 2 Rating (Fair)
- 1 Rating (Poor)
- No Response



“To be an innovative world-class center of excellence in long-term care and rehabilitation.”

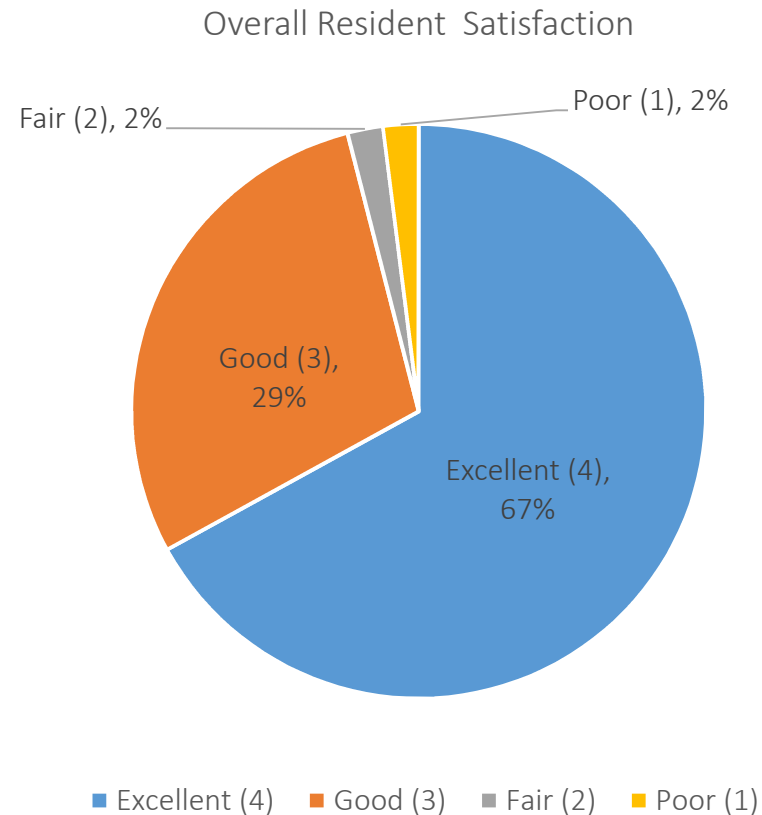
Vision Statement, 2009  
Laguna Honda Hospital and Rehabilitation Center



# Resident Satisfaction

“To be an innovative  
world-class  
center of  
excellence in long-  
term care and rehabilitation.”

Vision Statement, 2009  
Laguna Honda Hospital and Rehabilitation Center



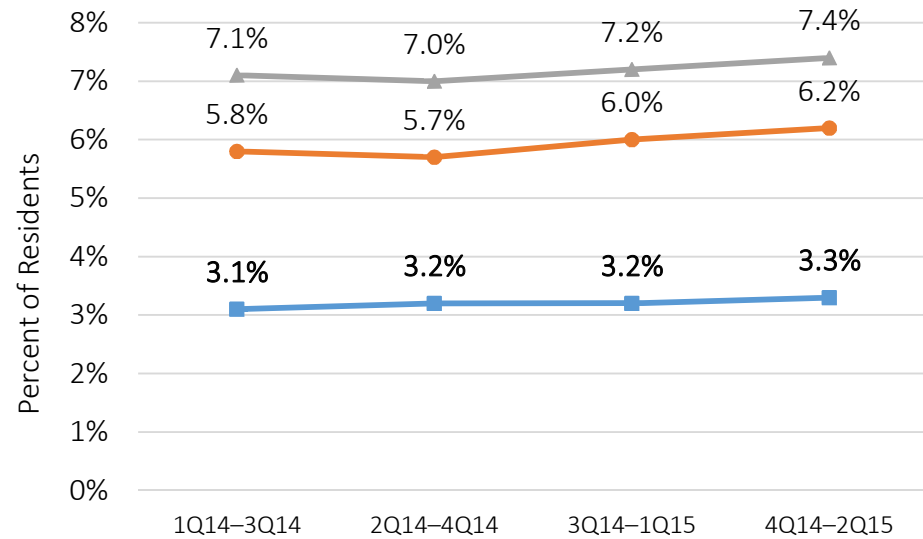


# CMS Quality Measures

“To be an innovative world-class center of excellence in long-term care and rehabilitation.”

Vision Statement, 2009  
Laguna Honda Hospital and Rehabilitation Center

Lose Too Much Weight  
(Long Stay)



3 Quarter Period

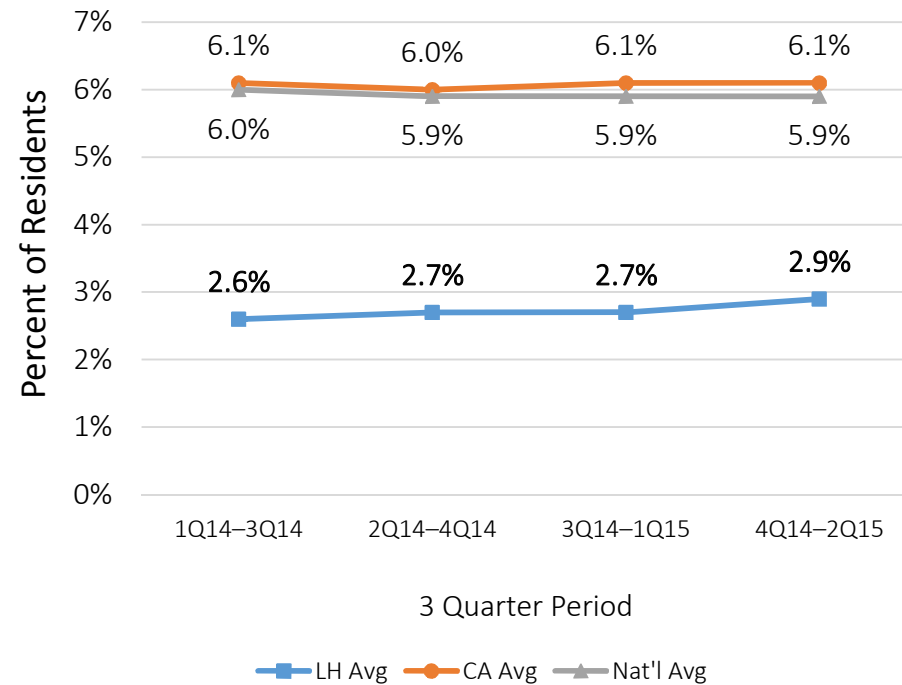
■ LH Avg    ● CA Avg    ▲ Nat'l Avg



“To be an innovative world-class center of excellence in long-term care and rehabilitation.”

Vision Statement, 2009  
Laguna Honda Hospital and Rehabilitation Center

High-Risk Residents With Pressure Ulcers  
(Long Stay)

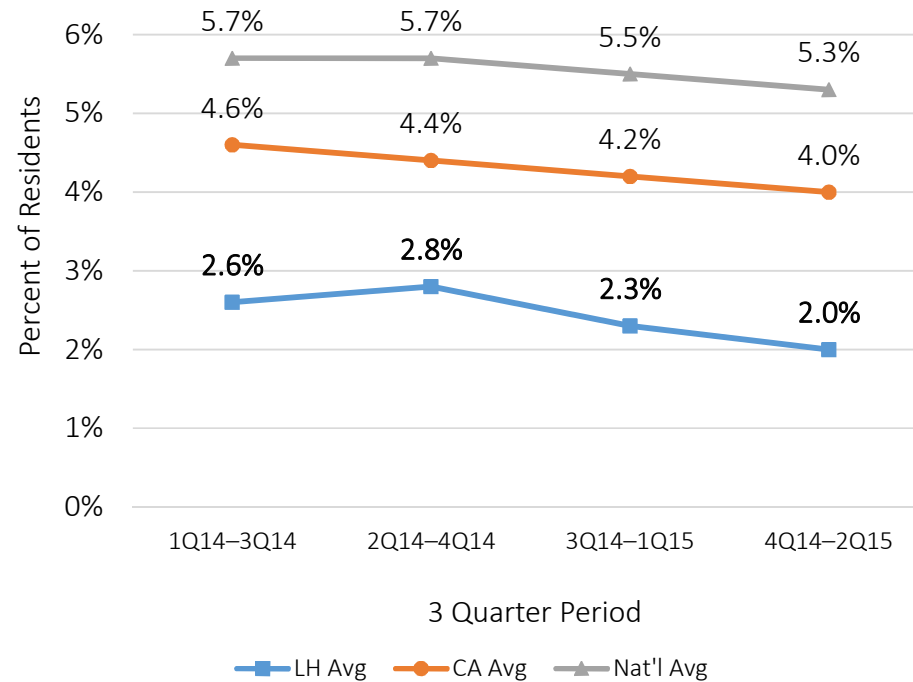




“To be an innovative world-class center of excellence in long-term care and rehabilitation.”

Vision Statement, 2009  
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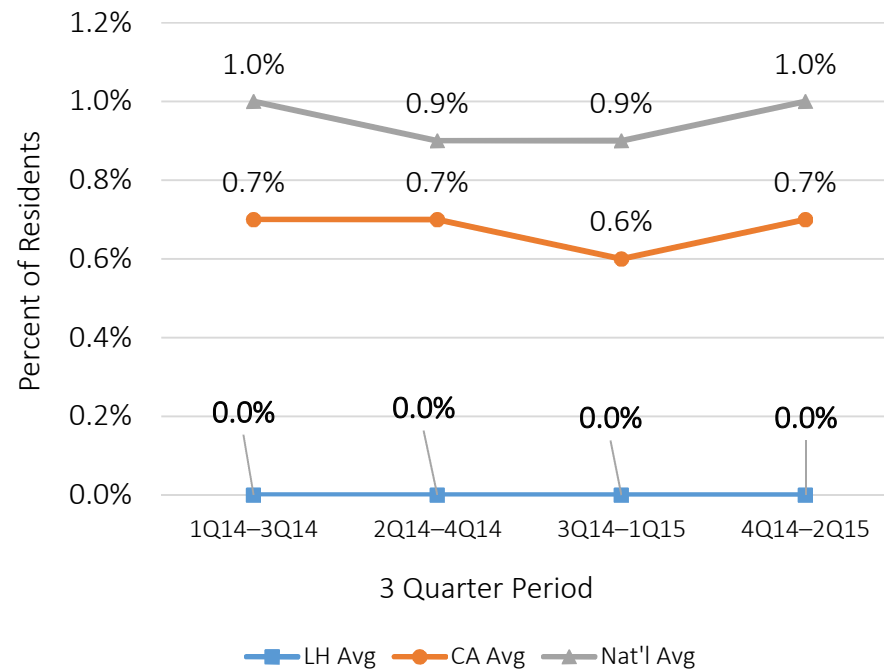
Urinary Tract Infection  
(Long Stay)



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Vision Statement, 2009  
Laguna Honda Hospital and Rehabilitation Center

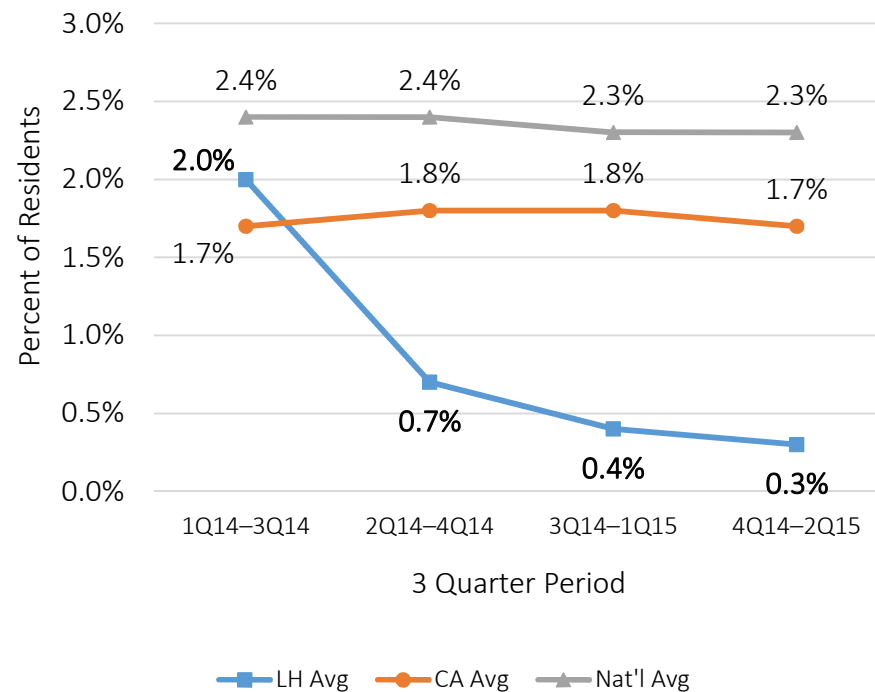
New/Worsened Pressure Ulcers (Short Stay)



“To be an innovative world-class center of excellence in long-term care and rehabilitation.”

Vision Statement, 2009  
Laguna Honda Hospital and Rehabilitation Center

Newly Received Antipsychotic Medication (Short Stay)







# From 1866 to 2016 – A Leader in Post-Acute Care



1866 – Gold Rush  
Pioneers

1868 - Smallpox

1870 – Almshouse

1906 – Relief  
Home

1910 - Clarendon  
Hall Built

1926 – Laguna  
Honda Hospital  
and Rehabilitation  
Center



1963 – Hospital  
Accreditation

2010 – The New  
Laguna Honda

2016 – 150 years  
of Service



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Thank you from the Laguna Honda Community!

