

ANNUAL REPORT FISCAL YEAR 2015-2016

Health Commission Director of Health Information Coordination of Compliance & Finance Policy & Planning Human Resources Security Communications Technology Division Initiatives Privacy Affairs SF HEALTH NETWORK SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH Community Health Equity **Environmental Health** Managed Care **Ambulatory Care** & Promotion Zuckerberg San Francisco General Disease Prevention & Public Health Emergency **Primary Care** Preparedness & Response Control Laguna Honda Hospital & Health at Home **Emergency Medical** Office of Equity & Quality Behavioral Health Services Office of Ops, Finance & Center for Learning & Transitions & SF Behavioral Jail Health Grants Mgmt. Innovation **Health Center** Applied Research, Community Center for Public Health Health Epidemiology & Maternal, Child & Research Surveillance Adolescent Health Bridge HIV





OUR MISSION

We provide a welcoming, therapeutic and healing environment that promotes the individual's health and well-being.

OUR VISION

Building healthier lives as the leader in post-acute care.



Warren from North 3



Our new mission and vision reflects the care experience we provide to our residents.



Fun Fact:

At the time of admission in 1962, Warren was the youngest resident

Also Fun Fact:

Now 68 years-old, Warren is the longest tenured resident at Laguna Honda

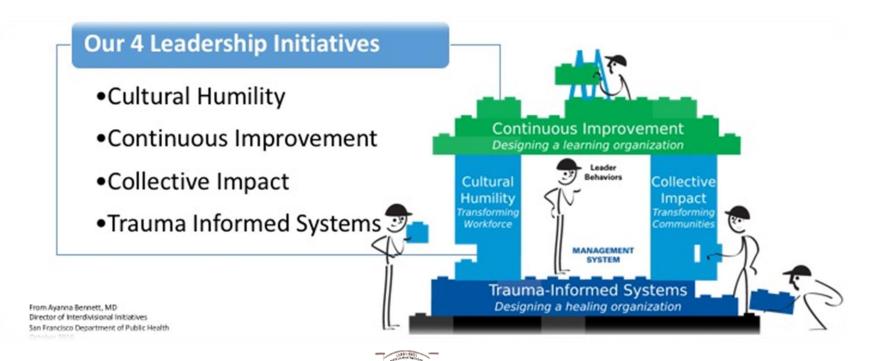








The pillars of the Department, along with our strategic goals, provides our community a common direction and momentum from each other as we strive to reach these goals.







Our community identified 5 strategic goals for the next 5 years.











CENTERS OF EXCELLENCE

Become nationally recognized as a Centers of Excellence in Post Acute Care (PAC)

COMMUNICATION

Disseminate information to Laguna Honda community in a consistent and timely manner

CULTURAL HUMILITY

Increase awareness of the meaning of cultural humility and diversity

PHILANTHROPY

Establish a successful and sustainable philanthropy program

TECHNOLOGY

Have a state- ofthe-art integrated technology to support Post Acute Care (PAC)







Health at Home Highlights



Served 1,324 clients and provided 20,187 home visits.



Staff satisfaction committee, is well established and is actively engaged in implementing innovative actions to improve staff satisfactions.



Increase in revenue of \$449,677 which was 20% above the budgeted revenue projection.



Expanded language access and efficiency by utilizing of SFHN Interpreter Service.











Quality Measures



Laguna Honda compared to the California average

Self-reported moderate/ severe pain Behavioral symptoms affecting others Increased help with Activities of Daily Living



California Average Line

1

Hi-risk pressure ulcer

Physical restraints

Antipsychotic meds

Antianxiety/ hypnotic Depression symptoms

Urinary tract infection

Catheter left in bladder

Bowel & bladder continence

Excessive weight loss







Quality Measures



Laguna Honda compared to the National average

Self-reported moderate/ severe pain

Behavioral symptoms affecting others

Depression symptoms



National Average Line



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Resident & Family Satisfaction



Resident

Families

51% Response Rate (n=167)

31% Response Rate (n=158)

- Quality of Care provided by licensed nurses 88%
- Safety 86%
- Promptness of maintenance services 86%
- Cleanliness of room and surroundings 84%
- Recommendation to others -75%

- Recommendation to others 98%
- Respect shown to the resident by staff 96%
- Respect for resident culture, race and/or ethnicity 95%
- Quality of care provided by licensed nurses 95%
- Opportunities for family to make decisions 95%



Resident Highlights



"Feels safe because of housing allowance, getting back to the work force, and independent living."

"You have better staff, nicer nurses, wonderful social worker. I would say a wonderful doctor in my experience from what I see."

"Overall my experience has been 100% positive. At first not sure if I would come to this place, but I'm glad I did."













Employee Satisfaction



Led by Nursing, more than 20 other departments participated in this year's survey

77% Response Rate (n=1,293)

Reasons for Excellent or Good Rating

- Enjoy working at Laguna Honda / good place to work
- Supportive / professional supervisors
- Feel like part of a team

Job Satisfaction Attributes

- Adequacy of Equipment / Supplies
- Quality of training
- Communication amongst coworkers / staff



Employee Highlights









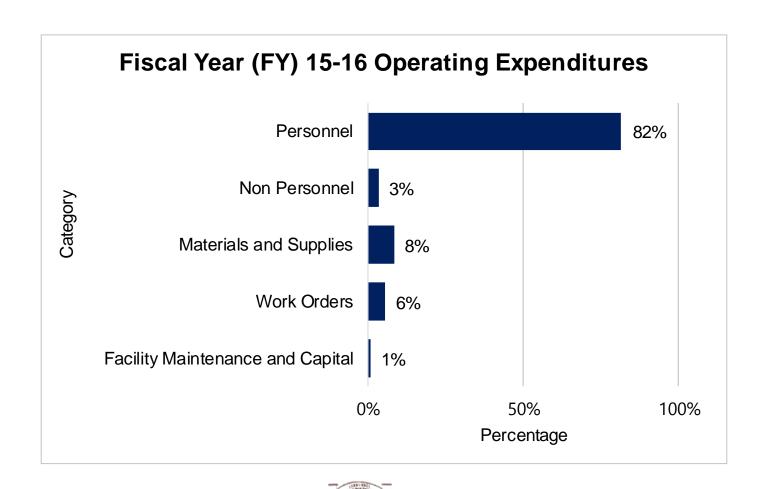






Fiscal Expenditures

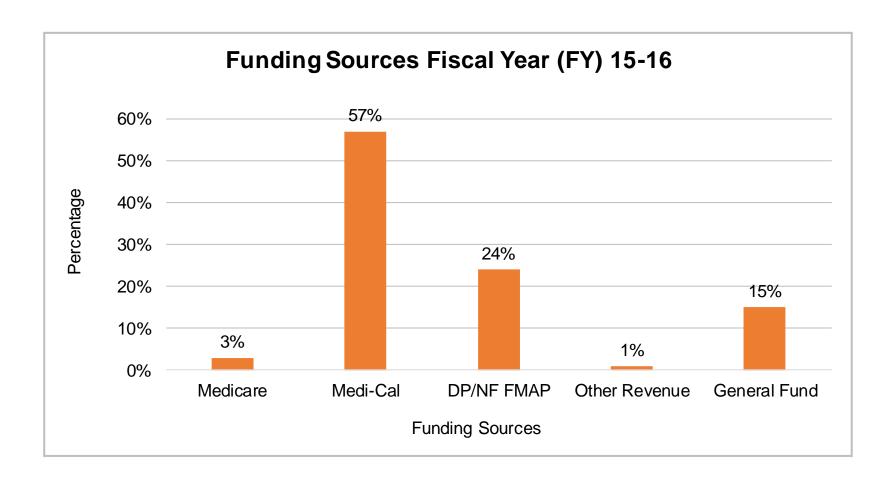






Fiscal Funding Sources







Leader of the PAC



Laguna Honda is well-positioned to embrace the city's aging population by

- Operationalizing strategy that aligns with the department's commitment to public health
- Having programs and services that meet or exceed state and national benchmarks
- Making efforts to enhance both resident and employee experiences
- Being financial stewards of funds through earnings and general public

Silver Tsunami

"By 2020, more than 21% of San Franciscans will be over 60." – SF Business Times, January 2008







Questions, Comments, Suggestions