

The Quality of Life Committee at Laguna Honda Hospital responded to the call of residents and staff who were seeking an enhanced relationship with the care experience sponsoring a Campaign of Niceness. From September 2015 through March 2016, the goal of the campaign was to increase awareness about how all acts of kindness can make a positive impact and to introduce the relationship between being nice and being happy. The Committee met monthly to plan events and activities throughout the 7 month period, which created a wave of anticipation throughout the campus.

A survey was conducted in April 2016 and 200 people responded. The results revealed that:

- 1) Acts of kindness are easy to complete
- 2) 52% felt that the Niceness Campaign helped to improve the care experience at Laguna Honda from “better” to “much better.”

The Health Commission congratulates the Quality of Life Committee for pioneering an initiative that involved many disciplines and provided an opportunity for all members of the Laguna Honda campus to participate.

- Leanne Johnson
 - Pavlina Bevan
 - Meredith Snow
 - Alice Wong
 - Malaena Nahmais
 - Christine Hanson
 - Grant Johnson
 - Elisa Smith
 - Jan Doyle
 - Virginia Venegas
 - John Gomez
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Dr. Colleen Riley was appointed Chief Medical Officer at Laguna Hospital in 2010 and remained in the position until April 2016. During her tenure, she was instrumental in ensuring that the quality of medical care at Laguna Honda Hospital remained high. To ensure a smooth transition of care and continuity of coverage, she instituted a physician sign out every morning and evening between night and weekend physicians and daytime physicians. She also implemented an electronic sign out log to enhance the continuity of care and assuring information is available at all times. Dr. Riley was also the driving force for the smoke free campus and guided the medical staff through the implementation of eClinical Works for the skilled nursing and outpatient services staff. Another significant contribution was the expansion of the outpatient clinics which allowed residents to receive consultations without having to leave the campus. An important part of this clinic expansion was the pain clinic which serves a critical need of so many Laguna Honda residents.

Thank you Dr. Riley for your leadership and dedication.

The Health Information Systems (HIS) Leadership team, Debra and Shahee, have successfully managed several major transitions such as ICD 10 code conversions and eCW implementation. The implementation of these new systems required significant training and coordination, and had major impact for HIS staff and other clinical staff at the hospital. Debra and Shaheen made sure all staff were properly trained and facilitated streamlining workflows to be able to adopt the new systems with minimal data replication and maximum accuracy.

Debra and Shaheen also worked closely with Medical Staff to improve the length that bills were held due to incomplete or missing charts. They helped to greatly improve the completion rate for history and physicals by 30% in the last 18 months. Finally, they helped reduce the discharged but not billed charges from \$2 million to \$1 million last year.

Thank you Debra and Shaheen for your effective work!

Idy Chan exemplifies dedicated services to Laguna Honda's most vulnerable clients. As Nurse Manager and Director of Client Services for Health at Home, she consistently ensure that all patients, regardless of status, receive the best possible care in a compassionate and caring manner. Under her oversight, Idy ensures the referral screening admissions and delivery of home health care needs for approximately 1,300 clients annually, provided by over 30 interdisciplinary team members consisting of RNs, LVNs, Home Health Aides, Social Workers, and Rehabilitation Therapists.

Idy has demonstrated excellent clinical skills which has proved very beneficial for patients with complex medical needs. She often works on weekends to admit patients so they can have a timeline initiation of care.

We thank Idy for her dedication and quality of service!

In 2016, there were three events that the The Patient Flow Team went above and beyond their daily work, which called them to apply the Hospital Incident Comment System (HICS) as a way to organize, plan, and prepare for the Department's need to decompress ZSFG.

In February, to ensure the City had med-surg capacity during Superbowl week, Laguna Honda admitted 12 patients from ZSFG. In March, when the ZSFG's Emergency Department declared condition yellow, Laguna Honda admitted 10 patients within a 48-hour period. In May, in preparation for the opening of the new building at ZSFG, Laguna Honda admitted 29 patients three weeks prior to the opening.

For all three of these incidents, the Patient Flow Team stepped up with the goal of ensuing safe and quality transitions between ZSFG and Laguna Honda in the shortest possible time. They work as a team to ensure communications between hospitals occur and facilitate the transfer

of patient information for care planning. The team also focuses on creating a partnership with the newly admitted patients and their families.

Thank you Patient Flow Team for your effective work!

- Michael McShane
- Soraya Mangondato-Galvan
- Sheri Lee
- Jacky Spencer-Davies
- Dr. Monica Banchero
- Janet Gillen
- Susana Meneses
- Jennifer Carton-Wade
- Dr. Wilmie Hathaway
- Madonna Valencia