



Laguna Honda Hospital and Rehabilitation Center

ANNUAL REPORT

FISCAL YEAR 2016-2017



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

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ABOUT LAGUNA HONDA

Our Mission

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

Our Vision

To build healthier lives as the leader in post-acute care.

Our Strategic Goals



Communication



Cultural Humility



Centers of Excellence



Philanthropy



Technology

Our Values

Resident Centered Care
Compassion
Professionalism
Competency
Teamwork
Collaboration
Integrity
Communication

San Francisco Health Network

Laguna Honda Hospital and Rehabilitation Center is part of the San Francisco Health Network, the Department of Public Health's integrated delivery system of care. The San Francisco Health Network was launched July 2014 as San Francisco's first complete system of care with the goal of improving value of services provided to patients, staff and all San Franciscans.

The mission of San Francisco Health Network is we provide high quality healthcare that enables all San Franciscans to live vibrant healthy lives.

The vision of San Francisco Health Network is to be every San Franciscan's first choice for healthcare and well-being.

EXECUTIVE ADMINISTRATOR MESSAGE

Leader of the PAC

Laguna Honda Hospital and Rehabilitation Center (Laguna Honda) is a civic icon located in the heart of the City. Our organization represents an unwavering public health commitment to provide care for adults with disabilities and the frail elderly since 1866. 2016 was truly special as Laguna Honda celebrated 150 years of dedicated and compassion service. The sesquicentennial anniversary afforded residents, staff, volunteers, public officials and most importantly, the City's public members, an opportunity to reflect on the humble beginnings of Laguna Honda as an almshouse while looking forward to our future as the leader in post-acute care.

There were 1,179 residents who received specialized skilled nursing care and or rehabilitative therapy services at Laguna Honda this past fiscal year. All residents come from diverse backgrounds and have different clinical needs. Through the hard work of more than 1,600 clinical, operational and administrative staff working in interdisciplinary teams, the residents are positioned to achieve their desired outcomes. This is made possible by our philosophy of having a healing environment, where the entire living and working community is welcoming and inclusive with one another.

Beyond the walls of the hospital community, there remains uncertainty on healthcare legislation that will undoubtedly impact Laguna Honda. What we do know is that emphasis on value is now higher than ever. That is why we have embarked on a Lean Transformation using effective management and operating principles to enhance the delivery of clinical programs and services. More importantly, this journey allows us to becoming a learning organization seeking ways to continuously improve and uphold our mission and vision.

This report highlights our accomplishments related to clinical delivery, campus events, and operational excellences during fiscal year 2016-2017.

On behalf of the Laguna Honda community, I am honored and privileged to contribute as part of the San Francisco Health Network and the Department of Public Health. We are all public stewards of the City's resources and are committed to building a robust system of care for all San Franciscans. I am thankful for our partnering City agencies and philanthropic partners for their collaboration with Laguna Honda. Lastly, I want to acknowledge the people of San Francisco for their support over the last 150 years and going forward. Your support of our work and trust in our organization to lead post-acute care for our City motivates us to be the best.

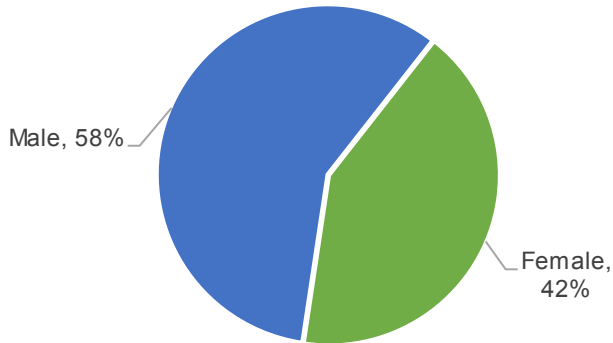


Mivic Hirose, RN, MSN, CNS
Executive Administrator

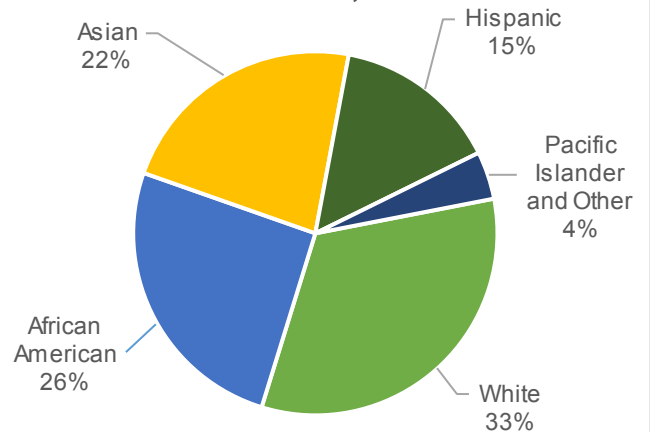
A handwritten signature in black ink that reads "Mivic".

RESIDENT DEMOGRAPHICS

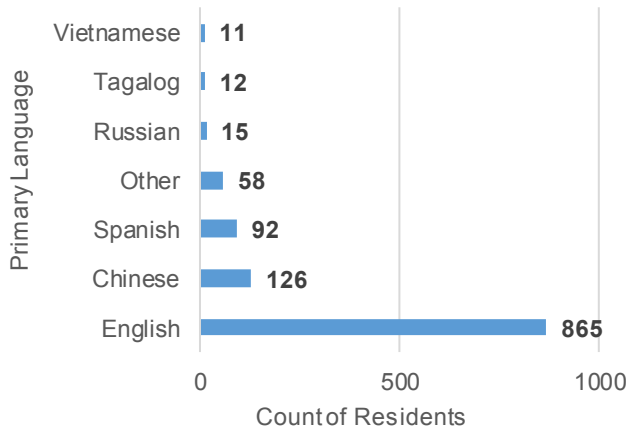
Residents by Gender
n=1,179



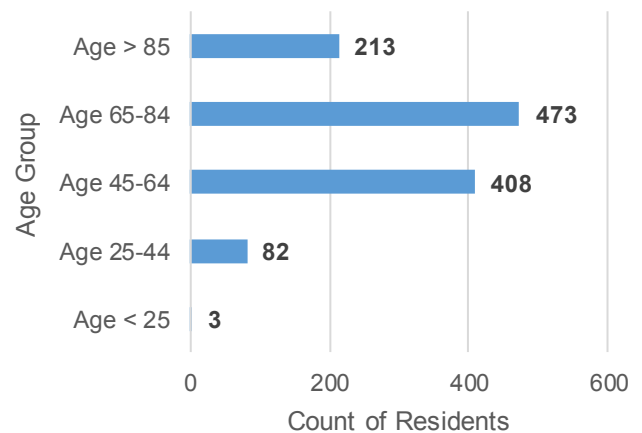
Residents by Race
n=1,179



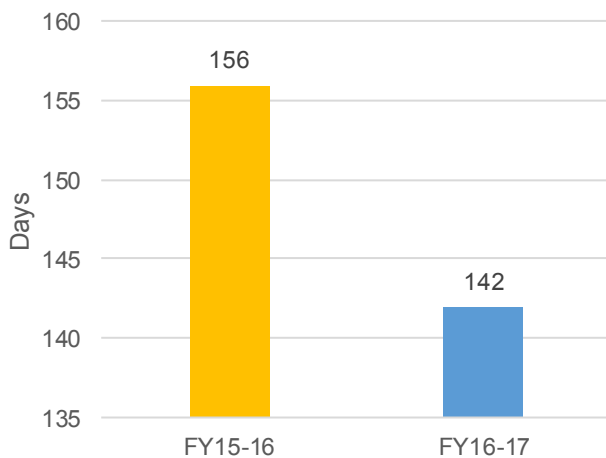
Residents by Primary Language
n=1,179



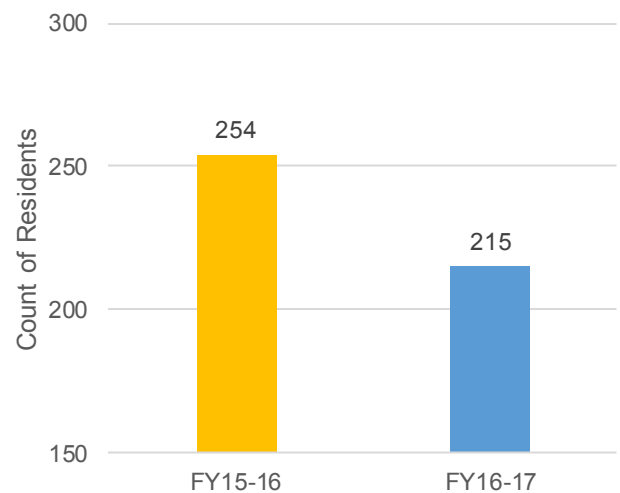
Residents by Age Group
n=1,179



Average Length of Stay for Community Discharges

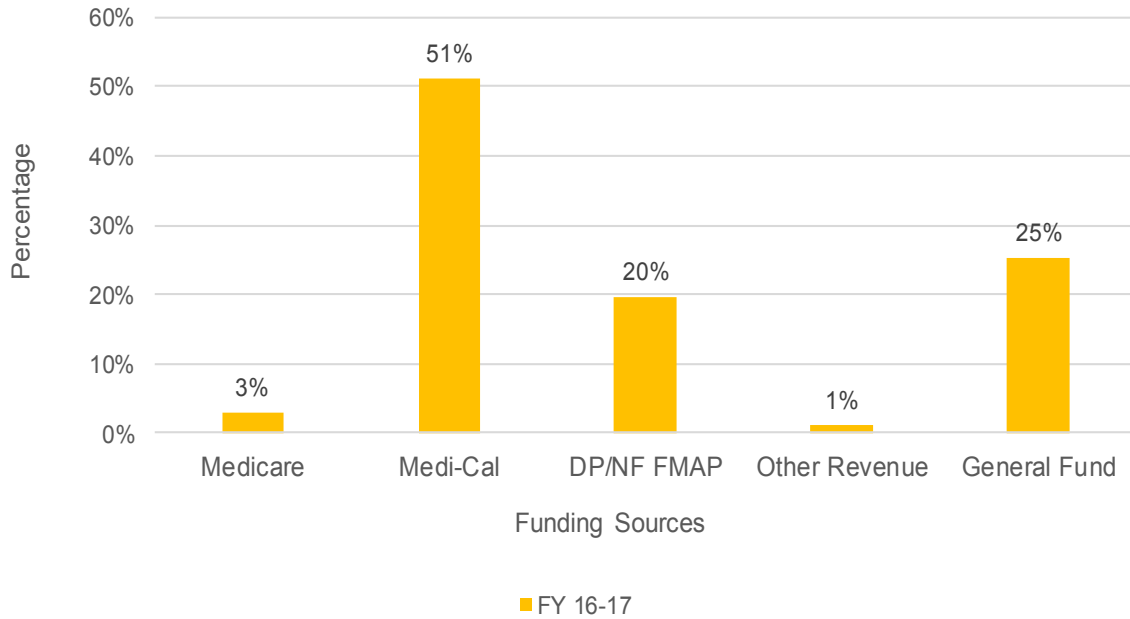


Community Discharges

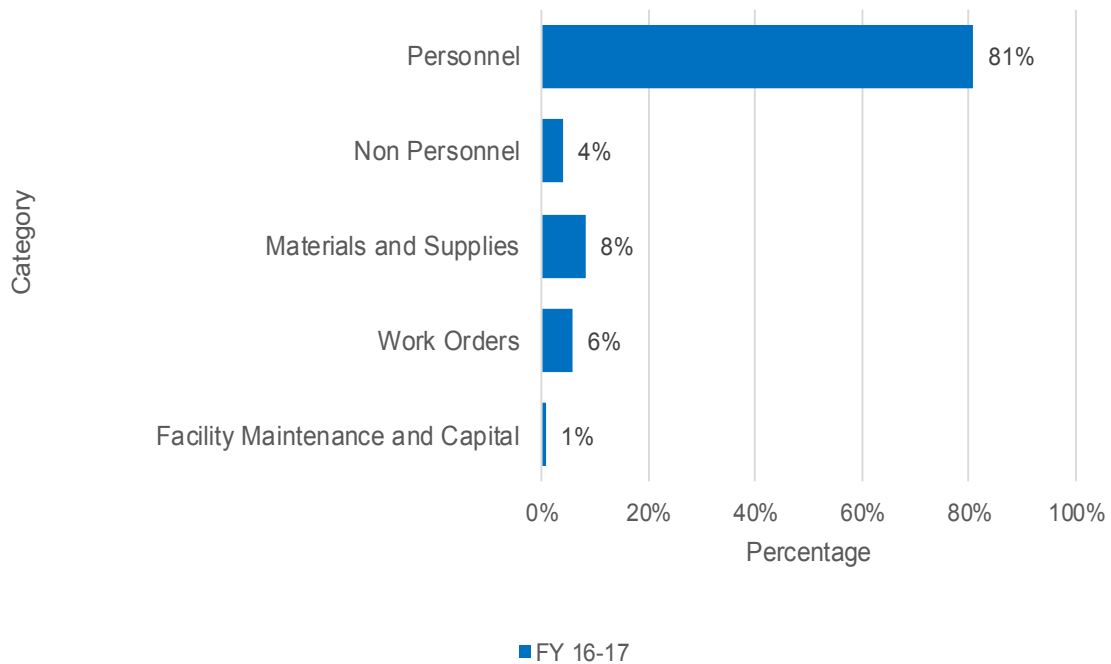


FINANCIAL STATEMENT

Fiscal Year (FY) 16-17 Funding Sources



Fiscal Year (FY) 16-17 Operating Expenditures



HIGHLIGHTS FROM FISCAL YEAR 2016-2017

CARE DELIVERY

Laguna Honda is always seeking new ways to enhance care delivery for residents. Over the last 150 years, our programs and services have evolved to include the latest evidenced-based practices that staff receive training on. However, we recognize that in order for residents to achieve their highest goals, caring for them must also be fun and innovative. This ideology took on new heights this year with the introduction of several new interactive treatment approaches.

Music Therapy

Music therapy has a long history at Laguna Honda and we are seeing that, by really drilling down to discover the music of each individual's youth and then providing the music through headphones, there is unique effect that is positive for residents achieving their goals.

Laguna Honda explored different ways to enhance music therapy, which included the hospital's participation with the new California Department of Public Health program for all skilled nursing facilities (SNF) entitled "**Improving Dementia Care through Music and Memory**". The program includes several perks such as Music and Memory certification training for SNF staff and making available any equipment needed to provide personalized music to selected residents in their facility at no cost to the SNF. To date, activities include:

Sharing of the "Alive Inside" DVD with the Nursing Education Department for the June facility-wide in-service for all nursing assistants and home health aides.

Introducing the subject at the resident care team meetings to discuss music of one's youth with residents and their significant others or family members.

Exploring the possibilities for obtaining equipment and for learning how best to incorporate personalized music into the day to day support of resident well-being.

Medical Clown Project

The Medical Clown Project (MCP), a local Bay Area non-profit organization, began providing services on dementia focused units at Laguna Honda Hospital in 2013. Led by current Board President Jeffrey Raz, MCP provides medical clown services at hospitals, long-term care facilities and elder day programs throughout the bay area. The medical clowns have extensive clowning experience and specialized training in therapeutic medical clowning. The clowns, featuring mainstay acts such as Calvin Kai Liu, are able to connect with the residents through music, humor, acrobatics and more. They bring joy and laughter that lasts far beyond the actual scheduled visits. Laguna Honda has also been fortunate to partner with MCP annually to host Grand Circus Rounds fundraising gala in Gerald Simon Theater in November 2016.



Medical Clowns at Laguna Honda



Grand Circus Rounds in Gerald Simon Theater

HIGHLIGHTS FROM FISCAL YEAR 2016-2017

REAL Initiative

Laguna Honda participated in the Race, Ethnicity and Language (R.E.A.L.) initiative, which began in January 2017. This Department of Public Health (DPH) initiative is intended to help Laguna Honda, and other San Francisco Health Network (SFHN) division provide culturally and competent care services to all San Franciscans by continuing to better understand who we serve.

The hospital's Admissions and Eligibility Department staff have operationalized this effort by proactively asking residents and patients to voluntarily provide these demographic information at the point of admission. All collected information remains private and declining to answer does not impact the quality of care received. Display signs have been translated into the Language Access Ordinance's identified 5 threshold languages to notify the public of this effort and are placed throughout the facility.



**We Ask Because
We Care.**



REAL Initiative Poster

Dental Clinic Goes Live with eCW

Michelle Fouts, Director of Pharmacy, Crystal Figlietti of Nursing Informatics and the IT Clinical Applications Team worked with the Laguna Honda Dental Clinic group for several months for the transition to eCW, the current electronic health record. The Dental Clinic went live in May 2017. The expansion of dental to eCW is a step forward in having clinical information for Laguna Honda residents and SFHN clients available in once place. The Laguna Honda Primary Care providers and Dental providers both were enthusiastically happy with the expansion.

Resident Education Series

The Nursing Department coordinated a new education series for residents with ongoing sessions every Friday at 2pm in the Art Studio. Nursing and other care providers from other departments including Clinical Nutrition, Activity Therapy, Rehabilitation Services (physical and occupational therapy) educate residents, guests and their families on a variety of topics to enhance their stay at Laguna Honda and to equip them with knowledge and skills in preparation for their discharge back to community.



Anne Hughes, Advanced Practice Nurse, leads the Resident Education Series

This is an opportunity for participants to gain a better understanding of health and wellness related topics that impact their well-being while simultaneously encouraging a positive and healthy life-style. These unique sessions are designed to address resident centered care focused on their needs. The series began in July 2016 and has included a variety of topics such as hydration, diabetes and smoking cessation. Since the series began, residents have provided positive feedback as well as ideas for future topics.

Workplace Wellness

Our Workplace Wellness program was the recipient of a \$31,000 Well-Being at Work Grant through the San Francisco Health Service System. The grant will help to support Laguna Honda's organizational commitment to employee well-being through wellness events, fitness equipment and educational materials for the growing Employee Wellness Hub, and the provision and training for Schwartz Rounds from the Schwartz Center for Compassionate Healthcare.

Jennifer Carton-Wade, Assistant Hospital Administrator, reported that use of the Wellness Hub is thriving and that staff are excited to see the space continue to grow.

HIGHLIGHTS FROM FISCAL YEAR 2016-2017

CAMPUS AND COMMUNITY

Throughout the year, Laguna Honda acts as a contributor to the City's local events. We encourage residents and staff to participate to activities and causes that resonate most with them.

San Francisco AIDS Walk

Laguna Honda's Positive Care Unit residents on South 2 braved the cold weather in July 2016 to participate in the annual San Francisco AIDS Walk.

Led by Susan Schneider, Supervising Social Worker, and Jacky Spencer-Davies, Nursing Director, residents were joined by Laguna Honda staff and volunteers where the team was able to raise more than \$1,100 for the SF AIDS Walk. This event benefits Project Inform, Ward 86 at ZSFG, Project Open Hand and HIV/AIDS programs and services throughout the Bay Area.



Residents and Staff Participating in the AIDS Walk

Wheel-a-Thon Fundraising Event

The Activity Therapy Department sponsored a fundraising table outside of the Laguna Honda Café and hosted a Wheel-a-Thon event in Sutro Meadow in August 2016 to fundraise for the Alzheimer Association.

The Wheel-a-Thon participants included approximately 30 residents, hospital staff, family members and leadership students from Azusa Pacific University. All participants wheeled around Sutro Meadows at least twice before returning for refreshments and a souvenir Wheel-a-Thon button.

This year's event raised \$735.00 for the Alzheimer's Association. Feedback was positive from residents, families, friends, and staff who participated and financially supported our Wheel-a-Thon and will the event will make a



Wheel-a-Thon event in Sutro Meadow

Kansas State University Architecture Students Visit

During November 2016, a group of students from the Kansas State University Graduate School of Architecture came to visit the Laguna Honda Hospital.

The students received a tour of the whole campus, with a special focus on how the design elements of the campus contribute to the holistic healing atmosphere of the hospital. Students enjoyed seeing the fusion of the old and new architecture and how the different art pieces contribute to the campus.

They plan to bring what they learned at Laguna Honda into their future Architecture practices.



Kansas State University's Student Visit

HIGHLIGHTS FROM FISCAL YEAR 2016-2017

UCSF Nursing Student Exchanges Come to Laguna Honda

Three nursing student exchange groups, two from South Korea (Chung Am and Ulsan Universities) and one from Japan (SOKA program) visited Laguna Honda in February and early March 2017.

All programs are affiliated with the UCSF School of Nursing program. In addition to tours of the facility, including the farm, the nursing students were treated to lectures from nurse leaders in the following areas: Geriatrics, Dementia Care, Palliative Care, Infection Control, and Chronic Disease Management. As a part of the exchange, nurse leaders were surprised to learn from the Chung Am University students that family members, not Nursing Assistants, were responsible for the bathing, dressing, and change of linens for their hospitalized loved ones. All participants were grateful for the time spent together and learning about different approaches to nursing care in both South Korea and Japan.



Nursing Students from Japan visit LHH



Nursing Students from South Korea visit LHH

Friends of Laguna Honda Annual Holiday Show

The Friends of Laguna Honda Holiday Show returned for a second consecutive year in December 2016. Over 150 residents, their families and Laguna Honda community attendees were treated to a variety of singing, dancing and other talent acts as well as a visit from Santa Claus himself.

The show kicked off the holiday season at Laguna Honda for residents, who were also treated to gifts of new clothing items and electronic devices, also courtesy of Friends of Laguna Honda. Planning has already started for next year's show.



Friends of Laguna Honda Holiday Show

Year of the Rooster

Our community rung in Chinese New Year with two fierce dragons dancing to a group of percussionists beating a drum and clanging cymbals all around a banner that read, "SFDP Lion Dance Team: Gung Hay Fat Choy!" ("Happy New Year!"). The dragons finished their performance by chasing a pole with a piece of kale and a gold envelop while they weaved in and out of happy, clapping staff and residents.

Other spectacles of the event included a traditional melodic guzheng being plucked expertly to the delight of the crowd while a woman danced out to the center of the floor. A magician also pulled out meters and meters of scarves from a small top hat and then poured liquid into a newspaper only to later wring it out into a martini glass. The residents were enthralled and the event welcomed in the Chinese year of the rooster with lots of excitement.

HIGHLIGHTS FROM FISCAL YEAR 2016-2017

Pride Parade

The 2017 Pride Parade took place on Sunday, June 25th, 2017. Laguna Honda had several staff members and residents who marched and shuttled along the parade route as part of the Department of Public Health contingent.



Jennifer Carton Wade, Assistant Hospital Administrator on the Pride Parade Bus

Library on Wheels

Once a month, the San Francisco Public Library (SFPL) sends their Library on Wheels Bookmobile to Laguna Honda to provide a variety library services to our residents and staff. This particular Bookmobile is wheelchair-accessible and allows our residents to board the vehicle to browse their collection of books, DVDs, music CDs, audiobooks, etc. If a resident is not able to find what they're looking for, they have the option of ordering books online through SFPL and having the Bookmobile deliver their order the following trip. The Library on Wheels Bookmobile visits Laguna Honda every 1st Wednesday of the month from 10:30am – 11:30am and can be found at the main entrance of the new hospital.



The Library on Wheels Bookmobile



Inside the Library on Wheels Bookmobile

The Labyrinth

A new digital labyrinth was unveiled in Gerald Simon Theater. Designed by Scottish artist, Jim Buchanan, the labyrinth will serve as a resource for residents, staff and visitors. It can be used to bring relaxation, enhance mindfulness and provide other health and wellness benefits. All staff members and residents are encouraged to visit to understand how the labyrinth can play a positive role on care experience at Laguna Honda.



The Labyrinth in Gerald Simon

African American History Month

A committee, led by Denise Fisher from Human Resources, organized a special conference featuring internationally renowned speakers Dr. Kenneth Hardy, Dr. Joy DeGruy and Harriet Washington. The three pioneers spoke on the impact of the health care system on African-Americans in this post hope and change era as well as address the aftermath of historical trauma and today's societal need for racial humility.



Dr. Kenneth Hardy, Dr. Joy DeGruy and Harriet

HIGHLIGHTS FROM FISCAL YEAR 2016-2017

OPERATIONAL ENHANCEMENTS

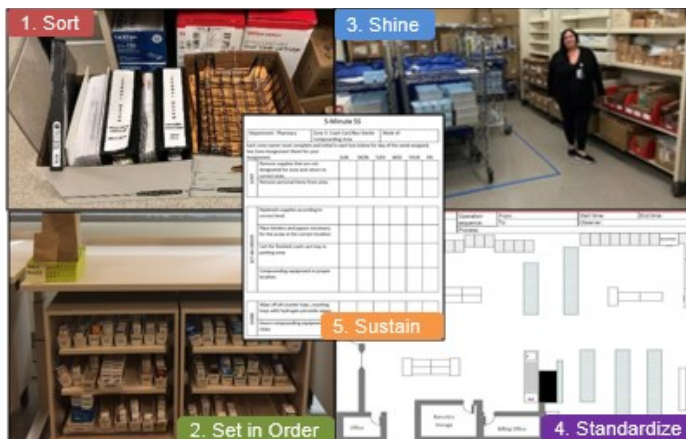
Having the right tools is always a requirement to getting things done. As a result, our community has adopted Lean Management, as a problem-solving system to help us achieve greater efficiency in our daily work. We are one-year into this transformation, and our early adopters have demonstrated positive results.

Lean 5S Engagements

A core principle of Lean is 5S, which stresses having a work environment that is free of defects and other wastes to allow staff the freedom to perform job duties. Laguna Honda targeted two areas during the fiscal year: pharmacy and three neighborhood nursing stations

The pharmacy project was initiated by Director of Pharmacy, Michelle Fouts, and led by fellow pharmacists from ZSFG, David Smith and Swati Patel, who served as co-workshop leaders. Over the course of 3 days, a team helped carry out the principles of **sorting, setting in ordering, shining, and standardizing** through the entire pharmacy space. The reaction from pharmacy staff have been overwhelmingly positive and the team is sustaining the work through quality checks such as daily 5S audits led by Supervising Pharmacist, Susan Rosenberg.

The nursing station project was led by Ed Guina and nurse managers for South 2 (Sheryl Ronquillo), Pavilion Mezzanine SNF (Rowena Patel) and North 3 (Susan Duong). The team was aided by Rona Consulting as they worked to create a more efficient and less cluttered workspace that has high impact for both staff and resident satisfaction. This included labeling items and designating return spaces to help maintain a familiar working environment for staff who may float on multiple neighborhoods. It is anticipated that the three neighborhood nursing stations will become a model for other neighborhoods moving forward.



Five Steps of 5S

Value Stream Mapping

Between November 28th and December 2nd, Laguna Honda Hospital took part in its first Value Stream Mapping exercise led by Rona Consulting Group. This Lean management approach included analysis of the current state of new admissions processes from start to end. The goal for the week was to create change that would improve how admissions are managed and relieve barriers to servicing San Franciscans needing post-acute care.

Participants of the workshop observed five new admissions, followed 62 staff members and completed 24 interviews. These observations took place in 19 different departments. After finishing the observations, the team made two different maps. The first on how the process works now and the second is an ideal future state of this process.

The team identified potential wastes during this process and brainstormed different ways to solve them. By mapping our future state, the team created three kaizen-rapid improvement workshops, to focus on specific changes in the admission process which was presenting hospital-wide during a report out to cap the week.



Value Stream Mapping Team #1



Value Stream Mapping #1 Report Out in Moran

HIGHLIGHTS FROM FISCAL YEAR 2016-2017

Kaizen 1: Pre-Admissions

The first Kaizen from the Value Stream Workshop took during February 6-10 when a small team, led by sponsor and Chief Nursing Officer Madonna Valencia, took a deep dive into the pre-admission process.

During the week-long workshop, the focus was **“taking apart”** a process and **“making it better.”** The Pre-admission process includes all activities that need to be completed before a patient arrives and is admitted at Laguna Honda. Throughout the week, we looked at our current processes and did rapid tests of change to find a better way of doing things. The team, consisting of staff from Nursing, Admissions and Eligibility, Medicine, Pharmacy, and Administration presented their accomplishments and plan of action to the Laguna Honda community as a report out on the last day.

Workshop Outcomes:

- A new admission application with admission criteria guidelines for skilled nursing;
- Standardized screening process which allows for the screener to review applications sooner;
- Standardized responses for referents with the status of the application; and,
- Electronic notifications and shared electronic folders

Kaizen 2: Clinical Assessments

The second Kaizen took place on April 17-21 with the Chief Medical Officer, Michael McShane as the sponsor. The team comprised of Resident Care Team (RCT) representatives including staff from Nursing, Rehabilitation, Activity Therapy, Clinical Nutrition, Social Services, Pharmacy and Medicine along with workshop leader Vincent Lee and team leader Mivic Hirose.

The team performed Gemba walks (going to where the work happens) to observe care providers and residents in their natural settings. It became apparent that the current state process for conducting clinical assessments on new admissions took too long and featured too many different wastes. The team ran multiple experiments and came up with solutions that will help provide more value to new residents upon their admission.

Workshop Outcomes:

- Sequential order and specific time frames for each RCT discipline to complete all clinical assessments within 48 hours
- Pharmacy completing initial chart prep prior to admission so that medications can be ordered and filled more quickly
- Creation of admission and resident kits to have commonly used items available
- Standard work write-ups for notifying teams of new admissions via page groups and improving the flow of shared information through huddles

Kaizen 3: Room Readiness

The third Kaizen took place on June 12-16 focusing on Room Readiness. With a high demand for beds, the organization decided it was necessary to review our processes of preparing rooms/beds for new admissions. The workshop was sponsored by Chief Operations Officer, John Grimes and was facilitated by workshop leaders Mivic Hirose and Elizabeth Schindler, along with team leaders Kate Durand and Vincent Lee. Other team participants included staff from Facilities, Environmental Services, and Nursing. The team conducted waste walks in the neighborhoods and determined that the lack of standards and interdepartmental communication resulted in too many process delays when preparing vacant rooms.

Workshop Outcomes:

- Created a new email distribution list with standard work to improve interdepartmental communication so that all appropriate departments would be notified when a discharge has occurred.
- Created the future state work flow with standard work for Facility Services, EVS, and Nursing that outlined a clear sequence of steps to prepare a vacant room.
- Developed a “Room Readiness” checklist that would be signed off by appropriate departments to ensure that a room was ready for a new admission and free of defects
- Created visual cues for staff to recognize the status of a vacant room.



Kaizen Workshop 3 Team

LAGUNA HONDA CELEBRATES 150 YEARS

Laguna Honda Hospital and Rehabilitation Center celebrated 150 years of dedicated and compassionate service to San Francisco on October 15th, 2016 with a Community Open House.

More than 300 friends, family, volunteers and community members came out to enjoy the day's festivities, which included live music, food trucks, and a caricature artist. The day began with a ceremony in the historic Gerald Simon Theater where Mayor Ed Lee declared that it was officially Laguna Honda Day. Other civic leaders including California State Controller Betty Yee, Senator Mark Leno and Supervisor Norman Yee also provided Laguna Honda with special proclamations to commemorate the sesquicentennial anniversary.

Guests were able to experience therapeutic rehabilitation centers, pools, gardens and a farm that includes live animals such as goats, chickens and pigs, used for animal

therapy. The tour was capped off with a visit to the grand opening of a History Room that contains antiques and artifacts dating back to the 1880s when Laguna Honda was originally known as an Almshouse. Among tour goers who were surprised to learn about the history of Laguna Honda were members of the Cal Men's Basketball Team. The team's coaches and players took a break from preparing for their upcoming season and made the trip across the Bay Bridge to meet with residents at the hospital. They, like many other guests, left with a firm appreciation for all the work that happens at Laguna Honda campus.



Attendees Making Ways to Gerald Simon



Former Laguna Honda Resident Daniel Bernman (center) and Civic Leaders: Louise Renne, Norman Yee, Ed Lee and Barbara Garcia



Cal Men's Basketball Players with current Laguna Honda Resident



Laguna Honda Farm Bunnies

"Celebrating 150 years of dedicated and compassionate service to San Francisco."

RESIDENT STORIES

Senator Al: The Caregiver

Born in Browerville, MN as the youngest of 12 children, Al joined the National Guard at 15 as a way to see the world and to serve his country. Shortly after enlisting, he was honorably discharged for being too young. He waited two years to re-joined the Air Force at 17. He served with the Military Chaplain in country which included the Korean War.

Finding his way into business after his military service, Al was very civic minded. His most notable contributions were helping to establish a food and clothing bank and serving on the board of North Hennepin Community College, one of Minnesota's largest and most diverse community colleges. His business and civil acumen were noticed and he was recruited to run for the state senate and won election.

As a Minnesota State Senator, Al says that he's proudest of four bills he sponsored and passed: rubella immunization of children, providing free throat cultures in schools, laws protecting consumers against banks' usury (i.e. high interest rates), and non-smoking laws that included banning smoking in the state capital building and establishing indoor non-smoking areas.

Later in life, Al focused his time and energies being a loving caregiver to his family including his mother-in-law Alice, wife Catherine, and son Bruce. After the sudden death of his son Bruce he came to San Francisco to join his son Markus, who sees Al at Laguna Honda three or four times a week.



Senator Al and Monica Banchemo-Hassan



Robin singing with Dorit, the Music Therapist

Robin and the Healing Power of Music

In the summer of 2017, Robin an English teacher with a lovely British accent, rediscovered soul music and a mindfulness technique to defend against his illness. Before bringing music back into his life, he relied on prescription medications that he said would work temporarily and then waver off. Now he uses music as an additional tool to combat his illness and restore a deeper sense of self and a reprieve from suffering.

Robin has always loved to sing and sang growing up in school. He even sang after he finished with school with different groups as an adult.

Because of his past fondness for music, he connected with a music therapist intern Dorit. During their 60 minute music therapy session, in which Dorit plays the guitar and they sing together, Robin found himself enlivened in the present and able to block out unwanted distractions. Robin says that the singing restores his sense of self.

Because of the success of the music therapy, he discovered that he can use the healing power of music even during times when Dorit is unavailable, by inserting and singing along with a CD.

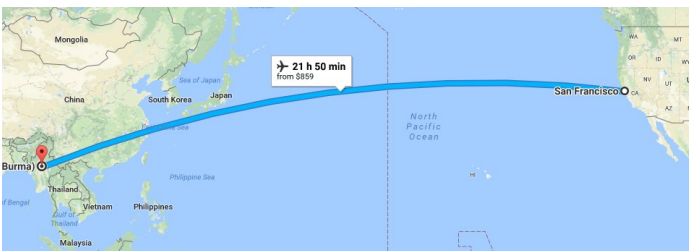
His favorite music is soul music including artists Lionel Richie and Luther Vandross. Dorit suggested to Robin that they could use and share their sessions with other residents and perform at the South 2 Luau in October. Robin agreed and performed five songs (two by Richie and three by Vandross).

The duo plan to take their show on the road to perform for other neighborhoods and events in the future.

RESIDENT STORIES

Kyaw Htoo: Above and Beyond

Kyaw Htoo came to Laguna Honda in 2011 with cognitive impairments and aphasia due to a stroke. With Burmese being his primary language and having little exposure to English, communication was difficult. At best he was able to follow some commands and acknowledge simple questions using one word answers. Kyaw's condition was not stable and he needed his family to participate in making important medical decisions. This became a challenge as the hospital was unable to contact his family. The phone number that was given for his family in Myanmar was no longer in service.



The opportunity to locate Kyaw's family presented itself in May 2014, when Fnu Moneta, who is a PCA at Laguna Honda, was going to Myanmar on vacation. Fnu has great care for her patients and wanted to help in any way she could. Communicating with the North 5 Resident Care Team, Fnu took in information about Kyaw's life in Myanmar that she knew would help her find his family and then left for the trip.

Unsure of where he lived, Fnu searched the streets of Myanmar's largest city for the apartment building of her patient Kyaw Htoo's family. Fnu came to Myanmar armed with a partial street address where Kyaw had lived and she clutched on to the distinct fact that when Kyaw was a boy, he grew up in this neighborhood with his twin brother. Uncertain of the family's home, she knocked on shopkeepers' doors and asked people on the street if they knew where the family of this boy lived.

Dedicating time to the search for Kyaw's family, she took several buses, sweated through heavy traffic and humidity, and spoke to many locals about the location of Kyaw's family. Many locals did not want to give Fnu information because she was an outsider and they were suspicious of her.

After Fnu came upon a shopkeeper's door with women inside, she again asked about the twins who lived in the neighborhood and gave the name of the family. One woman there overheard the conversation, saw how tired and sweaty Fnu was, and felt sorry for Fnu. She said the family lived in a building nearby.

The family was very surprised to see Fnu. They asked if she could wait a moment because the mother was taking a shower. The family brought her water while she waited. The mother came out quickly, with a large smile, still wrapping herself in her Longyi, a tradition clothing wrap. Fnu asked if she knew about her son. The mother replied that she knew he was in a hospital in San Francisco but did not know where. Fnu explained that she works at the hospital where her son is staying and that she takes care of him. She assured the mother that the care is good and that she speaks Burmese to Kyaw. Fnu told the family that Kyaw can only speak a few words but that he wanted to share with the family that he was safe and happy at Laguna Honda.

The family was full of joy to hear the news. Fnu and the family continued to talk while Kyaw's sister wrote a letter in which she attached a picture of the family and included a working phone number. She also gathered books from his childhood, music CDs, as well as other family tokens for her to take back to her brother.

When Fnu returned, she reported that after she gave the letter and picture of the family to Kyaw, he stared at the picture in recognition and wonderment, shaking and unable to speak. He was filled with emotion.

Since Kyaw received his remembrances from Fnu's journey, he has been in contact by phone with his family. Fnu continues to be part of Kyaw's care and she supports his calls to the family in Myanmar, helping him with the communications and giving them updates.



Kyaw Htoo and Fnu Moneta

RESIDENT STORIES

IN MEMORIAM

Virginia Leishman

Ms. Leishman, the hospital's former Chief Nursing Officer, was an important pioneer in Laguna Honda's history. Ms. Leishman began her career with the hospital in 1954 as a Director of Nursing. She led the Nursing Department with strong leadership, a vision for high quality of care, and voice of advocacy for resident quality of life.



Spiritual Care Coordinator Bob Deel

Having a passion for animals, Ms. Leishman initiated and supported the development of a farm and garden on hospital grounds during the 1980s. In 2013, Ms. Leishman generously donated to enhance The Virginia Leishman Farm in its current location. Her generosity ensures that residents and families have continued access to our animal therapy and horticulture program.

Ms. Leishman retired from the Department of Public Health and Laguna Honda in 1997. Of the 44 years in her role as a public nurse leader, Ms. Leishman provided nursing care to thousands of San Franciscans needing post-acute care, and whose ages ranged from as young as 10 to over 100 years old.



Current and Former Nursing Department Staff at Virginia Leishman Memorial

Paul Isakson

Dr. Isakson was an important part of the Laguna Honda community since 1969 when he started as a physician specialist. He provided quality medical services to thousands of Laguna Honda residents through the years, ultimately serving as Chief of Medical Staff and Medical Director. He retired in 2009 and had been residing in Oregon.

Dr. Isakson was born in St. Paul, Minnesota. He graduated Cum Laude from St. Olaf College and studied medicine at the University of Minnesota. He completed his internship and residency here in San Francisco at the Southern Pacific Memorial Hospital. He served in the Navy and was posted at the Naval teaching hospital on Long Island in New York City. After his service he moved back to San Francisco in 1969. His medical career included time at St. Francis Hospital and the California Medical Pacific Center.

He started work at LHH in 1969 as a part time staff physician, led the Medical Services as Chief of Staff and the Hospital as Chief Medical Officer. He stayed with Laguna Honda until his retirement in 2009. Over the years he served almost everywhere here at the hospital. He was the chair of the Utilization and review committee, the secretary of the medical staff, the Chief of staff and the Medical Director. He was appointed to the Mayor's Long term care coordinating council in 2005 and to the LHH Assisted living advisory group in 2006. Dr. Isakson is survived by his partner James Johnson, his sister Joan and his brother Gene.



Dr. Paul Isakson

STAFF RECOGNITION



VOLUNTEER RECOGNITION

STELLA CAO is a staff member here at Laguna Honda Hospital and for the past 2 years has been a NODA (No One Dies Alone) Volunteer. NODA volunteers are on call and have a unique role as a volunteer, in that they come in and sit with people, when they are dying. Many of our residents are at the end of life, here and no longer have family or friends to be with them at the final stage of their lives.

Stella has been an outstanding volunteer and her story is touching. She was actually hesitant when she first decided to be a volunteer with the NODA program. As she has stated she needed to get over a fear that dying people were unlucky to herself and her family. She soon realized that this was actually a blessing in disguise and that she had a profound change within herself, that she no longer took herself or her health or others for granted in the same way. Being part of a persons' final journey was a beautiful experience. Stella is a valued volunteer and we really appreciate the huge responsibility she has undertaken here for our residents.



ROBERT GONZALES has been a volunteer at Laguna Honda Hospital for about 14 years. Robert has worn many hats here as a volunteer. Robert helps out on the community outings (Bus Trips), Art with Elders, Transporting residents to and from medical appointments in the Clinic, the Wellness Center, and many other areas. He has also been a huge help with our Holiday Gift Program, organizing inventory, pulling presents for the Holiday Parties here as well as helping organize the thousands of gifts we purchase. Robert also is a Neighborhood volunteer on North 2, helping the activity therapist, with scheduled activities.

Recently, Robert stepped up to the plate to help us implement our revised Clothing Distribution Program. Volunteer Services will work to bring needed clothing to the residents, in conjunction with several other disciplines in the hospital, Social Work, Nursing as well as the Activity Department and bring clothing to the residents to their neighborhoods.



Volunteer Appreciation Luncheon

The annual luncheon was hosted by the Friends of Laguna Honda for all volunteers and their guests in April 2017.

Approximately 200 guests enjoyed a healthy meal in Gerald Simon Theater and awards and raffle prizes were distributed. As an artistic touch, all guests contributed their fingerprints to the Laguna Honda community tree poster.

A big thanks to Jan Doyle and Cherrylyn Fernandes, our Volunteer Coordinators, as well as Friends of Laguna Honda board members for making this a successful event and for recognizing all our volunteers every day.



The Annual Volunteer Luncheon held in Gerald Simon Theater

VOLUNTEER RECOGNITION

PEGGY DA SILVA has been a volunteer on the Spanish Focus neighborhood for the past 6 years.

Peggy started by reading to people in Spanish and playing games through the activity department. Nurses on the neighborhood saw a need for one of the residents who was quite reclusive and tended to isolate herself from the community, to receive more individual attention and communication.

They approached Peggy to see if she was interested in sitting and talking with her on a one to one basis to see if they clicked. Peggy started first by getting to know her and they talked, then she brought in her Chinese checkers because the resident enjoyed playing checkers, and they started bonding.

The resident at the time was 96 years old. Peggy has been visiting this woman now for 6 years now, and the resident recently turned 102 years old.



BEATRICE GUNN is a retired nurse from Laguna Honda for and has been volunteering for over 8 years. She recently helped us jumpstart our Clothing Room Distribution program, much to the delight of residents.

Traditionally the clothing room, which is stocked through generous donations from people in the community, is located in the administrative building and has proven to be difficult for residents to get to access to, to supplement their clothing needs. Staffing issues and availability has proven a barricade to residents having access to the clothing room. Volunteer Services, now with the support of Bea, will be able to bring clothes to residents directly onto their neighborhoods.

Bea has worn many hats in Volunteer Services. She also currently volunteers at the North Mezzanine neighborhood, a secure dementia unit. In addition, Bea has recently started working with several other volunteers in bringing gardening to this neighborhood as a way for residents to enjoy the outdoors more often.

Bea's experience here as a nurse for 20 years and as a volunteer for 8 years is invaluable. Her gentle but firm ways allow her an ability to both address the residents' needs as well as listen to them thoughtfully.

Bea is also one of those volunteers that helps out on numerous occasions when we need help for hospital wide activities.



When Peggy travels, she sends postcard to the places she has travelled to remind her she has not forgotten her, and to share the outside world with her. They have a special bond and Peggy has celebrated all her birthdays since they started visiting.

Peggy has clearly enhanced the quality of life for at least one person and that is something immeasurable.

BY THE NUMBERS

275,026

• Total Resident Days

672

• Average Length of Stay

446

• New Admissions

1179

• San Franciscans Served

166

• Residents Discharged Back Into the Community

231

• New Hire Appointments

98

• Percentage of Performance Evaluations Completed

95

• Percentage of Staff Who Received Flu Vaccination

33,591

• Hours Completed by Volunteers

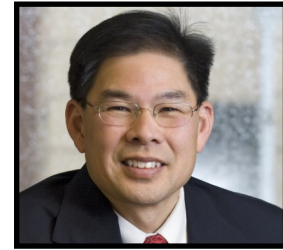
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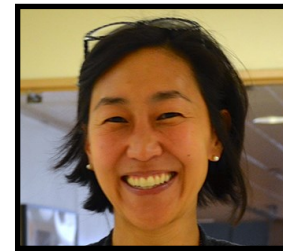
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