



# FY17-18 Annual Report to the Health Commission

**Laguna Honda Hospital and Rehabilitation Center**  
December 18, 2018

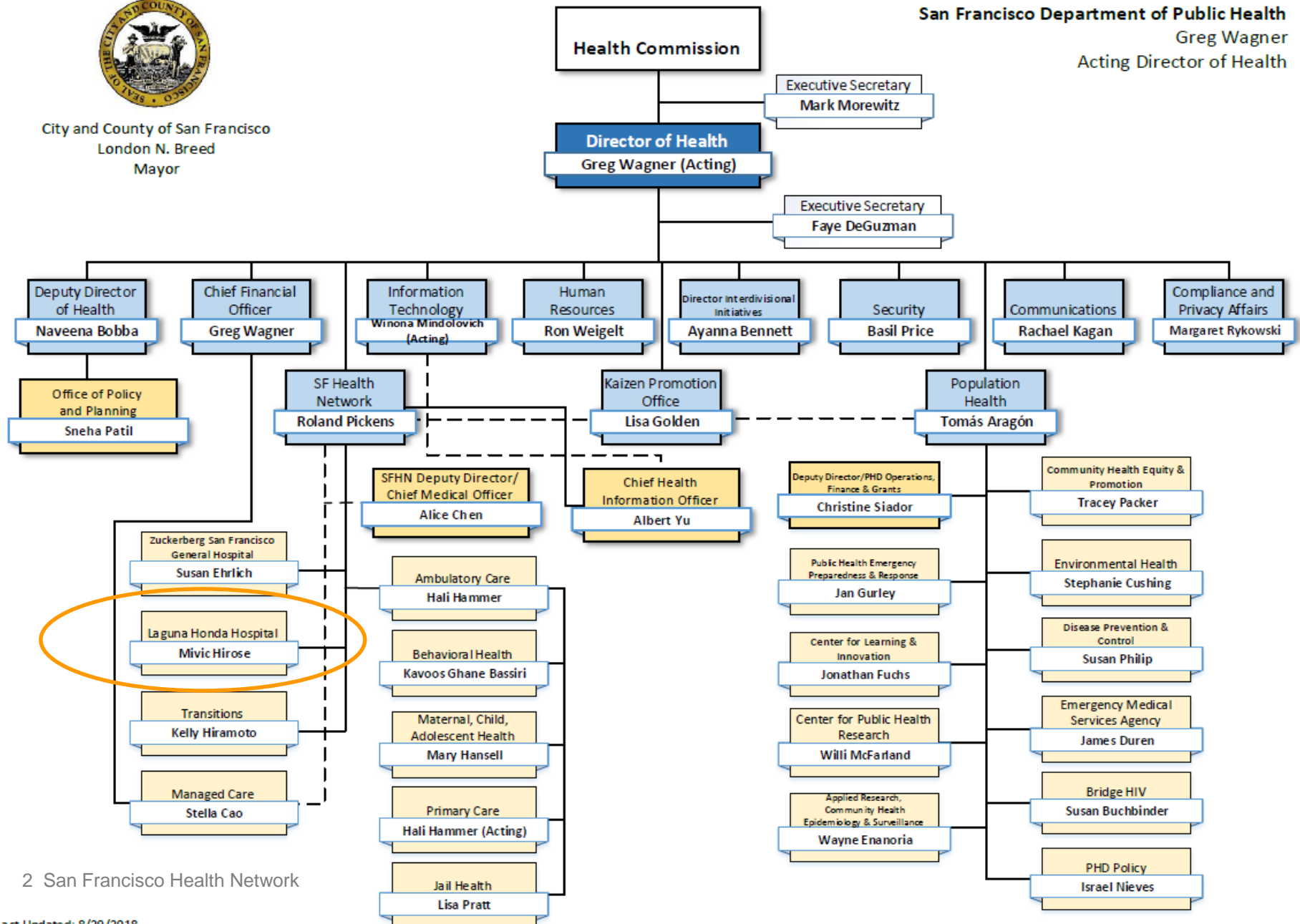


San Francisco  
Health Network



City and County of San Francisco  
London N. Breed  
Mayor

San Francisco Department of Public Health  
Greg Wagner  
Acting Director of Health



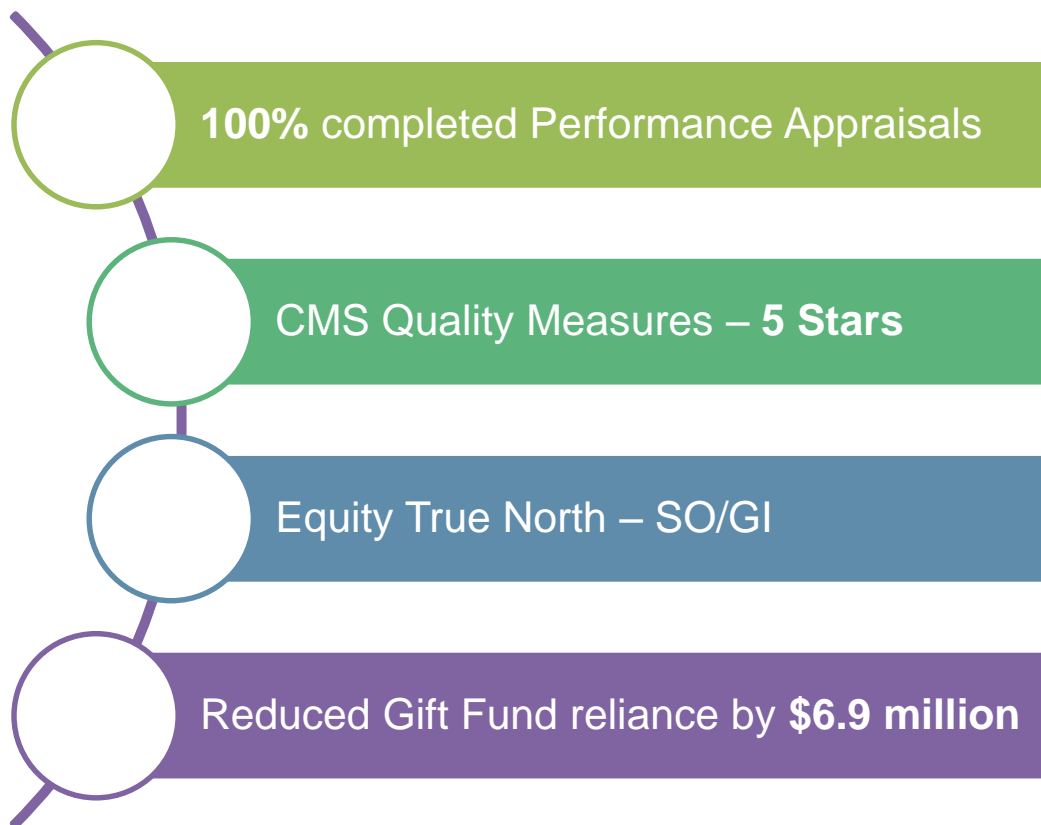
2 San Francisco Health Network

# FY17-18 Highlights

## Lessons From Geese

**Fact 1:** As each goose flap its wings it creates an “uplift” for the birds that follow. By flying in a “V” formation, the whole flock adds 71% greater range than if each bird flew alone.

**Lesson:** People who share a common sense of direction and community can get where they are going quicker and easier because they are traveling on the thrust of one another.

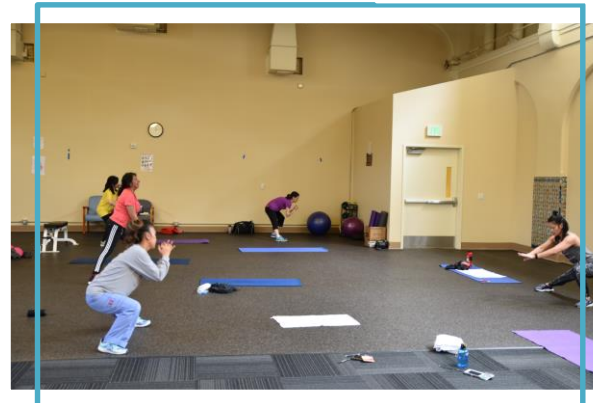


# Collective Impact

## Lessons From Geese

**Fact 2:** When a goose falls out of formation, it suddenly feels the drag and resistance of flying alone. It quickly moves back into formation to take advantage of the lifting power of the bird immediately in front of it.

**Lesson:** If we have as much sense as a goose we stay in formation with those headed where we want to go. We are willing to accept their help and give our help to others.

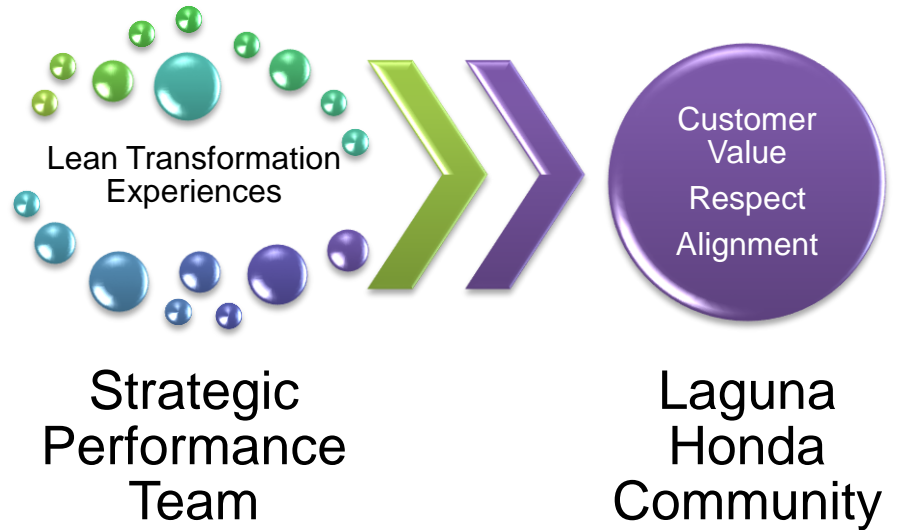


# Our Lean Journey

## Lessons From Geese

**Fact 3:** When the lead goose tires, it rotates back into the formation and another goose flies to the point position.

**Lesson:** It pays to take turns doing the hard tasks and sharing leadership, as with geese, people are interdependent on each other's skill, capabilities and unique arrangement of gifts, talents or resources.



# Person Centered Care Behavior Health Model

## Lessons From Geese

**Fact 4:** The geese flying in formation honk to encourage those up front to keep up their speed.

**Lesson:** We need to make sure our honking is encouraging. In groups where there is encouragement, the productivity is much greater. The power of encouragement (to stand by one's heart or core values and encourage the heart and core of others) is the quality of honking we seek.



63%

Have  
behavioral  
health  
diagnosis

95%

Of eConsults  
response  
within 5 days

100%

Mental health  
cases have a  
total plan of  
care

86%

Residents  
survey rated  
services  
excellent/good

# Our Future Will Be Epic

## Lessons From Geese

**Fact 5:** When a goose gets sick, wounded or shot down, two geese drop out of formation and follow it down to help and protect it. They stay until it dies or can fly again. Then they launch out with another formation or catch up with the flock.

**Lesson:** If we have as much sense as geese, we will stand by each other in difficult times as well as when we are strong.



# The Year in Review

“Lessons from Geese” was transcribed from a speech given by Angeles Arrien at the 1991 Organizational Development Network and is based on the work of Milton Olson.



