

Joint Conference Committee

Laguna Honda Hospital and
Rehabilitation Center

November 25, 2014



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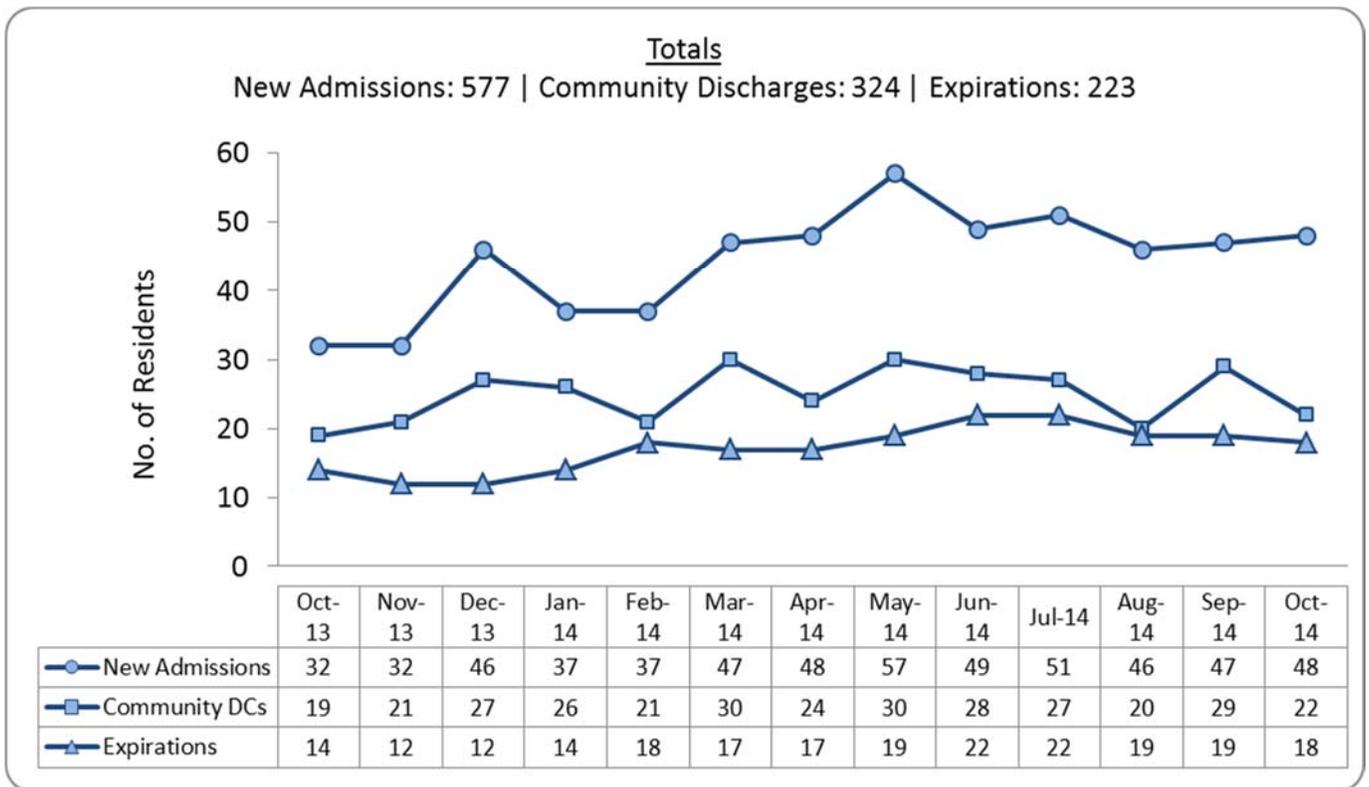
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State of the Hospital

Wait List

Average wait time in days (10/1/13 to 10/31/14): 3.37
 Number of people on waiting list as of 11/3/14: 2

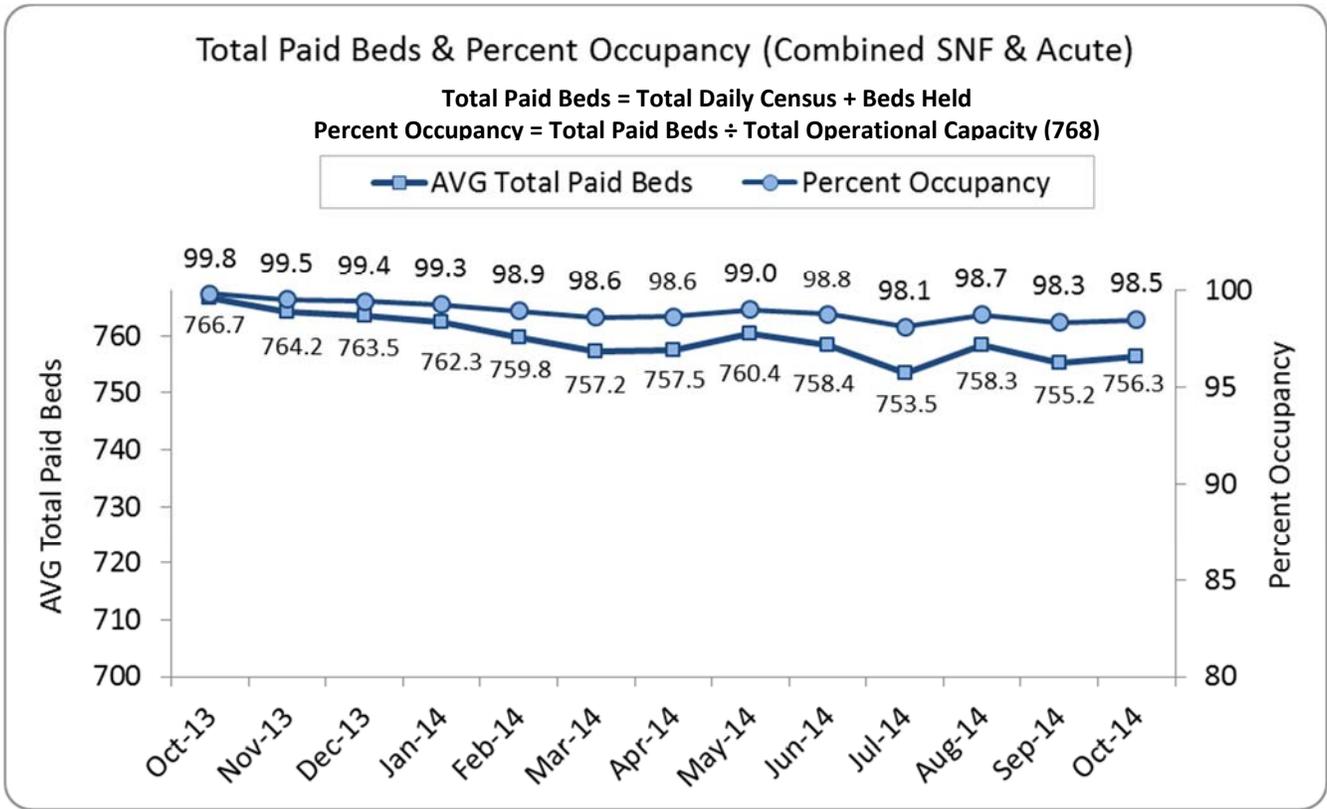
Admissions, Discharges, and Expirations by Month (10/1/13 to 10/31/14)



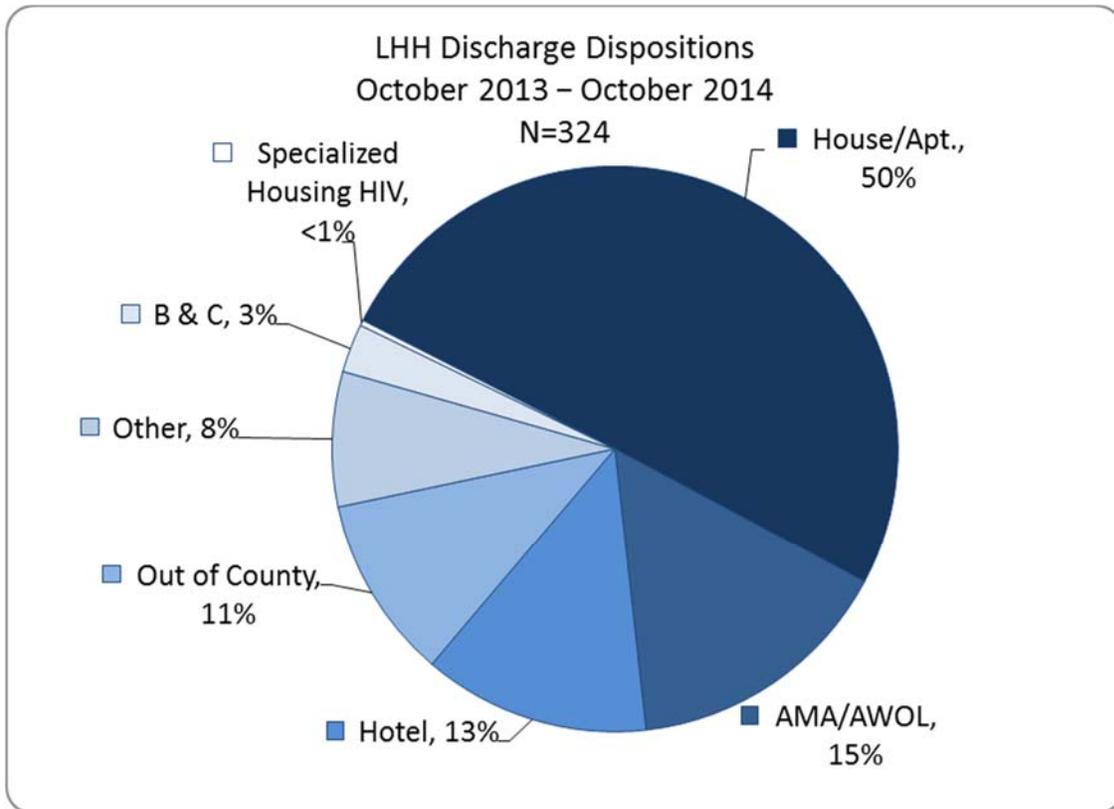
Average Daily Census (10/1/13 to 10/31/14)

Period	SNF Occupied	Beds Held	Total SNF Census	Acute Medical Census	Acute Rehab Census	Total Daily Census	Total Paid Beds	Percent Occupancy
10/1/2013–10/31/14	751.37	5.76	757.13	0.79	1.47	753.63	759.39	98.9%

Paid Beds and Occupancy by Month (10/1/13 to 10/31/14)



Discharge Disposition (7/1/13 to 7/31/14)



Eleven percent (n=34) of discharges were to out-of-county placements. Of those, 21 residents went to live with family; 10 residents went to Board and Care Homes that could best accommodate their needs; and 3 returned to their previous residences.

Staffing Report

Our current vacancy rate dipped to 5% from 6% from the last reporting period. We are actively recruiting for 70 vacant positions. Further, the Hospital is working closely with the City's Department of Human Resources for the Civil Service examination process for Class 2583 Home Health Aide, where there are 18 vacancies.

Human Resources has been tasked by the Department of Operations Center (Ebola Preparedness) to gather contact information for staff who have been activated for Ebola preparedness as part of the Communications Plan.

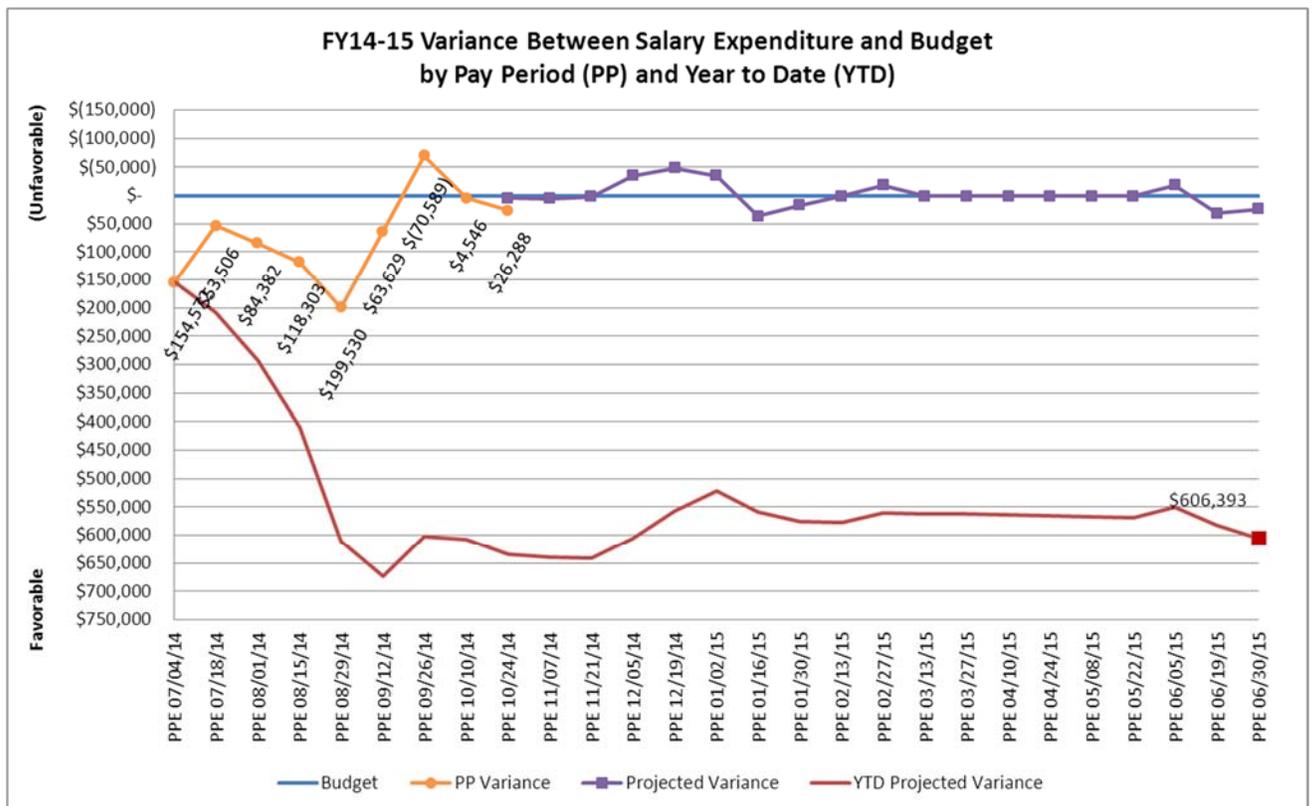
Budget and Finance

Financial Report

The FY2013-2014 1st quarter financial report is attached. The annual projection shows an overall surplus of \$2.7 million. Revenues are projected to be \$4.2 million over budget mainly due to high census. We are projecting that the annual expenditures will be over budget by \$1.5 million mainly due to higher fringe expenditures in retirement and health subsidy in the 1st quarter.

Salary Variance Report

Attached is the first quarter salary variance report. We are currently projecting a \$606K surplus in salary by year end. The variance is mainly due to 200+ new hires from last fiscal year that started at a lower step in payroll but all civil service positions are budgeted at the highest step.



Gift Fund Report

The first quarter of FY 2014-2015 Gift Fund Balance Report is attached. There was no out-of-budget funding request in this quarter.

Initiatives and Milestones

FY2014-2015 Priorities

Each year Laguna Honda conducts an extensive planning effort to develop priorities that each Division and/or Department will focus on to help the organization meet its strategic goals and vision. Highlights below correspond to the Hospital's FY2014-2015 three priorities: San Francisco Health Network, Service Delivery Improvements and Wellness.

Priority 1: San Francisco Health Network

Materials Management Budget & Capital Purchase Trainings

Baljeet Sangha and Kimvan Nguyen from San Francisco Health Network, Business Intelligence Unit provided two recent trainings at Leadership Forum.

In September, they presented the new online materials management system. In order to make budgeting consistent and transparent across the network and to contain costs, all departments' budgets and itemized expenses are posted on the intranet monthly. The training covered an overview of budget character buckets with a focus on 040 (Materials and Supplies) and instructions on how to read the report expenditures.

In October, they presented on character bucket 060, capital purchases planning. They provided an overview of capital equipment, current fiscal year requests, future fiscal year requests and procurement and tracking. The training provided details on the request process, including all the details of completing the forms correctly. Thank you to Accounting and Materials Management at Laguna Honda for their help in maintaining online budgets and capital purchase management.

North East Medical Services Partnership

Laguna Honda is preparing for the new North East Medical Services (NEMS) partnership, as part of integration activities. In October's Leadership Forum, Stella Cao and Diana Guevara from Managed Care presented the details of the new partnership, the goals and target population. The training included a description of clinical roles and responsibility and an overview of different payment structures. The new contract is expected to start January 1, 2015.

Our Way Forward

As part of Laguna Honda's effort to promote San Francisco's Health Network's *Our Way Forward*, Elizabeth Schindler presented an overview at October's Leadership Forum. She spoke about alignment and how "increasing the value of services to our patients, our workforce and the residents of SF" interplay with network and hospital wide mission, goals and priorities. Department Heads were asked to present these materials, tailored to their department, to their staff by December.

Ebola Preparedness at Laguna Honda

Laguna Honda joins the rest of DPH and City of San Francisco in Ebola preparedness. As of now, there are currently no known or suspected cases of Ebola in San Francisco and, while the vast majority of City employees are not, and will never be at risk for contracting the virus, the City cares about their welfare and wants them to know the facts about the disease.

Laguna Honda is working closely with SFDPH, SF Hospital Council and CDC (Centers for Disease Control) to define best practices and ensure our readiness. We have convened the Laguna Honda Campus Ebola Preparedness work group and are focusing our efforts on screening, communication and education. The work group is actively working on developing best practices and protocols. The Admissions and Screening Committee is screening new referrals for any potential risk for Ebola. The Outpatient Clinics are screening outpatients for potential risk for Ebola. We are providing regular communication to Laguna Honda community and the Town Hall meeting on October 22nd was a forum for discussion and questions. On November 7th, Director Barbara Garcia, Deputy Health Officer Susan Philip, and Chief Medical Officer Dr. Colleen Riley provided an Ebola preparedness info session for DPH staff at Laguna Honda campus. We will continue to provide updates as we develop our Ebola preparedness efforts.

Bay Area Mass Prophylaxis Dispensing Drill

During the week of November 17th, Laguna Honda participated in an SFDPH exercise that was part of the Bay Area Cities Readiness Initiative. The exercise was based on a scenario involving a Bay Area-wide anthrax attack and activation of the DPH mass prophylaxis plan in response to the attack. Laguna Honda Pharmacy staff participated in a drug packaging drill on November 17th and then on November 20th, all day shift staff participated in a full scale prophylaxis dispensing drill. Lessons learned during the drill will be used to make improvements to our dispensing plan.

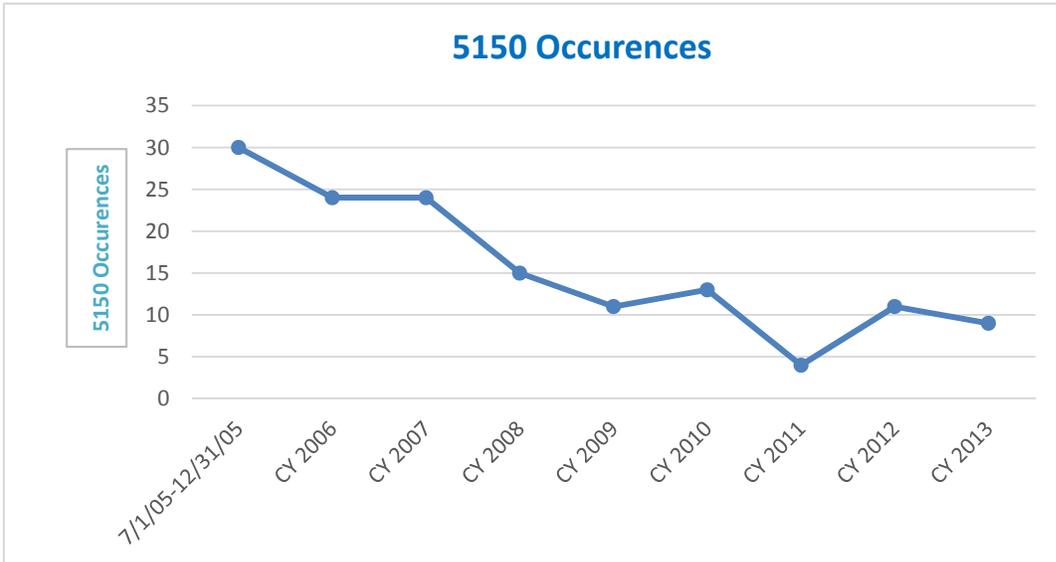
Priority 2: Service Delivery Improvements

Update on September JCC Presentation on Behavioral Health Services

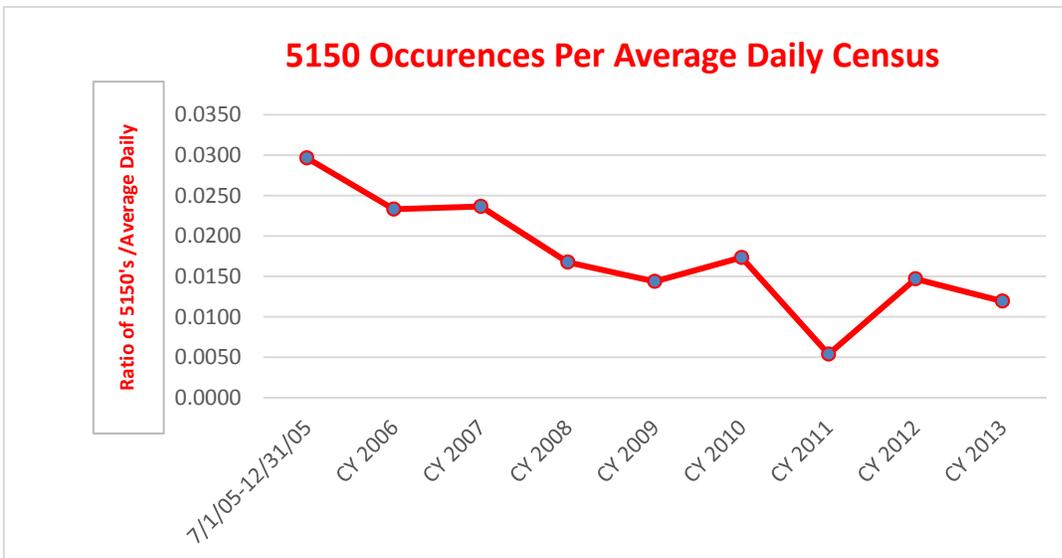
Laguna Honda Psychiatry Department staff collectively tracks residents who require 5150 intervention through a central departmental database. Beginning January 2015, the Psychiatry Department staff will add to its performance improvement activities by tracking LPS transfers to Psychiatric Emergency Services (PES).

The data that was used at the Joint Conference Committee (JCC) meeting when the Behavioral Health Services presentation was provided on September 9, 2014, used 5150 totals from the database described above. In 2005, the Invision System that was instituted at Laguna Honda, allowed the hospital to electronically capture census data. Incorporating census data, the trend line is similar. Three graphs are presented below,

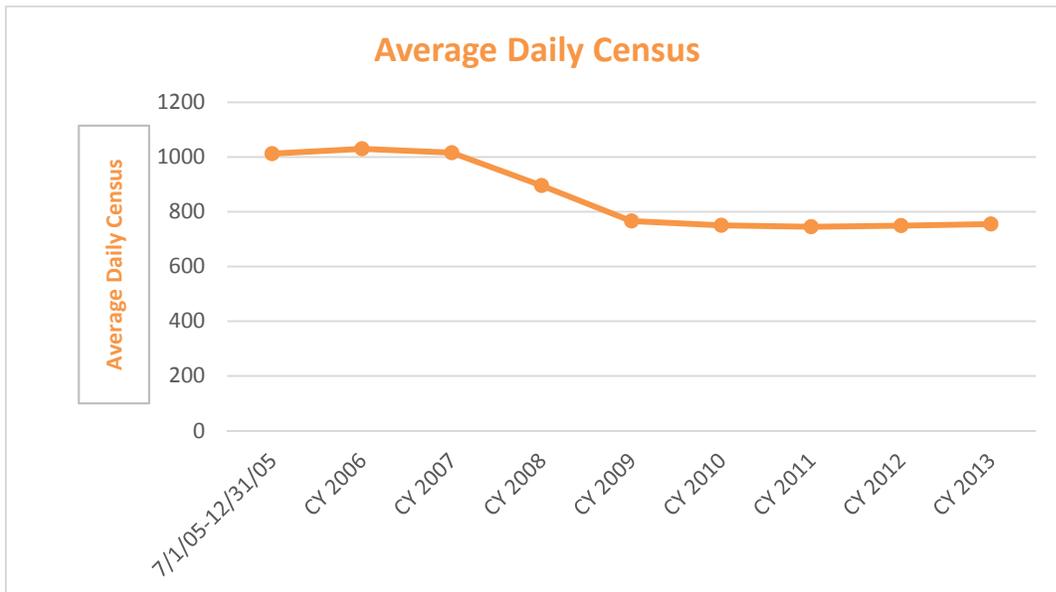
(1) 5150s over the years, which was presented at the JCC meeting on September 9, 2014; (2) Total 5150s (2005 – 2013); and (3) Total 5150s/Census of Occupied Beds (2005 – 2013).



Graph #1: 5150s from 2005-2013 (presented at September 9, 2014 JCC)



Graph #2: Total 5150s from 2005-2013



Graph #3: Total 5150s/Census of Occupied Beds from 2005-2013

Universal Medication Schedule

As written in August's Pharmacy & Therapeutics Newsletter, studies have shown that universal medication schedule language improves patient understanding of how to take their medications. California adopted legislation in 2012 to utilize universal medication schedule language in prescription labels.

Tips for simpler prescription labels:

- Use these 4 times of day (Q morning, Q noon, Q evening and Q bedtime)
- Instead of BID specify Q morning and Q evening
- Label instructions will use numbers, e.g. 1, instead of spelling out the number one and
- Times of day will be on separate lines on the label when possible, e.g. Take 1 tablet every morning and 1 tablet every evening.

This summer, Laguna Honda revised the medication administration times to reflect this simplification. The majority of medications will be administered during 4 medication pass times each day. The pharmacists will continue to work with physicians and nursing staff to simplify regimens of individual patients.

Medical Examiner Visit

On Wednesday, September 9th, Dr. Amy Hart, Chief Medical Examiner for City and County of San Francisco, came to Laguna Honda to give a presentation to the Medical Staff. Dr. Hart gave a one hour presentation on the role of the Medical Examiner, provided education on completing death certificates, fielded a variety of questions and

provided a wealth of interesting information about the work of the Medical Examiner's Office.

Plan of Correction Completion in Health Stream

96% of all Laguna Honda staff received training on the plan of corrections from the California Department of Public Health 2014 annual skilled nursing facility and life safety code surveys. The trainings, either computer based or in person, occurred during August and September. Thank you to all departments and individuals involved in putting together the plan of correction and training, plus ensuring more than the required 95% of staff received training.

Wellness and Activity Therapy Transition

Through a joint partnership with Activity Therapy Leadership, Staff and Labor, the Activity Therapy and Wellness team members transitioned to their new assignments in October. Neighborhood Activity Therapists coordinate residents' activities and working in collaboration with the hospital-wide Activity Therapists. Our goal is to provide the best quality of life for every resident at the hospital.

Here are some of the highlights:

- The new model aligns the departmental values to the goals to the hospital's and SFHN/DPH's. We will continue to evaluate and modify services until we reach our goals;
- Activity and Wellness programs and services are geared to meet the needs of all functional levels;
- Activities utilizing the campus as well as the farm, Wellness Center, Esplanade and other areas outside the neighborhoods will increase;
- There are community outings and neighborhood specific activities;
- Volunteers are embraced to increase the value of activity programs; and
- During this process, Activity Therapists, Activity Therapy Leadership, Human Resources and Labor continue to work together to ensure transition continues as planned and issues are addressed in a timely manner.

Annual Skilled Nursing Facility (SNF) Survey Update

On October 3rd, the facility received the Post-Certification Revisit Report from the San Francisco California Department of Public Health District Office indicating that Laguna Honda's SNF Plan of Correction has been accepted. The deficiencies previously reported on the CMS 2567, Statement of Deficiencies and Plan of Correction (POC) have also been corrected. A copy of the accepted SNF POC is attached.

Trauma Informed Systems (TIS) Training

The Trauma Informed Systems (TIS) Training is required of DPH employees and has been offered here at the Laguna Honda Campus. The TIS training focuses on creating a trauma-informed public health system that fosters wellness and resilience for everyone in the system. The goals of the training include:

- 1) Developing a shared understanding and language about stress and trauma.
- 2) Providing guiding principles and practical tools to support staff in the work place.

From August 28th through October 16th, six sessions were held at Laguna Honda. See below for an overview of the numbers:

- 561 unique students attended six sessions. 16 students attended offsite training, bringing LHH total to 577 attendees;
- Average attendance per session is 94 participants;
- Eight Laguna Honda departments had 100% attendance: Accounting, Activity Therapy, Dietitians, MDS, Nutrition Leaders, Payroll, Quality Management and Volunteer Services;
- Six Laguna Honda Departments had 95% attendance or greater: Billing, Executive, Health at Home, Health Information System, Pharmacy and Psychiatry;
- Laguna Honda attendance of staff not requiring back fill is 81%;
- Tenant information:
 - 95% of Transitions staff attended at Laguna Honda
 - 25% of Ambulatory Care attended at Laguna Honda
- Ten individuals attended were not from Laguna Honda campus. They were JVS workers, students, interns, and peer counselors;
- Phase 1 - Year to date percentage attendance of all Laguna Honda staff including Health at Home is 32%;
- Phase 2 – Nursing Education will begin incorporating TIS into their skills day training upon completion of Train the Trainer Program for TIS;
- Phase 3 – Department of Education and Training will begin conducting TIS training upon completion of Train the Trainer program for TIS; and,
- Goal is 80% by October 2015.

UCSF Nursing Research Day

Three Laguna Honda posters were presented at the UCSF Nursing Research in Action Day held on Oct 22nd at the South San Francisco Conference Center. It was part of a two-day symposium event that celebrates evidence based nursing, quality improvement efforts, nursing research and networking. More than one hundred nurses from Bay Area hospitals and beyond attended the program. This year's projects center on key focused areas for Laguna Honda - improving care for Palliative, Dementia and NeuroBehavioral residents.

Presentations were:

- Improving Palliative and Hospice Nursing Practice: Preparing for Specialty Certification submitted by Anne Hughes, RN, PhD, FAAN, Advanced Practice Nurse;
- Preventive Ethics: Developing Decision Support for Health Proxy/Agents for Persons with Advanced Alzheimer's Dementia submitted by Anne Hughes, RN, PhD, FAAN, Advanced Practice Nurse;
- A Neurobehavioral Day Program for Behaviorally Challenged Residents in Long Term Care submitted by Andre Michaud, Clinical Nurse Specialist; and,
- Anne Hughes also presented, "Are you doing EBP, QI or Research?" in the Research Role Development Workshops on the first day of the symposium.

Laguna Honda was the only long term care facility participating in the program and the presentations were very well received by the participants. Nurses attending the program had questions about the types of residents served, the specialized services developed to meet the needs of older and middle aged adults with serious physical and behavioral health problems, and initiatives to improve nursing practice.

Employee Health Clinic

Laguna Honda Outpatient Clinic began offering annual employee health exams performed by a nurse practitioner from the SFGH Occupational Health Clinic. The exam is required by Title 22 and involves a review of healthcare required vaccinations, and may involve bloodwork and TB screening. All employees are encouraged to take advantage of the convenience of the onsite annual exam. However, employees still have the option of visiting their own provider.

Privacy Pulse

September's SFGH Privacy Pulse was distributed to Laguna Honda employees via email and was discussed in Leadership Forum and in Department meetings. The Privacy Pulse offers information on topics related to privacy and security of patient information, new and revised policies, and helpful hints and tips. In September's Leadership Forum, Jill LeCount, Laguna Honda's Privacy Officer, spoke on the importance of using a designated cover sheet when sending protected health information via fax, interoffice mail, or U.S. mail.

Laundry Soap Conversion

Laguna Honda will be converting our laundry soap to the high efficiency soap. The conversion will be seamless and ordering process remains the same through Material Management and Central Supply. Once the current inventory of soap is exhausted, the high efficiency soap will be sent. The annual savings from converting to high efficiency soap is estimated to be \$4,856.

Glucometer in LCR

The Diabetes Task Force in conjunction with clinical informatics and IT have begun exporting point of care testing for blood sugar results into the Lifetime Clinical Record (LCR). The program has started with several neighborhoods in the South building. We intend to bring a new neighborhood on line each week until completed. Historically, the data was only available to providers on the paper medication administration record. The availability of the data in LCR greatly enhances the provider's ability to evaluate the appropriateness of the diabetes treatment regimen.

Computer on Wheels in the Neighborhoods

During September and October, new Computer on Wheels (COWS) were gradually rolled out to all the neighborhoods. The new COWs run on Windows 7 and are untethered – wireless with long life batteries – a vast improvement from the tethered older COWs on the units. North 5 and South 5 served as pilot neighborhoods during August. Now all North and South neighborhoods have three COWs each and Pavilion Mezzanine has two COWs, one for SNF and one for Acute. The COWs are primarily used by nurses who love the mobility and flexibility as they move around the unit providing and documenting care.

"The Voice" – Resident Newsletter

In the end of October, the next addition of *The Voice*, the resident newsletter for Laguna Honda was released. It is a joint effort with Activity Therapists, Administration and David Pactor, former resident and volunteer. This is an exciting opportunity for residents to share a story, write a poem or an article. This issue included stories about the summer carnival on North 2, September's Moon Festival on North 5, July's AIDS Walk with South 2, healthy cooking on South 5 and personal stories and poems.

Team Building Training

As mentioned in the last JCC report, Jewish Vocational Services (JVS) launched the team building training onsite for the 13 resident care teams. The training sessions began on October 22nd, and three sessions have been held. The sessions are getting very positive feedback.

The session objectives are:

- Identify team strengths, areas for improvement and ways to build an efficient team;
- Build consensus and commitment to the teams decisions and goals;
- Work through conflict effectively to resolve problems and support the decisions of the team; and,
- Establish measures to evaluate team effectiveness.

Resident's Council and Executive Committee Meeting

On October 28th, the President and Vice President of the Resident's Council met with the Executive Committee. Resident Council set the agenda of the meeting and facilitated the conversation. Topics included plans to improve the courtesy shuttle buses, quality review of nurse call lights and changes in the restorative care program. It was a good opportunity for the residents to talk about concerns and the Executive Committee spoke about steps they have already taken and will take to improve the matter.

Power Outage

On October 31st, SFPUC successfully completed the replacement of an interrupter switch at Laguna Honda, a project that included a great deal of planning and preparation by the entire Laguna Honda community. The replacement had to be done due to the age of the switch and the likelihood of it failing and causing a loss of power to the facility. The power had to be shut off for the duration of the replacement work, which was anticipated to take up to twelve hours.

We anticipated that a twelve-hour power shutdown would have a significant impact on our operations due to the limited equipment connected to the emergency generators. We conducted a planned one-hour test outage on August 27th. We used this planned power outage as both an opportunity to drill our staff on emergency procedures and to do an assessment of the status of all electric-powered equipment in the facility. We learned a considerable amount from this planned outage. The best time to shut down for twelve hours would be overnight to minimize the impact on meal preparation and on critical operations in the administrative building, including the Nurse Advice line.

Another planned one hour test outage on the PM shift was conducted on September 11th. We used this hour to assess the lighting provided by generator power and to test some alternative emergency back-up lighting solutions, including rented exterior construction lighting for the campus grounds. Our staff was able to practice patient care in a controlled low-light situation, and this allowed us to plan for care during the twelve hour outage. The AM shift also had the opportunity to practice providing care using emergency lighting while on generator power on October 3rd.

We spent the rest of October planning and preparing for twelve hours without power. A refrigerated truck was brought in for food storage. Exterior lights were rented. Nursing staff were provided with lanterns for patient care. Neighborhoods were provided with

additional lighting for resident bathrooms. Nursing staff were educated on how to prepare the neighborhood for a power outage by plugging critical equipment into outlets powered by the generator. Activity Therapy staff planned activities to keep residents occupied without televisions. Numerous other precautions were taken and temporary power solutions provided, such as portable generators for server rooms.

The interrupter replacement project began with the power shutoff on October 30th at 7:30 PM. The Hospital Incident Command System (HICS) was activated just as it had been in the three one-hour tests. The Incident Command Team was well practiced and confident in managing the event, which proceeded very smoothly with SFPUC completing their work by about 4:00 AM on October 31st. The power was brought back on and hospital operations returned to normal by 7:30 AM when the HICS command center was demobilized.

Performance Appraisal Workshops

Department of Human Resources (DHR) provided five performance appraisal workshops during October and November at Laguna Honda. In total, 85 of Laguna Honda's managers and leaders attended the trainings. The class was based on DHR's current 24 PLUS program, including the coaching and appraisal model with a new coaching video. This is the second part of a series of supervisory trainings that Laguna Honda and DHR hosted this calendar year. Part one was held in May and June and covered performance planning, objective and goal writing. The performance appraisal workshops specifically covered:

- The City's Performance Planning and Appraisal Review (PPAR) Cycle
- The Role of Coaching in the PPAR Process
- Priorities, Goals and Alignment
- The Appraisal Process Model – Goals, Questions, Ratings
- Preparing for the Appraisal Conversation and
- Best Practices

Medicine and Nursing Joint Retreat

Medicine and Nursing had a joint retreat on November 6th. There were 50 clinicians from each neighborhood who participated, including Primary MD's, Psych MD's, Charge Nurse and Nurse Managers. The goal of the retreat was to strengthen the care team leadership in the neighborhoods, identify communication improvement plans that each team will commit to, and establish priorities for the next year. Overall, participants found the retreat helpful for self-reflection as a neighborhood team. It also provided a big picture perspective of the institution where our care team thrives and struggles.

Sheriff's Canine Unit at Laguna Honda

On November 7th, the Sheriff's Canine Unit was on the grounds. There were two handlers doing walkthroughs of the perimeter and the common areas of the hospital. As

written in a previous Director's report, Laguna Honda and the Sheriff Department have enlisted the assistance of the Sheriff Department's Canine Unit. The trained dogs are experts at detecting drugs and other drug-related paraphernalia. We are receiving positive responses in various forums where residents and staff are notified about this new initiative and instructed not to approach or distract the dogs and their handlers when they are working.

MDS 3.0 Intensive Course

Laguna Honda sponsored a 3-day course on Minimum Data Set 3.0 (MDS) held November 18-20. MDS is a federally mandated process for clinical assessment of all residents in Medicare/Medicaid nursing homes. The 3-day course covered the October 1, 2014 Resident Assessment Instrument Manual Updates; OBRA assessments; regulations; terms; timelines; and, clear guidance on how to use the Resident Assessment Instrument (RAI) correctly and effectively provide appropriate care. Day 3 focused on Medicare, including PPS assessment timing, unscheduled assessments along with Resources Utilization Group (RUG) IV qualifiers, clinical Medicare coverage and Medicare Beneficiary Notices.

Attendance was capped at 65 and those who attended included: MDS Coordinators/Nurses, Nursing Directors, Nurse Managers, Rehab Managers, and Administrators.

No More Paper Pay Checks

Laguna Honda's Payroll Department and CCSF is working with 851 Laguna Honda employees currently receiving paper advices. As of December 2nd, there will be no more paper pay checks. This change, which will significantly reduce both the paper and staff time required to provide employees with information about their pay, is permitted by the City's recently concluded labor negotiation process.

Priority 3: Wellness

Upcoming Health and Safety Regulations

There are several newly passed and upcoming health and safety regulations that are applicable in the health care setting. Several DPH staff members, including Kate Durand, LHH Industrial Hygienist, have been involved in the Cal OSHA standard setting process for these regulations, including providing input both at advisory committee meetings and in public comments.

The Cal OSHA Safe Patient Handling Standard, which went into effect on October 1, 2014, applies to all acute care hospitals and requires employers to include a patient protection and health care worker back and musculoskeletal injury prevention plan as part of the Injury and Illness Prevention Program. The plan must include specific procedures for assessing the mobility of each patient and developing safe patient handling instructions for each one. The regulation also calls for initial and annual training of staff on these procedures.

Cal OSHA has also recently revised their Heat Illness Prevention Standard, including a requirement for a plan for employees who work outdoors. DPH OSH staff will be working together to develop a department-wide program to comply with this requirement.

Cal OSHA is currently in the process of developing standards for Safe Handling of Hazardous Drugs and for Workplace Violence Prevention in health care facilities. It is not known how long this process will take, but when these standards are final, they will also likely require new policies and procedures and training, which will require significant effort on the part of all DPH health and safety staff. We will apprise the Department and the Joint Conference Committee (JCC) of further updates.

Wellness Assessment

Norma Canedo, Unit Clerk and Laurie Agrillo, Nurse Educator are Laguna Honda's Wellness Coordinators, joining other coordinators in a County-wide effort. CCSF is launching a City-wide wellness program with the Health Service System to enhance quality of life, improve morale, reduce worker injuries, contain healthcare costs, and help staff have a long and healthy life. Laguna Honda is encouraging all staff to take the well-being assessment measures overall outlook, emotional and physical health, healthy behaviors, work environment, and access to health/life resources.

Open Enrollment

During the month of October, the Health System Services (HSS) had open enrollment for health and other benefits. Staff could make changes to their medical and/or dental plan, add or drop dependents from medical and/or dental coverage or enroll or re-enroll in a Flexible Spending Account. Laguna Honda partnered with HSS and hosted a Benefits Analyst onsite on October 7th to answer questions and accept enrollment applications.

New Infection Control Nurse – Melanie Ferrer, RN

Laguna Honda welcomes Melanie Ferrer, RN, our new Infection Control Nurse who officially started on October 28th. Melanie has worked at Laguna Honda for a year and a half and brings energy and enthusiasm to her new role. She recently completed the latest California Department of Public Health Infection Prevention 2-day mini course. Prior to being Laguna Honda's Infection Control Nurse, Melanie first worked as an RN float on the neighborhoods and then assisted Utilization Management.

Preparing for Flu Season

Starting October 1st, the Laguna Honda clinic began offering staff free influenza vaccine during selected times. During the 2013-2014 flu season, Laguna Honda achieved a fantastic 95% staff flu vaccination rate last season with only 3 cases of flu among residents and no flu-related deaths. We are aiming to achieve 95% again. As of November 6th, a total of 1,158 (67%) campus staff have received their flu vaccine. The majority of the staff obtained the shots from the Laguna Honda clinic. All residents who passed the medical screening were administered the vaccine during the last two weeks

of October. Any residents who are admitted after October 28th will receive vaccines as needed. Mandatory masking of unvaccinated persons will go into effect from December 15, 2014 through March 31, 2015.

The Great Shakeout

On October 16th at 10:16, Laguna Honda participated in the Great Shakeout, an international activity for earthquake preparedness drills. Staff across the campus practiced by following the drop, cover and hold procedures. As part of the preparedness, Departments completed the Department Operating Status Report, giving an initial assessment of staff, patients, injuries and damages in a specific location. The forms are supposed to be completed with 15 minutes of an incident or drill and placed in designated areas in the hospital for collection and compiling.

Events and Recognition

Events

Interdepartmental Meet and Greet

In the true meaning of hospitality, Laguna Honda's team of supportive Clinical Dietitians and Dietetic Technicians extended a warm welcome to the new staff of the Laguna Honda Premier Club (LPC) with a Morning Meet & Greet Breakfast on September 3rd. Both departments now share offices on the B wing of the 4th floor. In order to facilitate a stronger sense of community, the two teams met and shared coffee, juice, fresh fruit and bagels in the solarium of B400. A good time was had by all and the gracious gesture extended by the Nutrition staff was appreciated by the LPC team.

National Healthcare Environment Services Week

In celebration of the National Healthcare Environmental Services (EVS) Week on September 14 -20, Laguna Honda gave our thanks to EVS staff. EVS ensures the Laguna Honda campus – neighborhoods, care units, offices and all spaces are sparkling clean. EVS is composed of a great staff that make the following happen at Laguna Honda and within DPH/SFHN: environmental cleanliness, mail delivery, messenger service, grounds maintenance, linen services, room set up, etc. We all appreciate their hard work and dedication.

National Healthcare IT Week

In celebration of National Healthcare IT (Information Technology) Week on September 15-19, Laguna Honda gave our thanks to the IT staff. IT ensures that Laguna Honda campus's computer, network and data systems remain functioning and working to ensure continued quality care for our residents. The IT staff were also instrumental in the successful planned 12 hour power outage on October 30th and 31st. We all appreciate the IT team's hard work and dedication.

Alzheimer's Walk

In collaboration between Laguna Honda Hospital and the Department of Aging and Adult Services (DAAS), staff and residents participated in the annual Walk to End Alzheimer's, held Saturday September 20th at Mission Creek Park. Throughout the month leading up to the event, Laguna Honda staff donated their time by setting up tables on the campus in order to raise awareness, encourage participation and collect donations for the Alzheimer's Association. This year, Laguna Honda collected over \$1000 in staff contributions. The Alzheimer's Association Walk to End Alzheimer's® is the world's largest event to raise awareness and funds for Alzheimer's care, support and research. To embody the spirit of collaboration, it was an honor to participate with our colleagues from DAAS.

National Rehabilitation Week

On September 24th, the Rehabilitation Services department from Laguna Honda celebrated Rehab Week with the staffs of SFGH and Health at Home for the dedication to the comprehensive rehab services throughout the continuum of care. SFGH hosted a delicious luncheon, and everyone enjoyed meeting new people and reconnecting with colleagues. Rehab Week, also known as the National Rehabilitation Awareness Celebration, was started by the National Rehabilitation Awareness Foundation (NRAF). The goal of NRAF is to educate people about the benefits and impact of rehabilitation, develop programs which aim to increase opportunities for the nearly fifty million Americans with disabilities, and help those who are disabled live up to their fullest potential.

Dellbrook Street Fair

On Sunday, September 28, residents, staff and animals from LHH participated in the Midtown Terrace Homeowners Association block party. We socialized with Midtown homeowners, shared the bunnies and guinea pigs with the kids, and ate BBQ. LHH continues to strengthen relationships with the community members by bringing groups together. We hope they will take us up on the invitation to visit the Virginia Leischman Animal Farm.

National Pharmacy Week

October 19-25 marked National Pharmacy Week. We recognize the invaluable contributions that pharmacists and technicians make to patient care at Laguna Honda. Please join us in thanking the Pharmacy Team in ensuring safe and effective medication use for our residents.

Respiratory Care Week

October 19-25 also marked Respiratory Care Week. We all appreciate the respiratory therapy staff for promoting heart and lung health function for our residents.

Halloween Celebrations

On October 22nd, residents were invited to the garden to pick a pumpkin for their neighborhood. On October 30th, Laguna Honda celebrated Halloween. There was Halloween face painting for the residents in the Pavilion in the morning and the afternoon was a Halloween Party in Gerald Simon Theater. More than 50 residents attended the Halloween party that included music and food. Many staff dressed in Halloween costumes for the day, and many others in Giants regalia.

Art with Elders Celebration and Exhibit

On October 16th was the 22nd was the annual Art with Elders Exhibit celebrating elder creativity in the Gerald Simon Theater on Laguna Honda campus. The reception was from 2:00 - 5:00 PM, with special presentations from 3:00 - 3:30 PM and had music and light refreshments. Founded by Brent Nettle and now run by Mark H Campbell, Eldergivers connect the generations through programs that celebrate the wisdom, talents, and creativity of older adults. The Laguna Honda partnership with Eldergivers started in 1997 and regular classes are still taught in the art studio on the first floor of the hospital. The exhibit on October 16th featured art work from Laguna Honda residents as well as individuals who live in other Bay Area long-term care facilities and participate in Eldergivers classes.

Health Awareness Months

In September, staff received resources regarding vision impairment, particularly for older adults to remain happy, healthy and independent. Resources included information on cataract surgery to help reduce falls and hip fractures.

In October, staff received resources regarding White Cane Safety Day, a national observance around the world celebrated on October 15th of each year since 1964. The date is set aside to celebrate the achievements of people who are blind or visually impaired and the important symbol of blindness and tool of independence, the white cane. In 2011, White Cane Safety Day was also named Blind Americans Equality Day by President Barack Obama.

In October, staff received resources regarding Breast Cancer awareness month. Breast cancer is the most common cancer among women in the United States (other than skin cancer). Resources included a link to the American Cancer Society website for information on reducing the risk of breast cancer, increasing the chance of finding it early, coping with a diagnosis, or helping support the fight against breast cancer.

In November for National Diabetes Month, staff received resources regarding diabetes prevention and management and diabetic eye disease.

Veterans Day Message

Honoring our veterans dates back to 1938 when Congress approved the 11th of November of each year as a legal holiday dedicated to the cause of world peace known as Armistice Day. This date commemorated the ending of hostilities between the Allies and Germany on November 11, 1918 at the end of World War I. In 1954, November 11 became a day to honor American Veterans of all wars when President Eisenhower issued the first Veterans Day Proclamation. The purpose of Veterans Day is to honor American Veterans, the brave men and women who have served our country protecting our freedom and way of life that we all enjoy. On this Veterans Day I ask that you take a moment to reflect on their sacrifice and service. We have several members of the Laguna Honda family - residents, staff and volunteers - who have served honorably in the United States military. To those veterans, I want to express my heartfelt gratitude for your service to our country.

*A Message from Maggie Rykowski, RN, MS
Administrator Health at Home and Rehabilitation Services
Rear Admiral, United States Navy (Retired)*

Combined Charities Campaign

As with previous years, Laguna Honda joined the rest of CCSF in making charitable donation through the Combined Charities Campaign (CCC). Employees are encouraged to make donations to one or more of 3,000 recognized charitable organizations represented by Federations or to IRS recognized 501(c)3 organization of their choice.

The donations help to change the lives of thousands of Bay Area residents, further medical research, protect the environment and contribute to improving the overall quality of life within the Bay Area and more. The campaign ended on November 19th.

Holiday Gift Drives

Laguna Honda campus annually hosts a variety of holiday and winter drives. The Laguna Honda clothing room is seeking donations for SFDPH's annual clothes drive that will benefit the homeless population in need of clothes. What is needed are clean and usable coats, jackets, sweat shirts, and hoodies. The clothing room may be able to repair some items.

Every year in the month of December, Health at Home puts together holiday gift bags for each one of their patients. For many, this is the only gift or holiday acknowledgement that they receive. Health at Home is seeking donations for this project such as small items that could be placed in a medium-sized gift bag. Popular items have been: pairs of new socks, pens, note pads, lip balm, small packaged food items, skin lotions, liquid hand soap, small packaged tissue packs, etc.

Recognition

Employees of the Month

The Employee of the Month program, a staple of Laguna Honda campus staff recognition program, is now also part of the hospital's service excellence initiative. Employees of the Month are nominated by residents, visitors, volunteers, and staff and are approved by the Hospital's Executive Team.

October's Employee of the Month is Liz Vonderheiden of the Information Services Department. Liz has worked for over fifteen years in business analyst and project management roles and joined Laguna Honda two years ago. Liz earned her Project Management Professional, Six Sigma Green Belt and ITIL certifications and degrees in MIS and Business Administration from the University of Maryland. Under Liz's guidance, LHH has made great strides forward in planning improvements to convergent technology systems. What she likes most about Laguna Honda is that "everyone here is part of one big community where everyone is friendly and willing to help each other out." Liz likes to exercise doing Body Combat and Kickboxing and enjoys cooking.

November's Employee of the Month is the Health at Home (HAH) Team, the home health agency of the San Francisco Health Network. They are committed to promoting the health and independence of our clients by providing high quality and innovative health care services in the home. Health at Home's experienced and caring health professionals include registered nurses, medical social workers, physical therapists, occupational therapists, speech therapists, and home health aides.

Since October 2013, HAH has successfully implemented strategic ways to increase home health appropriate referrals. Ending last fiscal year, HAH increased revenue by 14% over budgeted revenue projection which helped to reduce reliance on the general fund. The City's Business Contract Compliance Office annual monitoring site visit gave HAH an overall rating of "Commendable/Exceeds Standards" from their outcomes objective. HAH also engaged their union partners to enhance the acuity tool to further complement workflow.

Health Commission Awards

Congratulations again to the five Laguna Honda teams who received the Health Commission award for their exemplary work and commitment to Laguna Honda. They were presented the award during the Health Commission meeting at Laguna Honda on October 21st.

- Laguna Honda Premier Club Team
- Pharmacy Services Department
- Quality Management Department
- Social Services Department and
- Smoke Free Task Force

State of Grace

The world premier for Dr. Grace Damman's documentary feature film *States of Grace* was shown at the Marin Film Festival in October. Dr. Damman, a long time AIDS physician at Laguna Honda, was severely injured in a head on collision on the Golden Gate Bridge in 2008. The film, a journey of loss, resilience and renewal was directed by Helen S. Cohen and Mark Lipman. The film documents her recovery, life after the accident and her new life with her partner and daughter.

Dr. Eugene LaBarre's Contribution to Laguna Honda

Dr. Eugene LaBarre's, MS, last clinical day at Laguna Honda was September 22nd. Dr. LaBarre, Associate Professor of Integrated Reconstructive Dental Sciences at University of Pacific started working at Pacific in 1981. He worked closely with Pacific's Associate Dean for Clinical Services, Dr. Richard Fredekind, to create the Laguna Honda-Pacific Partnership. During FY2013-2014, Laguna Honda Dental Clinic, staffed by Pacific dentists and dental students conducted a total of 3,820 procedures and office visits including all examinations, procedures and follow up visits. Although Dr. LaBarre will not be with us weekly at the hospital, we are fortunate that he will continue to be a champion and resource for our program.

Attachments

Statement of Revenue and Expenses (FY 2014-2015 1st Quarter Financial Report)
Gift Fund Report
Meaningful Use Presentation
Hospital-Wide Policies and Procedures

Staff and animals from Laguna Honda's farm participated in the **DellBrook Street Fair**. It's an opportunity to socialize and strengthen relationships with the surrounding community.



Along with Department of Aging and Adult Services (DAAS), Laguna Honda staff and residents participated in the annual **Walk to End Alzheimer's** on 9/20 and collected over \$1000 in contributions.



This year's **Halloween celebration** included residents picking a pumpkin for their neighborhoods and attending a party with food and music in Gerald Simon Theatre.



The Hospital Incident Command System (HICS) was activated during the **power outage** on 10/31 when SFPUC completed the replacement of an interrupter switch. Power was restored and operations resumed the following day without any incident.



Laguna Honda Premier Club



Pharmacy Services



Quality Management

Health Commission Awardees



Social Services



Smoke-Free Task Force



Melanie Ferrer, RN, MSN ▶
New Infection Control Nurse



◀ Liz Vonderheiden, PMP, ITIL
October's Employee of the Month



Health at Home Team, November's Employees of the Month



RECOGNITION