



LAGUNA HONDA



DRAFT ANNUAL REPORT

FISCAL YEAR 2013-2014



SAN FRANCISCO
DEPARTMENT OF PUBLIC HEALTH



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LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER**

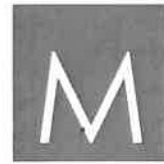
Commissioner Judith Karshmer, Ph.D., PMHCNS-BC, Chair
Commissioner David J. Sanchez, Jr., Ph.D., Member
Commissioner Cecilia Chung, Member



L to R: Commissioners Chung, Sanchez and Karshmer at the Health Commission

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MESSAGE FROM THE DIRECTOR

Laguna Honda continues its fine tradition of service for San Franciscans in need. This past year, staff, volunteers, consultants and community partners worked tirelessly to achieve the year's priorities to actively integrate into *the San Francisco Health Network*, ensure appropriate level of care that ***focused on patient flow and discharges to the community***, practiced ***fiscal responsibility*** by staying within our annual budget, improved our services that promote ***positive resident and staff experiences***, and sustain a ***culture of wellness***.

In FY2013-2014, we provided care to, a record high, 1,218 clients who required skilled nursing and/or rehabilitation services. Laguna Honda's programs include rehabilitation, palliative, end-of-life and restorative care. Dedicated and talented staff provide specialized services for individuals who are diagnosed with Alzheimers/Dementia, HIV/AIDS, traumatic brain injury and/or have behavioral complexities. Health at Home, the Network's home health service, is also an integral part of Laguna Honda's community, providing much needed clinical services at-home clients.

Laguna Honda's annual report this year highlights current and former clients whose story captures the heart and soul of the work that we do. Each client tells a story about their personal transition and success and attributes it to the commitment and excellent work of staff and community partners. Innovative models of care and best practices are everyday occurrences at the Hospital. Emerging are centers of excellence for rehabilitation, HIV/AIDS, palliative, end-of-life, restorative skilled nursing and home health. With our focused areas of expertise, we are poised to expand care and services to meet the future needs of the San Francisco Health Network.

Many thanks to the Health Commission, San Francisco Health Director Barbara Garcia, San Francisco Health Network Director Roland Pickens, Laguna Honda staff, residents and their families, volunteers, friends, neighbors, community partners and the Department colleagues for supporting the mission of Laguna Honda.

Mivic Hirose, RN, MS, CNS
Executive Administrator

WHO WE ARE

As a member of the San Francisco Health Network, Laguna Honda Hospital and Rehabilitation Center is a general acute care facility providing acute care, skilled nursing and rehabilitation services to San Franciscans. Laguna Honda is one of the largest skilled nursing facilities in the country and one of the few publicly owned.

A longtime civic icon, Laguna Honda has served San Francisco's population since the Gold Rush. Rebuilt in 2010, Laguna Honda is the first LEED-certified hospital in California and the most modern skilled nursing facility in the United States.

Residents at Laguna Honda have access to a comprehensive system of care that spans the continuum. Laguna Honda offers the following services:

- End-of-Life/Palliative Care
- Pain Management
- Rehabilitation Services
- Restorative Care

and provide specialized services for individuals who have:

- Alzheimer's/Dementia
- Behaviorally Complex
- HIV/AIDS
- Traumatic Brain Injury

Our Mission

To provide high quality, culturally competent rehabilitation and skilled nursing services to the diverse population of San Francisco

Our Vision

To be an innovative world-class center of excellence in long-term care and rehabilitation

Our Value

Residents come first

Strategic Goals

In order to fulfill our mission and realize our vision, Laguna Honda staff and volunteers are committed to the following four strategic goals:

Healing Environment:

Achieve highest quality of life through professional, caring relationships and compassionate services in therapeutic surroundings.

Community Partnerships:

Strengthen relationships among residents, families, staff, and the larger community for the best communication and continuity of care.

Resident Success:

Provide programs and services that promote choice and maximize residents' abilities and placement in the most independent setting.

Innovative Excellence:

Develop and sustain best practices and technology to achieve the highest quality of care, organizational effectiveness, efficiency and fiscal responsibility

FY2013-2014 Priorities

In the beginning of FY2013-2014, Laguna Honda leadership agreed on five priorities that provided a road map for meeting the strategic goals. The five priorities include:

1. Implementing *Healthcare Reform* and becoming a part of the Department's integrated delivery system;
2. Ensuring *Appropriate Level of Care* that centers on patient flow;
3. Practicing *Fiscal Responsibility* by staying within the annual budget;
4. Creating *Service Delivery Improvements* that would increase efficiencies and effectiveness of care; and
5. Establishing a culture of *Wellness* at the Laguna Honda campus.



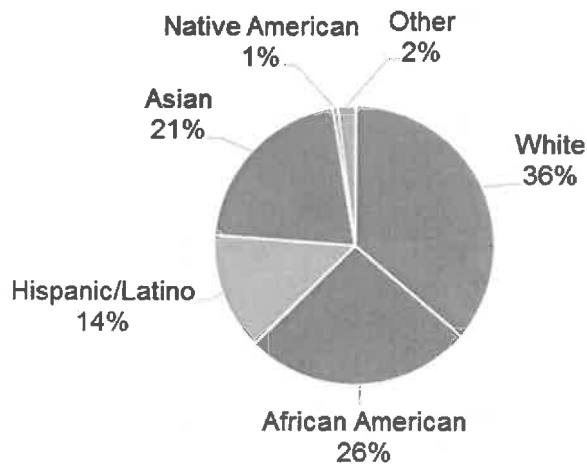
Priorities banner posted throughout the Laguna Honda Campus

WHO WE SERVED

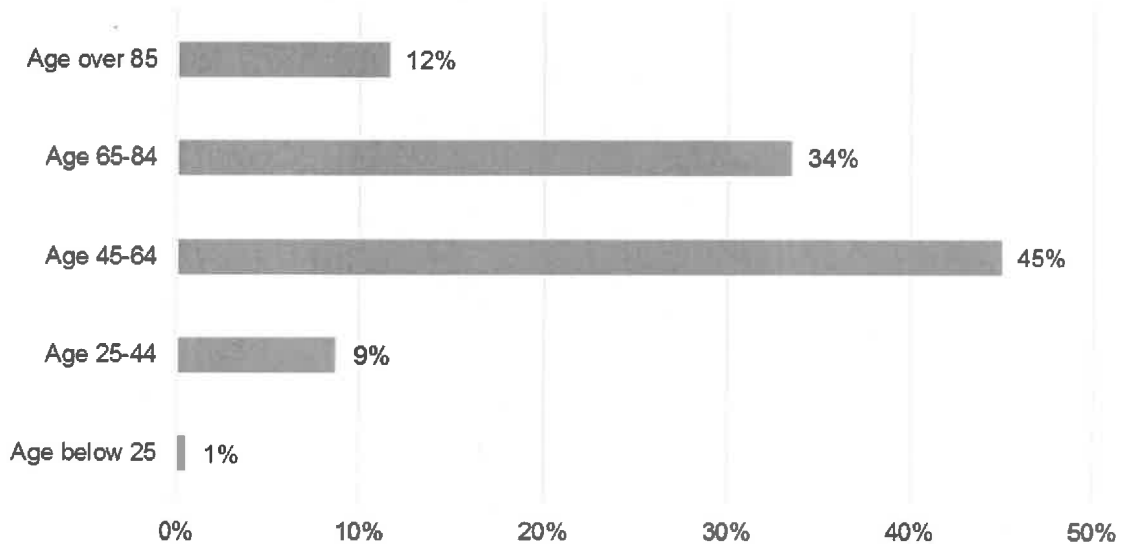
RESIDENT DEMOGRAPHICS

In FY2013-2014, Laguna Honda served a total of 1,218 unique individuals and a total of 276,095 patient days. The following charts describe the population by race/ethnicity, age, gender and payor source.

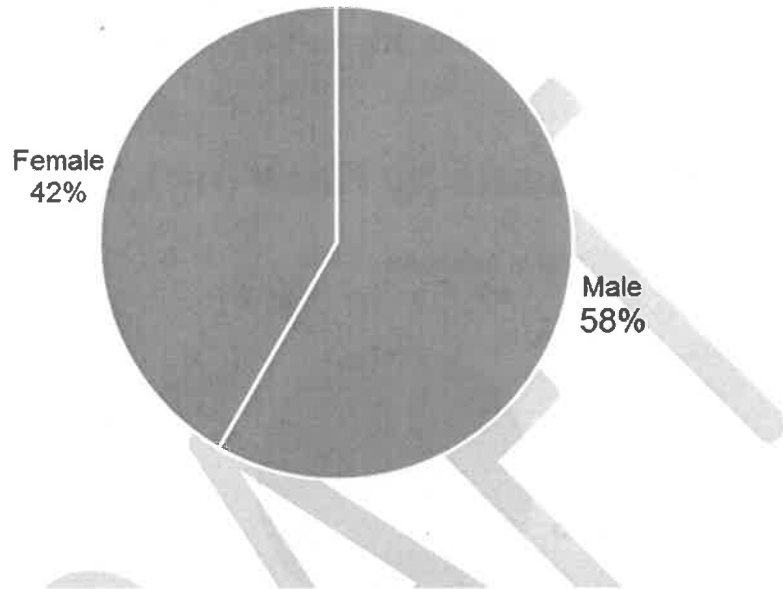
Residents by Race (n=1,218)



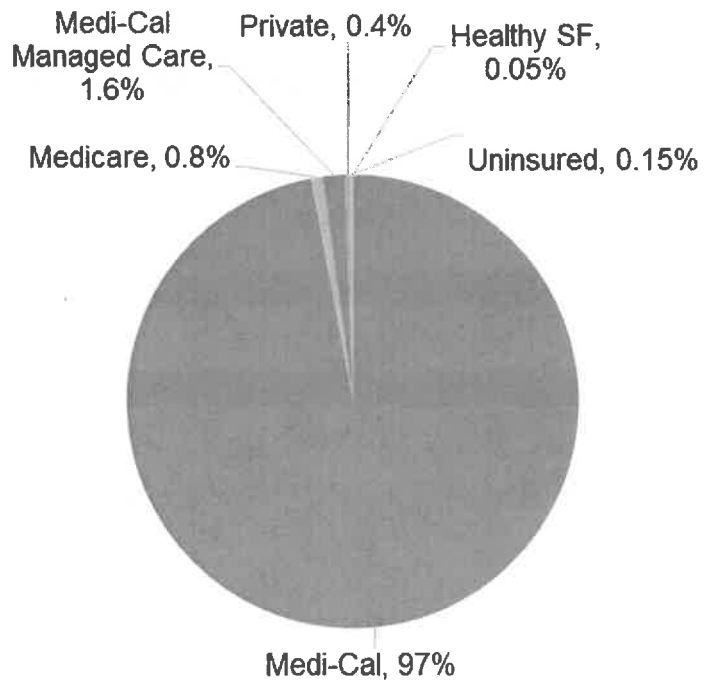
Residents By Age (n=1,218)



Residents by Gender (n=1,218)



Payor Source by Patient Days



FY 2013-2014 HIGHLIGHTS

Staff and volunteers contributed to Laguna Honda's mission by establishing and implementing annual goals and priorities. Each Division/Department select their goals based on the Hospital's five priorities for FY2013-2014.

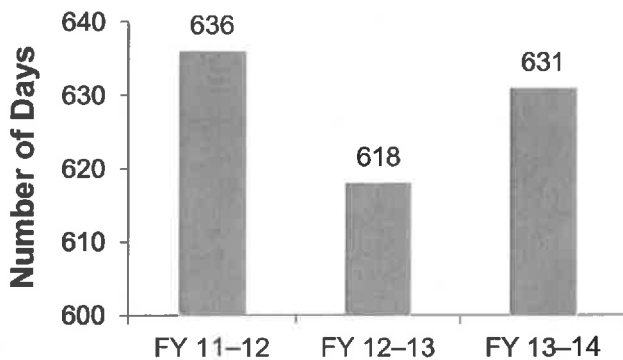
APPROPRIATE LEVEL OF CARE



In FY2013-2014 once again, Laguna Honda expanded access to care for more San Franciscans in need of skilled nursing care by increasing community discharges.

The average length of stay for the total population of residents was 631 days.

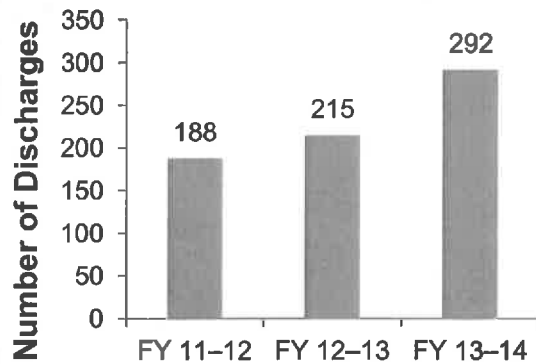
Average Length of Stay (Days)



Discharges

Community discharges increased by 36% from 215 in FY2012-2013 to 292 in FY2013-2014. There were zero planned community discharges with re-admissions within 30 days.

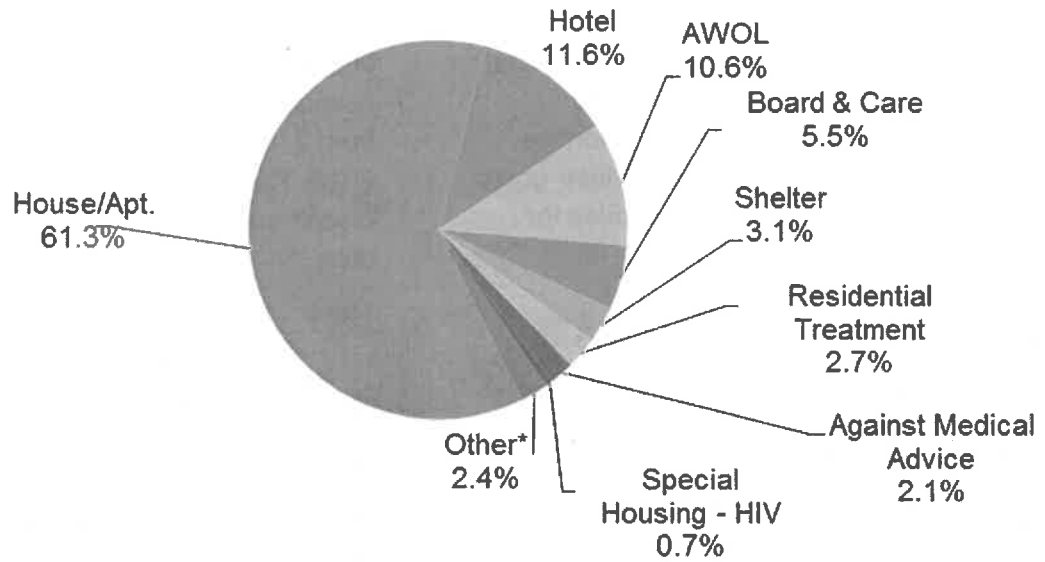
Community Discharges



9.5% (n=28) of discharges were to out-of-county placements. Of those, 17 residents went to live with family; nine residents went to Board and Care Homes that could best accommodate their needs; and two went to higher level of care locked facilities.

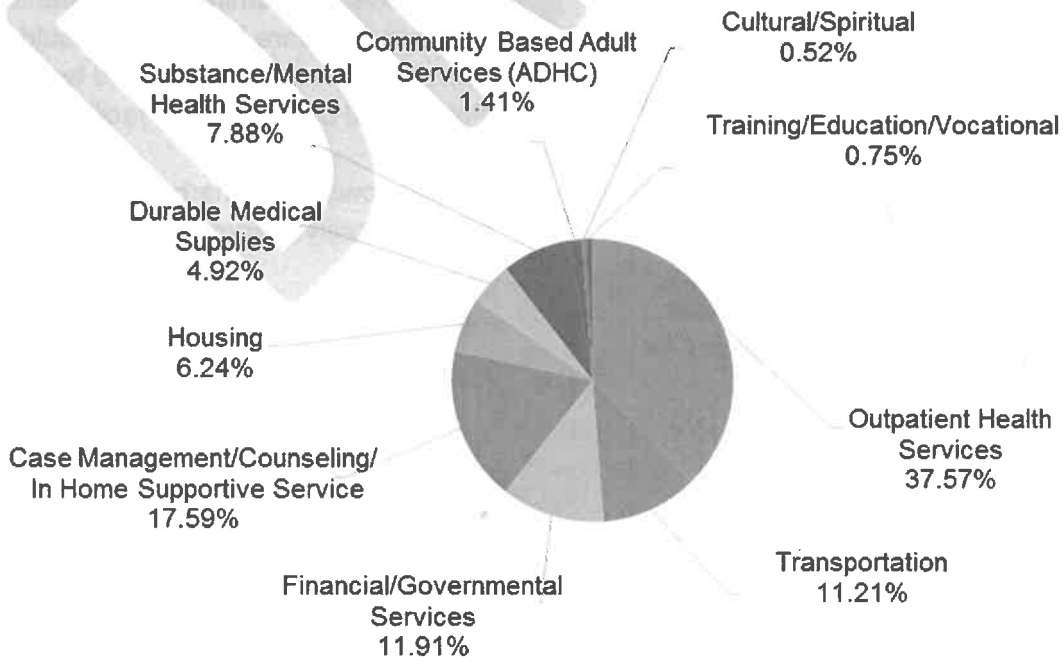
A breakdown of discharge dispositions in the community is shown on the chart below:

Community Discharge Dispositions (n=292)



*Other: SNF, Jail and Locked Facility

Referrals made for Residents Returning to the Community (n=2,132)



Chambers Settlement Agreement Concluded

Since 2008, Laguna Honda, other DPH entities and the Department of Aging and Adult Services have collaborated closely on a joint Diversion and Community Integration Program to ensure that Laguna Honda residents who are able can receive long-term care services in community-integrated setting most appropriate to their needs. Laguna Honda now has a new standard for providing integrated living options that will continue to evolve as we provide our clients with the best possible care and rehabilitation towards independent living.

Multidisciplinary Discharge Program

Since the success of the multidisciplinary discharge program on North 3 neighborhood, the program has been implemented hospital wide to assist residents achieve their highest level of independence to support their successful return to the community. The program uses a focused multidisciplinary approach to address and plan for targeted discharge interventions to enable successful outcomes. The team includes with activity therapists, nurses, substance abuse and mental health practitioners, social workers, physicians, quality management staff and rehabilitation therapists working in coordination with residents in crafting their discharge plans.

Operational Changes

Laguna Honda has made operational changes that support appropriate levels of care and patient flow to promote community discharges. The changes include the following:

1. Increased Admission and Screening Committee to twice a week.
2. Revised language in the Conditions of Admission and Laguna Honda Rules and Responsibilities to include the resident's role in discharge planning.
3. Increased bed utilization and turnover, decreased wait time for admission and adding weekend admissions.
4. Resumed respite admissions as a service to San Franciscans.
5. Expanded the North 3 discharge model to all skilled nursing neighborhoods.
6. Implemented weekly discharge huddles on each neighborhood.
7. Continued strong collaborations with San Francisco Health Network entities and other agencies.
8. Coordinated Discharge Fairs for residents, families and staff to encourage discharge opportunities and increase education.
9. Focused efforts to ensure residents, families, and/or conservators to participate in discharge disposition and other meetings to transition the resident to the community.
10. Increased residents' use of two to three overnight stays at their anticipated discharge site to ensure safe discharge.
11. Enhanced support for care teams that have residents with a complex discharge situation.
12. Provided hospital-wide and targeted staff education on utilization management.
13. Developed an infrastructure for monitoring patient flow and activities.

FISCAL RESPONSIBILITY



Laguna Honda's efforts to conserve water began before Mayor Lee issued a directive in March 2014 that all City departments

implement water conservation measures. In 2011, Laguna Honda sought and was awarded a Public Utilities Commission grant to fund irrigation system retrofits.

The retrofits were intended to maximize water savings and reduce sewage flow by replacing approximately three acres of water-thirsty lawn on the hospital campus with a new drought-tolerant landscape design and installing contemporary irrigation systems. In FY2013-2014, this project contributed to an overall 3% reduction in hospital-wide water consumption, which is equivalent to 995,588 gallons of potable water.



Drought-tolerant plants and ground cover maximize Laguna Honda's water savings.

FINANCIAL SUMMARY REPORT
PENDING INFO FROM FINANCE
BUT WILL BE AVAILABLE IN
OCTOBER HEALTH
COMMISSION MEETING.



HEALTH REFORM AND INTEGRATED DELIVERY SYSTEM

Laguna Honda is a proud member of the San Francisco Health Network (SFHN). Laguna Honda staff participated in the Department of Public Health's (DPH) integration delivery system development and implementation, specifically within the inpatient/post-acute care and utilization management task force meetings.

Integration of Services

As part of the Department's health reform preparation and implementation, the importance of integrating services within clinical sites is a priority to ensure we achieve efficiencies, reduce duplication, improve staff satisfaction and patient experience. Within the past year, Laguna Honda's leadership and staff have worked collaboratively with San Francisco Health Network entities in integration efforts.

Rehabilitation Services

The Rehabilitation Services leaders from San Francisco General Hospital (SFGH), Laguna Honda and Health at Home have established joint operations meetings. In the past year, they have developed a common mission and vision, a unified scope of service, implementing e-referral in the outpatient setting, and are piloting two outpatient clinics at Tom Waddell Health Center and Southeast Health Center. The integrated Rehabilitation Services team administrator is Maggie Rykowski, RN, MS.

Switchboard and Telephone Operators

Laguna Honda and San Francisco General Hospital switchboard and telephone operators merged into one service based at

the General Hospital campus. The planning effort was initiated in January 2014 and the relocation of Laguna Honda staff occurred in July 2014. A unified scope of service, staff orientation, workstations and space enhancements, and information systems access were completed. The joint hospitals' switchboard and telephone operators services is managed by Verwina Roble, Communications Manager.



Joint Switchboard and Telephone Operators

Pharmacy Services

Under the leadership of David Woods, PharmD, DPH's Chief Pharmacy Officer for the pharmaceutical services at Laguna Honda, SFGH, Behavioral Health, and Jail Health, implemented several initiatives. At the forefront is formulary alignment within the sites that prioritizes financial stewardship, alignment for uninsured patients, behavioral health medications continuity, and staff safety with injectable medications. In addition, the pharmacy leaders joined together to address the Department's disaster planning and preparedness needs. At Laguna Honda, two specific programs were implemented this past year included the Anticoagulation Clinic and Transitions of Care.



(L to R) David Woods, Michelle Fouts, Gloria Wilder, and Elena Tinloy

DPH and SFHN Departments at Laguna Honda's Administrative Buildings

Laguna Honda's new building has allowed DPH/SFHN colleagues to move to the Administrative Buildings. Laguna Honda continues to integrate with the Department in planning joint operations services and clinical programs as well as utilization of space needs to optimize workflow.

In the past year, the DPH Patient Financial Services and Managed Care Office have relocated to the Laguna Honda campus. The campus community has gained an additional 75 DPH staff who create a more integrated and diverse community. They join the Department's Nurse Advice Line, Chronic Care Management, Placement and Targeted Care Management teams who moved to the campus in 2012.



SERVICE DELIVERY IMPROVEMENTS

Every day, Laguna Honda leaders work on improvement efforts to increase efficiencies and effectiveness of care. The following highlights are the quality of care, innovative programs and initiatives from the past fiscal year.

Performance Appraisals

Due to a successful campaign by Laguna Honda Human Resources Department, 99% of employee performance appraisals were completed this fiscal year. This is the fifth year in a row that the hospital has surpassed the 95% performance appraisals completion rate goal.

California State Board of Pharmacy Inspection

The Pharmacy Department was inspected by the California State Board of Pharmacy in April 2014. There is national scrutiny around sterile compounding and similarly the Board of Pharmacy focused their survey in this area. The findings of the inspector were limited to changing the frequency on cleaning of walls, ceilings and surfaces in sterile compounding areas.

The minimal findings show that Laguna Honda's Pharmacy is up-to-date on the many important details required to comply with the Board of Pharmacy regulations. It also provides confidence in the quality of care the pharmacy is providing to a vulnerable population.

Laguna Honda Premier Club

The Laguna Premier Club is a new program that provides a series of structured activities for residents with neurobehavioral complexities. Laguna Premier Club is specifically designed with the goal of improving a resident's cognitive and socialization skills with the goal of increasing an individual's overall mood. The purpose is to provide a nurturing program through structured therapeutic activities, communication and restorative care that will enhance the residents' quality of life. There

are 76 residents actively participating with the goal capacity of 100 participants.



Laguna Honda Premier Club Staff

Palliative Services/End-of-Life Care

Laguna Honda provides skilled nursing and palliative services to residents with chronic and progressive illnesses and end-of-life care on Neighborhood South 3. The Zen Hospice Project of San Francisco is an integral partner of South 3.

The palliative and end-of-life services treat physical symptoms, such as pain, along with the emotional distress and spiritual suffering that often accompanies serious or progressive illness.

Additionally, for residents who are not on South 3, there is No One Dies Alone (NODA) which is coordinated by Spiritual Care Services. NODA provides compassionate companion volunteers to be with residents during their active dying stage. NODA offers a reassuring presence to residents who do not have family or friends. Most NODA vigils last between one and four days. With the support of the nursing staff, volunteers coordinators and the spiritual care coordinator, NODA offers residents the most valuable human gift: a dignified death.



WELLNESS

We continue to promote and advance a culture of wellness campus-wide.

Wellness Program

Laguna Honda's dedication to wellness continues. A priority is for all staff to practice at least five minutes of wellness daily. This could mean five minutes of stretches, in meditation, or eating a healthy snack. It is up to the individual or department/division to implement what works best taking their individual/group needs into account. Additionally, hospital-wide activities offered regularly include: yoga, *zumba*, meditation, softball, boot camp, lunchtime hikes and nutrition guidance.

"Got Vax?"

Laguna Honda's Infection Control, Pharmacy, and Nursing Departments led the "Got Vax?" campaign in the FY2013–2014 flu season to encourage staff and residents to get vaccinated against influenza. The campaign resulted in 95% of employees receiving the flu vaccination. The remaining 5% were required to wear surgical masks during the flu season. Comparable to State and National averages for all nursing homes, 90% of long-stay SNF residents were appropriately given the flu vaccine. Three residents tested positive for flu compared to 11 residents in 2013. Less flu prophylaxis was needed and the facility's cost for Tamiflu decreased by \$38,000 from the previous flu season.

TB Clearance for Volunteers

In May 2014, the Volunteer Services reviewed Laguna Honda volunteers' tuberculosis test clearance records. Out of 356 active volunteers, 40% were compliant. Volunteer Services made an aggressive move to increase the percentage by contacting volunteers to inform them of the TB requirement. In two months, the compliance rate increased to 90%. Going forward, Volunteer Services has implemented measures to sustain a greater than 90% compliance rate through scheduled monitoring and follow up.

Tobacco and Smoke-Free Campaign

After 18 months of preparation, Laguna Honda became a smoke and tobacco-free campus on February 14, 2014. This landmark accomplishment is in alignment with smoke-free campaigns in health care settings nationwide. The transition involved a tremendous amount of planning, patience, commitment, innovation and hard work by the entire Laguna Honda community.

More than 60 Laguna Honda residents have participated in ASH Kickers, the smoking cessation support groups led by Substance Abuse Treatment Services staff. In June 2013, at the onset of efforts, there were 78 residents who self-identified as smokers, and as of July 2014, there were 38 who smoke.

Immediately leading up to and following the start of a smoke free campus, there was an initial rise in smoking-related incidents. Through the ongoing diligent efforts of staff, incidents declined sharply in the first three months, and have now plateaued to a less significant number.

Newly admitted residents are informed of the tobacco and smoke-free policy, and sign an agreement that they will not smoke during their hospital stay. A multidisciplinary collaboration is piloting an early intervention program for new residents with a recent history of smoking. The residents are assessed and offered smoking cessation support within 48 hours of admission.



Our goal is to maintain smoking cessation for all newly admitted residents, and to continue to encourage and assist with smoking cessation for the remaining residents who currently go off campus to smoke. Efforts include diverting activities, nicotine replacement and other pharmacologic therapies, and ongoing drop in ASH Kickers groups.

All prospective and current Laguna Honda employees were informed of the expectation of 100% compliance with the Smoke and Tobacco Free Policy. Employees were

encouraged to call the smoke free campus phone line to report a smoking violation. Employees wanting to quit smoking were referred to smoke-free resources. There have been zero reports of staff smoking on campus since becoming a smoke- and tobacco-free campus.

Becoming a smoke- and tobacco-free campus reflects our strong commitment to improving the health and well-being of every member of the Laguna Honda community.

Rodney's Smoke-Free Journey



Rodney McWilliams is 51 years old and has resided at Laguna Honda for seven years. While he loves to visit the farm,

play bingo, attend the Laguna Premier Club, for many years, Rodney's favorite activity was smoking. He had been smoking a pack a day for most of his adult life. Rodney was part of the "Smoke Train." This was a group of ten residents who needed to be accompanied off unit by staff to smoke. Vocal about not wanting to quit smoking, he was still willing to attend smoking cessation classes. As part of the smoking cessation program, one smoke train outing a day was eliminated and in lieu, staff took him outdoors, played music and provided snacks.

August 11, 2013 was not only the last day of the "smoke train" but also the last day Rodney smoked. Everyone supports

Rodney's smoke-free lifestyle. He proudly received his ASH Kickers graduation certificate and displays it prominently in his room. He brags to staff and visitors alike "I quit!"

Jose's Bridge to Wellness

Jose Garcia is a 62 year San Francisco native living in Diamond Heights. He was referred to Health at Home in November 2013 for lower extremity ulcers and new onset of diabetes. His plan of care included wound care, diabetic education and pain management strategies. As a wheel chair user, Jose received training on home exercise programs and home safety.



A multidisciplinary team which included a physician and nurse who specialize in chronic wound and ulcer management, Health at Home nurses and physical therapist, a SFGH Podiatrist and Family Health Center physician worked collaboratively to implement a successful care plan that achieved realistic, measurable and positive wound outcomes.

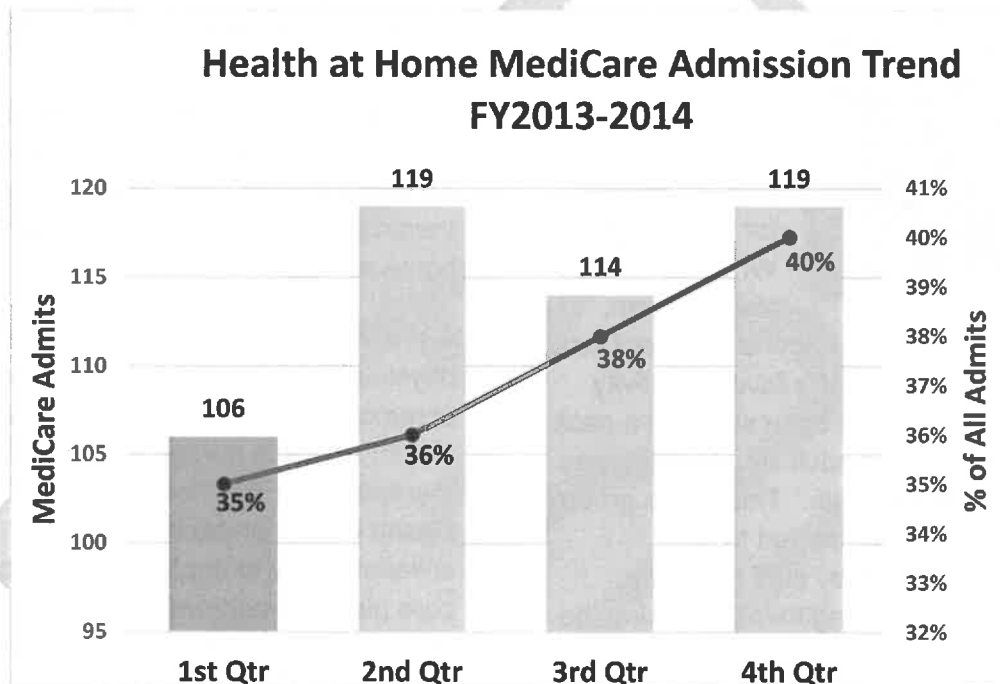
Jose has made remarkable progress. His wounds are healing, he no longer requires insulin, his diabetes is controlled by oral medication and his pain is well managed. "If it were not for Health at Home I don't think my wounds would have healed. The nurses were very attentive to my care. They are the best!"

Wellness Mission: to provide a relevant, accessible and enjoyable wellness program that supports healthy lifestyles and behavior for Laguna Honda staff, residents, their families and the community.

H HEALTH AT HOME

The number of clients that were seen by Health at Home (HAH) for FY2013-2014 are 1,222 patients for a total of 18,872 visits. In FY2013-2014, HAH had an increase in revenue of \$335,105 which was 14% increase from the budgeted revenue projection. Meanwhile, there was a positive balance in Medicare revenue of \$149,255, which is a 10% increase from the projection and 4% increase from FY2012-2013.

Since October 2013, HAH has implemented strategic ways to increase home health appropriate referrals; HAH achieved Medicare payer mix increase from 35% (for the 1st Quarter of FY2013-2014) to 40% (for the 4th Quarter). See chart below.



A specialized population that HAH provides services for are clients with HIV, who are not eligible for reimbursable home health care: (1) not meeting Medicare criteria for homebound or skilled need status; (2) Uninsured (MIA) or Healthy San Francisco. The Comprehensive AIDS Resources Emergency (CARE) program is funded through the HIV Health Services Branch of the DPH AIDS Office and includes both Title I/Ryan White CARE Act and SF City & County General Fund allocations. The Business Contract Compliance Office conducted the annual Monitoring Site Visit on April 29, 2014 to ensure program compliance. The report was very complimentary of the HAH program with an overall rating of Commendable/Exceeds Standards from the Outcomes Objectives.

L AGUNA HONDA EVENTS



Softball
Team
June 2014



Nurses
Week
May 2014



St. Patrick's
Day
March 2014

Volunteer
Appreciation
Lunch
April 2014



Events FY2013-2014



Thanksgiving
November
2013



Chinese
New Year
February
2014

Community
Picnic
October
2013





Wellness
September
2013

Black History
February
2014



Halloween
October
2013



Nutrition Month
March 2014



Events
FY2013-2014

Golden Gate Cruise
February
2014



Years of Service Dinner
May 2014



Pharmacy Week
October
2013



Christmas Performances
December
2013



Chung-Ang
University
Korea



Thailand's
Social Security
Office
&
Industrial
Rehabilitation
Centre
Thailand



Visitors

FY2013-2014

Mayor
of
Naples
Italy



Taipei
Medical
University
Taiwan



Vantaa
Innovation
Institute
Finland



C OMMUNITY CONNECTIONS

Clothing Donations for Project Homeless Connect

The Laguna Honda clothing room shared over one hundred-fifty clothing items to Project Homeless Connect. Credit goes to volunteer Gary Speer for organizing the drive in a team effort with Hospital and Project Homeless Connect staff.



Gary Speer assists Project Homeless Connect.

participated in the July AIDS Walk for the past ten years. They raised money and awareness that the AIDS epidemic is not over. This year, the Positive Care team donated to Project Inform, an advocacy group dedicated to improving the health and empowering people with HIV. The South 2 community always looks forward to this annual event. Everyone has a wonderful time and enjoys the sunshine (or fog), music, friendship and good food.



(L to R) Larry Bevan, Pavlina Head, Jackie Spencer-Davies, Carol and Bill Baille

Generosity Abounds



In November 2013, Health at Home's Peter Dennehy, RN, won the City Combined Charity Campaign prize drawing of a first class round-trip air ticket to London.

Peter generously donated the prize valued at \$10,000 to the Make-A-Wish Foundation. He was recognized by the Mayor's Office, Make-A-Wish Foundation and Virgin Airlines.

AIDS Walk

Coordinated and led by the Positive Care Team, residents, staff, family members, volunteers and former residents have

Mae Louise Mays Softball Tournament for Foster Children

In June 2014, Team Laguna Honda participated in the San Francisco Foster Youth Fund's 25th annual charity softball tournament, honoring the work of Mae Louise Mays, former wife of Willie Mays. Every year, San Francisco City Departments participate in this one-day, double-elimination tournament at Moscone Field in the Marina. A total of 26 City Department teams participated including teams from SFGH and DPH. Overall, it was a great time to meet other City department players and an opportunity to raise money to benefit foster youths.

R ESIDENT EXPERIENCES

Jennie's Success

Jennie Andre is 55 years old, outgoing and energetic. She was born in Oakland and raised in the Bay Area. Before she came to Laguna Honda, she was homeless. Jennie was admitted in May 2011 for skilled nursing care to heal a serious decubitus ulcer and rehabilitation services following a bilateral below the knee amputation. While at Laguna Honda, Jennie was a student with Art with Elders art classes. She was an empathetic listener and enjoyed talking with residents and learning about everyone's life experiences.



A very stylish, Jennie is pretty in pink



*One of many artworks
by Jennie*

In December 2013 and through the help of her resident care team, rehabilitation therapists, other specialist providers and Direct Access to Housing, Jennie moved to Rene Cazenave Apartments downtown.

In a new studio apartment, Jennie successfully worked with her Community Living Fund social worker, In-Home Support Service attendant and Health at Home staff to maintain living in the community. Jennie completed a ten-week internship with Recycling and Environmental Awareness Program where she provided recycling education to apartment residents. She attends art and aquatic classes and knows her building's residents well. Jennie reports she is "happy and proud" to have her own space. She is working on her goal of walking independently and is passionate about becoming an advocate in helping others transition to independent living.

Resident Council

The Resident Council provides an effective forum for residents to participate in policy and practice that impact resident life. In the summer of 2013, the residents adjusted their bylaws to increase transparency and participation in leadership positions. The Resident Council President is William Duke.

During FY2013-2014, the Resident Council and Laguna Honda staff worked closely to address and solve issues such as road safety, quality and effective use of hygiene products and transitioning to a smoke-free campus. Also, to enhance communication and bring community concerns to the forefront, Resident Council Officers established a protocol to review neighborhood meeting minutes.

FAMILY EXPERIENCE

Creating Memories and a Family Heirloom

Ms. Muoi Ly came to the United States from Vietnam in the 1970s with her twin daughters and one son on a rescue boat. In her eighties, Ms. Ly's health declined. She was diagnosed with end stage heart disease. In 2013, she came to Laguna Honda for skilled nursing services, palliative and end-of-life care on the South 3 neighborhood.



There were many supportive meetings with the resident care team to address Ms. Ly's medical needs and to help the family cope with their grief. The Ly family were able to spend lots of meaningful time with each other on South 3.

The South 3 community embraced Ms. Ly's cultural heritage. Staff would get *Pho* and eat noodles with her and her family. Staff arranged a lantern on the night of the Full Moon Festival, in the garden, with moon cakes and tea. Ms. Ly together with one of her daughters made a precious and beautiful ceramic plate together. New memories were made on South 3 with Ms. Ly smiling, being happy and celebrating life with loved ones. She made friends and Laguna Honda truly became her home.



Surrounded with family during her last hours, Ms. Ly was calm and present in spirit. After Ms. Ly drew her last breath, Buddhists chanted through the night at her bedside. The Ly family attended South 3's Bereavement Support Group facilitated by Social Services and have coped well with their grief. A memorial service was held in January 2014 on South 3. Ms. Ly's daughter and grandchildren attended a memorial service on South 3 in January, bring with them the ceramic plate, now a Ly family heirloom.

Calm and present in spirit, Ms. Ly's family stayed with her during her last hours. After her last breath, Buddhists chanted through the night at the bedside. The Ly Family attended South 3's Bereavement Support Group facilitated by Social Services and have coped well with their grief. A memorial service was held at Laguna Honda which Ms. Ly's daughter and grandchildren attended, bringing the ceramic plate, now a Ly Family heirloom.

"South 3 became my home. Staff took care of me while I took care of my mom. I cannot imagine what the journey would have been without Laguna Honda. I am listening still to my Mom and I am listening to my siblings. They are part of my Mom."

-Tu-Minh Trinh, Ms. Ly's daughter

VOLUNTEER EXPERIENCE

In FY2013-2014, 435 individuals volunteered at Laguna Honda for a total of 31,662 hours. Below are three volunteers that come from different backgrounds and showcase the diverse services who make up the Hospital's community of caring volunteers. Volunteers build a relationship with our residents on many levels as they contribute to a resident's day. Delores Mays, Louis Tan and Tasia Melvin show that they embrace the mission of Laguna Honda.

Delores Mays has been a volunteer at Laguna Honda for 18 years. She first started volunteering with the Activity Therapy Department and helped out with bingo. Delores dedicated many hours at the Gift Shop where



she played a big part in gift wrapping presents for the residents' holiday gift program. Currently, she volunteers in the library and assists with community outings. Delores is articulate, attentive, capable, caring and enthusiastic.



Louis Tan is a fine example of a volunteer who truly enjoys coming to Laguna Honda to be with residents. He started volunteering in 2009 while he was in high school and now, a college student, volunteers on weekends. Louis quickly garnered respect and trust for

being a hard worker. He has contributed over 700 volunteer hours. Louis currently volunteers in Activity Therapy on Saturdays to assist and co-facilitate the Chinese games for monolingual Chinese speaking residents. He is a cherished asset to our community. According to Activity Therapy Supervisor, John Chan, "Louis takes charge and follows through from beginning to end."

Tasia Melvin has been a NODA



compassionate companion volunteer for almost two years. She brings a special touch to her work. She sings to residents, holds their hands and wipes down their faces with a cool cloth. Tasia lives close to the Hospital and is usually the first to respond when Spiritual Care Services calls for a NODA volunteer. She is a reassuring presence during a resident's last journey through life.

"It makes me feel good and it makes the patient feel good."

-Johnny Adkinson, Volunteer

S TAFF MILESTONES

RECOGNITION AND AWARDS

Daisy Award

The Daisy Award is a national program conceived by the Barnes family in memory of the excellent care their son Patrick received from nurses before his untimely death at the age of 33. Each year during *Nurses Week*, the Hospital recognizes the exceptional work



Lita Escobar (left), Bronwyn Gundogdu (center), Matilde Saquilayan (right)

nurses provide through the Daisy Award recognition. The 2014 Daisy Awardees are Lita Escobar, CNA, and Matilde Saquilayan, RN.

EMERGE Leadership Fellow

Christine Hanson, Director of Wellness and Therapeutic Activities, was selected to participate in a



year-long growth and development experience called "EMERGE" led by LeadingAge California for high potential leaders seeking to transform themselves and their organizations. Christine received her Therapy Recreation Specialist Certification in 1991 and started working at Laguna Honda as an Activity Therapist. In 2001, she became an Activity Therapy Supervisor and, in 2013, she was transitioned to her current position.

California Dietetic Association's Award

Loretta Cecconi, Interim Food and Nutrition Services Director and Chief Clinical Dietitian, was in Southern California on April 4th to receive the Carol Hayes Torio Excellence in Management Award from the



California Dietetic Association. Loretta received her RD in 1990, started working as a Clinical Dietitian at Laguna Honda and became Chief Dietitian in 2009. In June 2013, she provided oversight for the Food and Nutrition Departments as Interim Director. Loretta is passionate about caring for the disabled and aging population and is committed to giving dignified, loving, respectful and quality care to all residents.

Palliative Care and End-of-Life Expert

Anne Hughes, RN, PhD, FAAN, Advanced Practice Nurse at Laguna Honda's Palliative



Care Unit, participated and provided input for palliative and end-of-life advisory meetings – one statewide and the other by the Department.

The California Department of Health Care Services and the Coalition for Compassionate Care convened an advisory group that developed recommendations to improve and advance palliative and end-of-life care for Medi-Cal beneficiaries. Anne was selected as a member and participated with this advisory group.

Anne also participated as one of the DPH's representative to the San Francisco Palliative Care Task Force that convened in May 2014. The Task Force was co-sponsored by DPH and the Department of Adult and Aging Services. The task force's goal is to summarize and evaluate the current state of palliative care in San Francisco and make recommendations for the future. The Department, SFHN and Laguna Honda are fortunate to have Anne who is an advance practice nurse with palliative care expertise.

Spring Fling - Years of Service Event

After a three-year hiatus, the service recognition event occurred on May 2nd to acknowledge 500 individuals who marked their 5, 10, 15, 20, 25, 30, 35, 40 and 45 years of service at Department of Public Health/Laguna Honda.

Dr. Lydia Lukian was in attendance and received a special recognition for her 45



years of outstanding service to the residents and staff of Laguna Honda. Dr. Daniel Neustein, unable to attend the event, also celebrated 45 years at Laguna Honda.

EMPLOYEES OF THE MONTH

The Laguna Honda Executive Team selects and recognizes a team or individual employee of the month award. The following pages lists and provides a short description of the awardees' accolades.



August 2013

Dinex Team: Chris Lai, Food Services Manager; Edmond An, Food Service Worker; Jamilah Hill, Food Service Worker; and Rhonda Williams, Food Services Supervisor

“Successfully implemented the new tray delivery system to enhance dining experience.”



July 2013

Home Health Aides

“They do it all with a smile – transport, assist with meals, run errands, change linens, laundry and then more! “



September 2013

Dr. Shahab Aghamir, Physician Specialist

“A team player in all regards, reliable, approachable and prompt with follow-through.”



October 2013

Karina Yip, Sr. Administrative Analyst

“Exceptional performance, friendly, professional and always exemplifies the Seven Service Excellence Standards.”



November 2013

Andre Michaud, Clinical Nurse Specialist

“An energetic, enthusiastic leader with a passion in improving care for residents with impaired cognition and challenging behavior.”



December 2013

Cho Tai, Activity Therapy Supervisor

“Musically talented, sings and plays the guitar with The Gumbo Boys and was instrumental in setting up the Laguna Honda TV.”



January 2014
Jose Bonilla, Porter

"A true professional, resolves problems and performance is exemplary."



February 2014
Norma Canedo, Unit Clerk

"Cheerful, helpful, dedicated, makes everyone feel better -- reflects the heart, soul, and spirit of Laguna Honda."



March 2014
Kauk Tang, Home Health Aide

"Loves the residents, listens carefully, very patient, team player, and sensitive to residents' needs."



April 2014
Nercy Powell, Certified Nursing Assistant

"Excellent team spirit, makes sure that residents' needs and preferences are honored, has a positive attitude and upbeat demeanor."



May 2014
Jason Fong

"Superb at forming excellent working relationships, handles all facilities requests promptly and with a smile."



June 2014
Virginny Ho, Clerk

"Embodies all the attributes of Service Excellence, creates a positive and friendly atmosphere and a collaborator."

W ORKFORCE DEVELOPMENT

Staff Development and Training

Laguna Honda has a dynamic staff training program. This past year, we provided 1,713 unique employees with a variety of educational delivery methods. Some are live classes in a classroom setting while others are through the e-learning system and webinars.

Laguna Honda's staff development and training team supports all departments, develops capacities for strong performance and individualized education to fulfill the strategic goals of resident success, healing environment, community partnerships and innovative excellence.

In partnership with DPH and SFHN Departments, Laguna Honda's training team develops in-services that are tailored to the diverse staff to provide resident centered, evidence based, culturally competent care. Some topics for Laguna Honda staff include dementia training, smoking cessation, elevator safety, therapeutic communication, resident rights and abuse prevention, theft and loss prevention, and service excellence as well as mandatory trainings.

City employees who work on the Laguna Honda campus receive training on fire safety, emergency preparedness, hazardous materials communication and infection control.

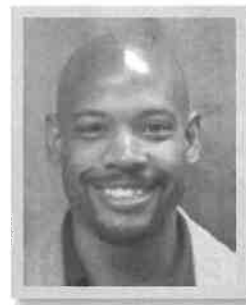
Annually, each staff member is assigned a minimum of 18 hours of mandatory hospital-wide training. Staff completion rates are consistently at 85% within 90 days of the in-service assignment.

Training Future Healthcare Professionals

Statistical trends warn that the baby boomer population is now nearing retirement and that preparing in-coming staff to fill their vacated jobs will be crucial to ensuring continuity in care. Laguna Honda is proud to participate in supporting the next generation of potential healthcare professionals by providing training, preceptorship and internship opportunities for 971 individual in FY2013-2014.

Neuropsychology Department Intern

Frederick Hives completed a year-long internship at Laguna Honda in June 2014. He has a Master of Arts in Sports



Psychology and is a student in the clinical psychology doctoral program at John F. Kennedy University. He has assisted collegiate, amateur, and professional athletes improve their mental performance skills and thus "upping their game". Training at the Hospital was a highly engaging and demanding experience. Working with the diverse resident population sharpened Frederick's psychotherapy and assessment skills. Frederick also found the training psychologists to be supportive and encouraging, and will carry many positive lessons and experiences with him throughout his future training and career. He was accepted to the American Psychological Association accredited one-year, pre-doctoral internship program at the

California Medical Facility in Vacaville starting in July.

Nursing Students

Laguna Honda provides clinical training sites for nursing students including RNs, LVNs, Home Health Aides and Nursing Assistants. The Hospital also welcomed nursing school programs as far as from Shikoku Nursing School in Japan, who were interested in learning how we care for the elderly.

Laguna Honda Internships FY2013-2014	
Activity Therapy	5
Administration/High School Students	9
Clinical Nutrition	2
Family and Community Medicine	53
End-of-Life/Palliative Care	4
Pharmacy	21
Rehabilitation	37
Nursing	836
Social Services	2
TOTAL	971

UCSF Family and Community Medicine Residents

This is the third year of a long term care rotation at Laguna Honda for 30 second and third year UCSF Family and Community Medicine residents. Medical Residents receive didactic and hands-on teaching from Laguna Honda attending physicians on a monthly basis, learning to manage a range

of medical and psychosocial problems common to patients in long term care.

High School Interns

Laguna Honda welcomed nine high school students from the San Francisco Youthworks and Mayor's Summer Internship Program. Energetic and enthusiastic, the interns were mentored by staff from Administration, Clinics, Facilities, Medical and Nursing Services. The students learned new and valuable work setting and job skills as well as interacted with various Hospital staff who run clinical and business operations. Staff reported that they also were enriched by the experience of interacting with the next generation of future health leaders.



(L to R top row): Anthony Garcia, Melissa Chow, Christina Huang
 (bottom row): Alyssa Jacala, Alvianne Bautista, Sharon Hang, and Liqi Xu

"I feel very grateful that Laguna Honda had given me an opportunity to gain many important office and professional communication skills, which helped me develop into a more mature person."
 -Liqi Xu, SF Youthworks Intern

FY2013-2014 At-A-Glance

- Tobacco and smoke-free campus
- 1,218 San Franciscans served
- 292 individuals went to community living
- 99% employee evaluations completed
- 95% employee flu vaccination rate
- 31,562 hours by 435 volunteers
- 1713 employees received in-person/online staff development education
- 971 students and interns

Help Support Laguna
Honda

Donate to the Residents' Gift
Fund, Friends of Laguna Honda
or the SF Public Health
Foundation.

To make a contribution, visit us on
the web at
www.lagunahonda.org

To volunteer, call (415) 759-3333.

Laguna Honda Hospital and
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