

Joint Conference Committee

Laguna Honda Hospital and
Rehabilitation Center

September 09, 2014



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State of the Hospital

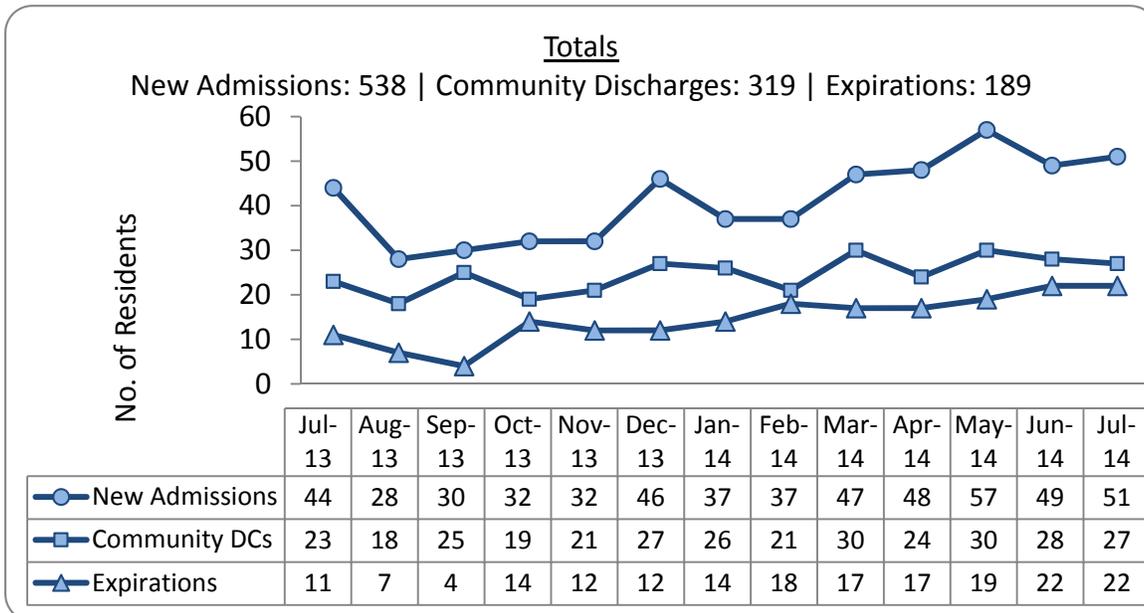
Annual State Surveys Update

Plans of corrections have been submitted to the California Department of Public Health (CDPH) in response to the 2014 annual skilled nursing facility (SNF) and life safety code (LSC) surveys which occurred from July 23 to July 31, 2014. The LSC Plan of Correction (POC) has been accepted, and we are waiting to hear from the San Francisco District Office on the status of the SNF POC. The SNF surveyors found no substandard care issues during the survey. Laguna Honda had fewer deficiencies in both the SNF and LSC surveys compared to last year's findings. CDPH issued 10 and 7 deficiencies for the SNF and LSC surveys, respectively. A list of the regulatory findings and the LSC POC are attached.

Wait List

Average wait time in days (8/1/13 to 8/31/14): 4.5
 Number of people on waiting list as of 8/21/14: 4.85

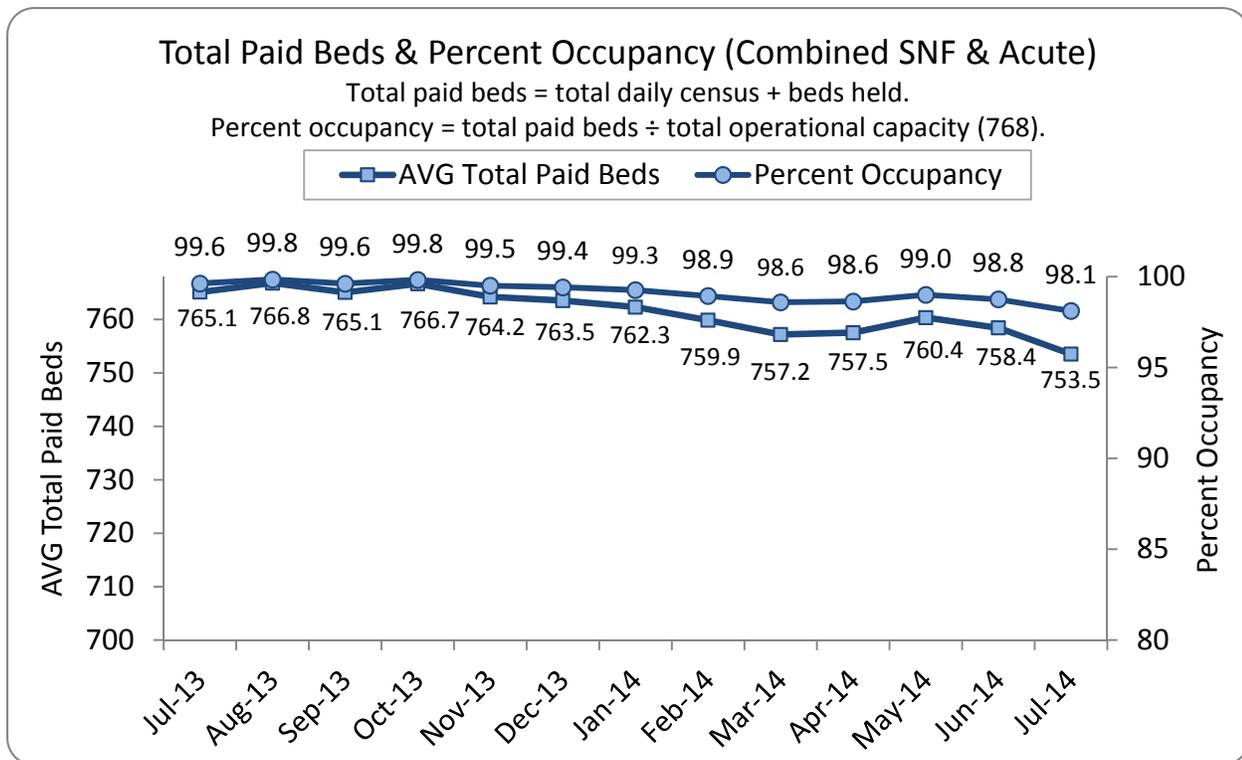
Admissions, Discharges, and Expirations by Month (7/1/13 to 7/31/14)



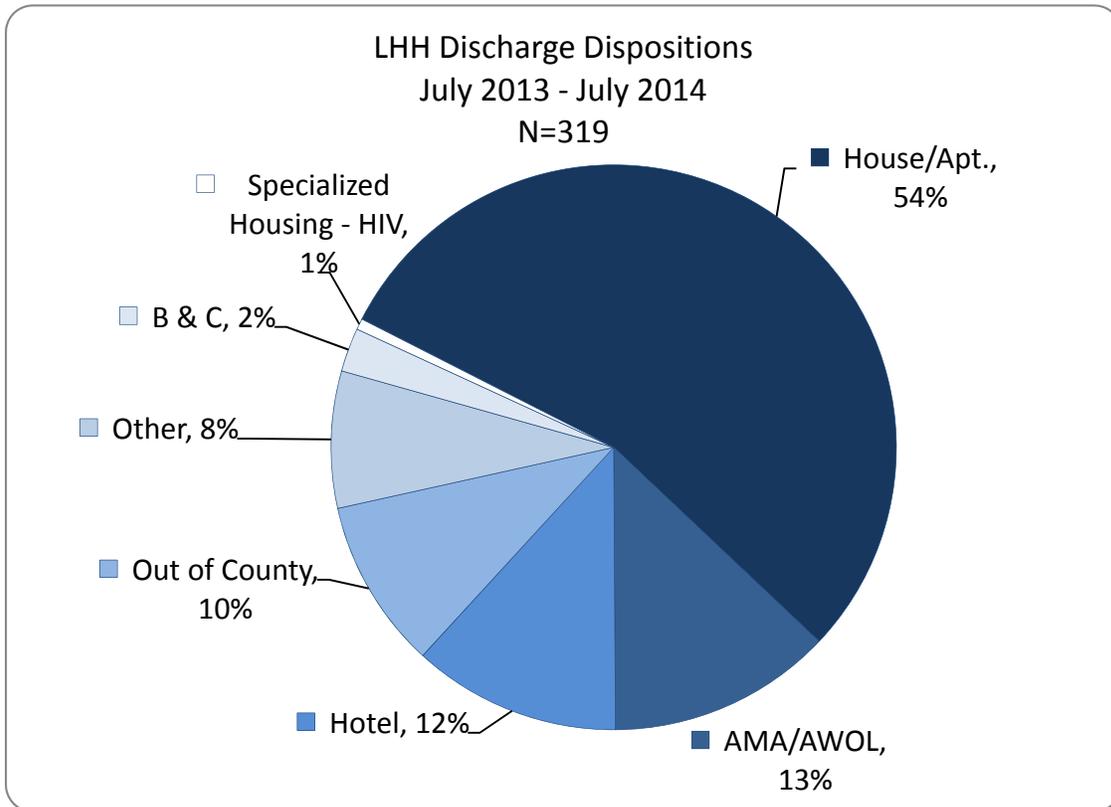
Average Daily Census (7/1/13 to 7/31/14)

Period	SNF Occupied	Beds Held	Total SNF Census	Acute Medical Census	Acute Rehab Census	Total Daily Census	Total Paid Beds	Percent Occupancy
7/1/2013 – 7/31/14	753.49	5.61	759.11	0.74	1.74	756.02	761.63	99.2%

Paid Beds and Occupancy by Month (7/1/13 to 7/31/14)



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



Ten percent (n=31) of discharges were to out-of-county placements. Of those, 18 residents went to live with family; 11 residents went to Board and Care Homes that could best accommodate their needs; and two returned to their previous residences.

Staffing Report

Our current vacancy rate stands at 6% and we are actively recruiting for 83 vacant positions. In the new fiscal year starting July 1, 2014, the hospital was approved 34 new positions.

We would like to acknowledge our HR and our Orientation Teams who on boarded 250 new permanent civil service staff in fiscal year 2013-2014.

The Department's Human Resources Director Ron Weigelt convened a week-long lean initiative that included DPH-HR, Finance, and City's HR and union partners to support the goal of hiring staff within 90 days of a position being vacated. The lean initiative is a process improvement that reduces duplicity while promoting simplicity.

We are once again partnering with Jewish Vocational Service (JVS) who will offer onsite training on service excellence and team building for the resident care teams. The training is offered at no cost to the hospital except that the hospital will incur the cost to provide coverage as most of the staff work at the bedside.

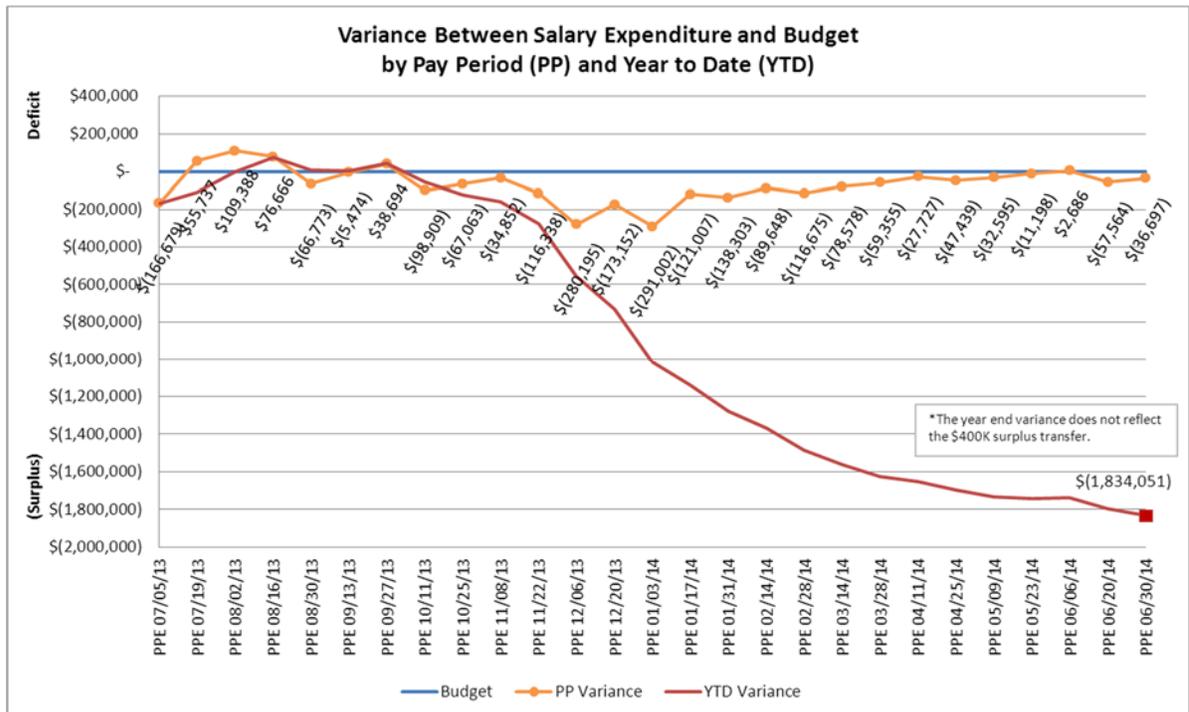
Budget and Finance

Financial Report

The Hospital's 4th quarter year-end projection shows a huge surplus of \$33.2 million mainly due to the additional Medi-Cal revenues as a result of SB239 (restoration of AB97 10% rate cut) as well as the change in DP/NF supplemental reimbursement methodology. (Financial Statement is attached.) The audited annual financial reports for FY2013-2014 are scheduled for completion by October 24, 2014 to be submitted to the Controller's Office for blending into City CAFR (Comprehensive Annual Financial Report).

Salary Variance Report

We finished the fiscal year 2013-2014 with \$1.8 million surplus in salary expenditure budget before a surplus transfer of \$400K was made to fund the deficit in Materials and Supplies.



Gift Fund Report

The FY2013-2014 year-end Gift Fund Balance Report is attached. There was no out-of-budget funding request in this last 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

San Francisco Health Network Launch: "Your Bridge to Wellness"

As one of 28 sites, Laguna Honda proudly participated in the SFHN Launch on July 30th. The launch celebrated the creation of the network and recognized each other's contributions. DPH staff, residents, family members, volunteers and visitors attended the launch event. As Dr. Colleen Riley, Chief Medical Officer, reports: "The creation of the SF Health Network gives us all an opportunity to come together with all of our collective experience and rise to a new level of excellence in providing care to the people of San Francisco. This is our city, our people, our bridge to wellness."

Laguna Honda Leadership and Executives are sharing with all staff on all levels the Launch's video clip, PowerPoint presentation and the services we bring to the City of San Francisco: complete, value and community.

DPH Managed Care Office Move

The Laguna Honda campus community welcomes the Department's Managed Care Office staff. The six managed care leadership and staff relocated from 101 Grove to the A wing ground floor.

Communication Tool Kit

Laguna Honda is excited to use the new SF Health Network Style Guide and Communications Tool Kit. The guide will assure that we project a consistent image and identity to our targeted audience – health care consumers. The Style Guide is intended to provide direction when producing materials that represent The San Francisco Health Network to the public: *forms, brochures, fliers, maps, hospital uniforms, PowerPoint presentations, conference posters, caps, mugs, or pins*. The Communications Toolkit

includes *logos, letterheads, PowerPoint templates, business cards, e-mail taglines, etc.* to help provide a consistent brand identity for the SF Health Network.

Hospital-Wide Goals

As with past fiscal years, Hospital Departments have developed 3-5 goals to address the coming year that align with hospital priorities and the San Francisco Health Network.

For 2014-2015 examples include:

- 1) Neighborhood North 1 will successfully move 50% of the residents attending restorative I as of June 2014 at the Wellness Center to the Unit Functional Focus Program.
- 2) Nursing Education will improve learning experience during the 3 months post orientation as evidenced by a positive response to a satisfactory survey.
- 3) Activity Therapy will develop a wellness care plan for each resident participating in off-neighborhood wellness programs by May 2015.

Electronic Medical Records - eCW Relaunch

On August 21st, the Laguna Honda eCW Team held a Re-Launch/Re-Set convening for medical providers, nursing and support staff to hear updates about the implementation plan. Over lunch, Michelle Fouts, PharmD, BCPS, CGP, Chief Medical Informatics Officer, spoke about the scope of work, meaningful use, IT upgrades, workflow development process and training and technical support. Dr. Lukejohn Day, Assistant Professor of Medicine, Medical Director of Medicine Subspecialties at UCSF and SFGH, spoke about the benefit to Laguna Honda providers. UCSF and the rest of San Francisco Health Network use eCW, so Laguna Honda physicians can go to one place to view resident's important health information. Physician and nurse champions, IT staff, and super users from other disciplines who will help develop, test and finalize new workflows were present at the event to promote the transition among their colleagues. eCW Go Live is May 11, 2015.

Priority 2: Service Delivery Improvements

"The Voice" – Resident Newsletter

After a six month absence, *The Voice*, the resident newsletter for Laguna Honda was finally "heard" again in print. Activity Therapists on each neighborhood and hospital wide program will engage staff and residents in their programs to create part of each quarterly newsletter. In addition, David Pactor, former resident and current volunteer, is partnering with Activity staff to assist in submissions. This is an exciting opportunity for residents to express and connect.

July's issue included individual's life stories, poems and neighborhood-wide compilations of memories. Included is a memorial to Simon, the cat who passed away in May after 14 years of loving companionship at Laguna Honda.

Summer Interns

A big thanks to all of our interns for their hard work this summer. Through the city-wide SF Youthworks and Summer Internship Program, a total of nine high school students were placed at Laguna Honda for the 2014 summer period. Our interns assisted in various divisions at Laguna Honda such as Patient Flow, Facilities, Nursing, Medical Services, and Administration. Many of our interns have already expressed interest in pursuing a college major and career related to the medical/health field. We wish all our interns the best!

Wellness and Activity Therapy Transition

The Wellness and Activity Therapy Department has embarked on a journey to transition to a model that emphasizes off-neighborhood participation, maximizes resources and aligns with the Hospital's mission to identify and provide an individualized and meaningful activities for residents. There will be several new systems changes to increase communication between activity therapists who specifically work on the neighborhood as part of the resident care team and activity therapists whose assignments are hospital-wide, improve documentation and coordinate residents' schedules. In addition, volunteers assigned to the department will be coordinated by an activity therapy supervisor, which will minimize duplication of efforts and better match volunteers with residents.

The role of the neighborhood activity therapist will transition from a sole provider of service (activities) to a coordinator of wellness and activity services. They will be identifying needs and interests and then connecting the resident to resources available within the neighborhood, hospital and campus-wide and in the community. The successful assignment bidding occurred on September 3rd, and the transition will occur on October 4th. We are looking forward to this change for the betterment of increasing the value of our services, ensuring services are complete and creating a positive experience for both staff and residents.

Welcome Baskets

In mid-August, Laguna Honda's recent resident admissions received welcome baskets. Since September 2012, weekly welcome baskets have been made by Social Services and delivered by Spiritual Care volunteers in an effort to increase the level of communication and service delivery between Laguna Honda, newly admitted residents and their families. The joint venture includes Social Services, Spiritual Care, and The St. Vincent DePaul Society. The St. Vincent DePaul Society has provided the funding for purchase of basket items. The ongoing delivery of baskets by Spiritual Care volunteers has created an avenue to welcome and get to know residents and begin an ongoing relationship with them.

Resident Art Show

On Wednesday, August 20th, Laguna Honda and Art with Elders hosted an art show exhibit showcasing the creative work of our own residents. The art show exhibit was open all day, with special celebration ceremonies taking place in the morning and afternoon. This was an opportunity to meet our artists, enjoy their art work, and enjoy refreshments and music.

Psychology Training Program

Two Neuropsychology and two Substance Abuse Treatment trainees recently started at Laguna Honda. They are generally here on Wednesdays, Thursdays, and Fridays and will be providing services to our residents under the supervision of the Psychiatry Department until the end of June 2015. Each will have a Laguna Honda supervisor.

Code Yellow Drill

On Wednesday, August 27th, the Hospital conducted a one hour power outage drill. The Hospital Incident Command System was initiated, and over 90% of the campus departments submitted their Department Operating System Reports (DOSRs) within 15 minutes on the initiation of the code yellow drill. The DOSRs' importance is to gather information from all departments/care units to evaluate status of staff, residents, visitors and volunteers. The reason we scheduled this emergency preparedness exercise is to test essential electrical equipment and identify other essential equipment that are not connected to a generator. With the information gathered from the code yellow drill and a group debrief the next day, Facilities Services can comprehensively plan with all campus departments for an anticipated twelve hour power outage that is currently being planned with the San Francisco Public Utilities Commission.

The Hospital needs to plan for an extended power outage due to a piece of equipment called an interrupter that is connected to power from PG&E and that needs to be replaced by SFPUC. The replacement of this switch is not optional. If we do not replace the interrupter, it will eventually fail and the campus will lose its connection to PG&E. In order to replace the part safely, PUC workers will need to shut off the main power for the duration of their work, which may take as long as twelve hours. The date and time period have not been determined. The drill on Wednesday was part of the assessment.

The Hospital will need to convene a planning group to develop a comprehensive continuity of operations plan to meet business and clinical operations of all departments on campus, address concerns, communicate the plan, coordinate with SFPUC, and perhaps conduct a few more drills as part of the preparation process. Debbie Tam, Acting COO, in addition to other key leaders on campus will lead this process and coordinate with DPH. We are committed to informing the campus community, including but not limited to staff, residents, families/decision makers, volunteers, visitors, and others. Once the date/time are determined and plans are finalized, we will also be

informing the California Department of Health (CDPH). We will apprise the JCC as plans are formulated.

Trauma Informed Systems (TIS) Training

Laguna Honda's Department of Education and Training partnered with Ken Epstein, MD, and Kaytie Speziale, MFT, to bring the initial six Trauma Informed Systems (TIS) training sessions on campus in August, September and October 2014. TIS training is a DPH initiative that is spearheaded by Barbara Garcia. The training is mandatory for DPH employees and is geared 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 and 2) Providing guiding principles and practical tools to support staff in the work place. The first TIS session was held in Moran Hall on August 28, 2014, with 58 Laguna Honda employees completing the training. The remaining 5 sessions will be held on the following dates and times:

- September 15, 1-4:30pm
- September 25, 1-4:30pm
- September 29, 1-4:30pm
- October 9, 1-4:30pm
- October 16, 8:30-12pm

Laguna Honda has established the goal of providing TIS training to 80% of the staff by October 2015.

UCSF Nursing Research Day

LHH Nursing Services is proud to announce that three entries from our clinical staff were submitted and chosen to participate for poster presentation for the annual "UCSF Research Day: Bridging Research and Practice" to be held on October 21 & 22, 2014." This year's work centers on key focused areas in Palliative, Dementia and NeuroBehavioral care.

The three poster presentations are:

- 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

Priority 3: Wellness

Mae Louise Mays Softball Tournament

On Saturday, June 21st, Team Laguna Honda participated in the Mae Louise Mays Softball Tournament. Mae Louise Mays is the wife of former San Francisco Giant Willie Mays. The tournament was created to benefit the Foster Youth Fund of San Francisco. Every year, San Francisco Departments are allowed to participate in this tournament over at the Moscone Softball Field. A total of 26 San Francisco Department teams participated in the tournament this year including teams from San Francisco General Hospital and The Department of Public Health. The winning team not only gets a first place trophy but also a trip to visit a luxury suite during a Giants game to meet Willie Mays and take pictures with him. Overall, it was a great time of meeting other city department employees and a great opportunity to raise money to benefit foster youth.

Active Shooter Response Procedures Presentation

On Wednesday, July 23rd, Laguna Honda hosted another Active Shooter Response Procedures Training by Sergeant Rafael Restauero from SF Sheriff's Department. This training was specifically arranged for the 60 person Patient Financial Services Team, although it was open to all Laguna Honda campus. Active shooter events are unpredictable, rapidly evolving, multi-variable situations requiring rapid response by law enforcement. Sergeant Restauero spoke about what to do in various situations and how law enforcement will respond in a Code Silver situation.

Alzheimer's Walk

Laguna Honda is partnering with Department of Aging and Adult Services for planning, fundraising and participation in the Alzheimer's Walk 2014, which will be held on Saturday, September 20th.

Events and Recognition

Events

SFPD Training at the Campus

On Friday, September 5th, the San Francisco Police Department conducted an all-day training in the Administration Building. There were approximately 20 trainees and instructors on the campus for the training. We have had SFPD train on campus in the past and have experienced minimal disruptions.

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.

August's Employee of the Month is Svetlana Kuvshinova, a Home Health Aide. Svetlana ensures her residents are always the center of her focus. As an escort, Svetlana is very particular in ensuring resident comfort and safety in making the experience of leaving the hospital to attend a clinic appointment as smooth and stress-free as possible. She even received commendations from a UCSF and SFGH Radiology clinic for her attentiveness to residents, flexibility, patience and overall helpfulness as an escort. Svetlana likes that Laguna Honda is like a big family to her. In her free time, Svetlana likes to spend time with her husband and daughter and traveling.

September's Employee of the Month is Jan Doyle, Volunteer Coordinator. Jan is consistently cooperative, positive and gracious with residents, visitors and staff. He does an excellent job of working with volunteers on a day to day basis, special events and holiday activities. Jan conducts campus tours for the public and often receives accolades; he is a great ambassador for Laguna Honda. Jan is welcoming, inspiring and maintains a dedicated pool of volunteers and makes each volunteer feel like a member of the community. As a former Academy of Art faculty, Jan very generously gave his time and expertise in the recent video editing of the Wellness Initiative video highlighting LHH and DPH wellness initiatives.

University of Wisconsin-Milwaukee Foundation Alumni Achievement Award Recipient

Margaret (Maggie) Rykowski is the recipient of the University of Wisconsin-Milwaukee Foundation Alumni Achievement Award. This award recognizes alumni who have achieved prominence, accomplishment and recognition and demonstrates leadership in their profession. The honorees represent characteristics of the University's mission to serve a broad and diverse student body, who goes on to contribute to their profession in impactful ways. The award is presented to one alumna annually. Maggie will travel to Wisconsin in November to receive her award at the Foundation's annual meeting and reception.

Maggie has been with the Department of Public Health for 20 years and has served in various nursing leadership roles. She currently is the Administrator for Health at Home and DPH Rehabilitation Services, Nursing Director for Occupational Health Services and Privacy Officer at SFGH. In addition, she served in the United States Navy Reserve Component as a Senior Healthcare Executive, retiring at the rank of Rear Admiral.

FY2013-2014 Laguna Honda Annual Report Draft Review

Attached, you will find a copy of the Laguna Honda Annual Report Draft for your review. We are looking forward to presenting this report at the October 21, 2014 Health Commission meeting. We welcome your input and/or recommendations for the draft annual report.

Attachments

Summary of Skilled Nursing Facility Life Safety Code and Recertification Surveys
Life Safety Code POC
Financial Statement (Statement of Revenue and Expenses – FYE 06/30/14)
Gift Fund Report as of June 30, 2014
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San Francisco Health Network Integration of Services Presentation
Policy and Procedures



eCW Relaunch Meeting



SF Health Network



Trauma Informed Systems (TIS) Training

THE VOICE

NEWS FROM THE LAGUNA HONDA COMMUNITY

July 2014

After a six-month absence, *The Voice*, the resident newsletter for LHH, is finally 'heard' again in print. There was 'The Insider'. Then 'The Voice' representing the divergent viewpoints. Now, Activity Therapists on each neighborhood and hospital wide program will engage staff and residents in their programs to create part of each quarterly newsletter. In addition, *David Factor*, former resident and volunteer, has offered to partner with Activity staff to assist in submissions. Contact information is available in the Activity Department.

This "grassroots" newsletter is a compilation of the submissions from the entire LHH community. Submissions are filtered by Activity Therapy Supervisors, the Wellness and Activity Director and finally Administration. That is where everything will come together, be printed and distributed. This is an exciting opportunity for residents to express and connect.



- Artist Spotlight: Tony
- Pavilion Mezzanine: Goodbye Christine!
- Life's Stories: Trust
- North 3: Son of a Famous Artist
- North 4: Battered Time
- South 2: Positive Care
- South 5: Memories
- South 6: Gospel Corner
- Simon the Cat
- Article: Where Does Frustration/Stress Come From?
- Poem: Life Rhyme
- In the Life of... David Factor

◀ **The Voice**, the resident newsletter, is back after a six-month hiatus.



Mae Louise Mays Softball Tournament



Service Delivery Improvements



Wellness

◀ **Colorful Welcome Baskets for Recently Admitted Residents**

Pictured: Janet Gillen, Director of Social Services (left) and her assistant Lucy Guzman

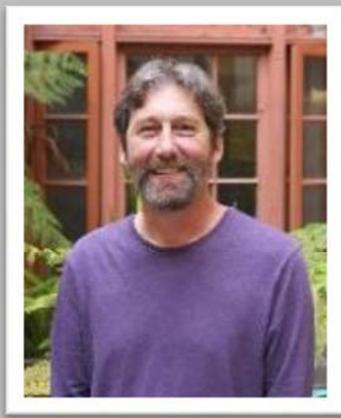
PRIORITIES



SF HEALTH NETWORK
LAUNCH PARTY



EVENTS



Jan Doyle
Volunteer Coordinator
September Employee of the Month



Maggie Rykowski, RN, MS
University of Wisconsin-Milwaukee
Foundation Alumni Achievement
Award Recipient



Svetlana Kuvshinova
Home Health Aide
August Employee of the Month



High School Intern
Sally Lee



High School Interns from SF Youthworks and Summer Internship Program (SIP)
(L to R Top Row): Anthony Garcia, Melissa Chow, Christina Huang. (Bottom Row): Alyssa Jacala, Alvianna Bautista, Sharon Hang, and Liqi Xu



High School Intern
Sharon Hang

RECOGNITIONS