

Joint Conference Committee

Laguna Honda Hospital and
Rehabilitation Center

Administrator's Report

January 13, 2015



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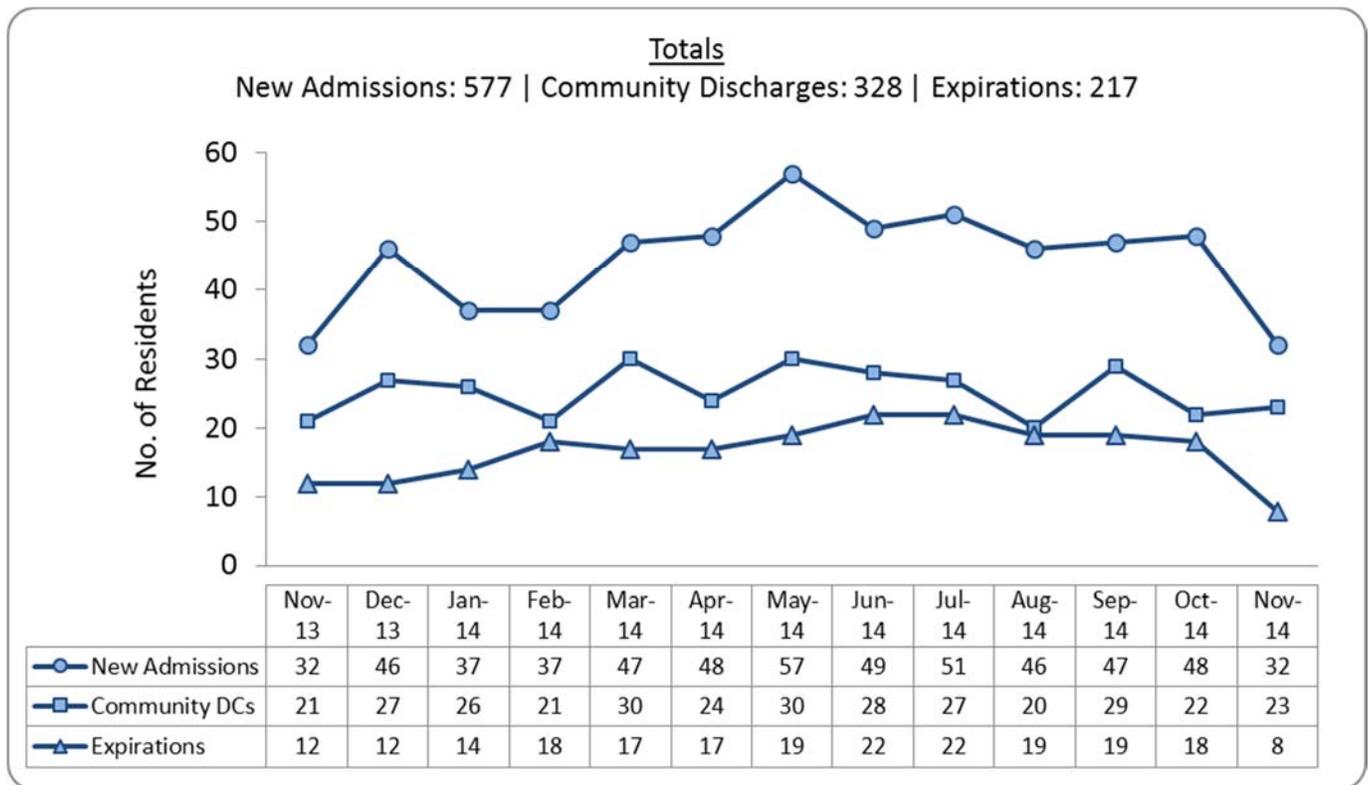
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State of the Hospital

Wait List

Average wait time in days (11/1/13 to 11/30/14): 2.57
 Number of people on waiting list as of 12/24/14: 2

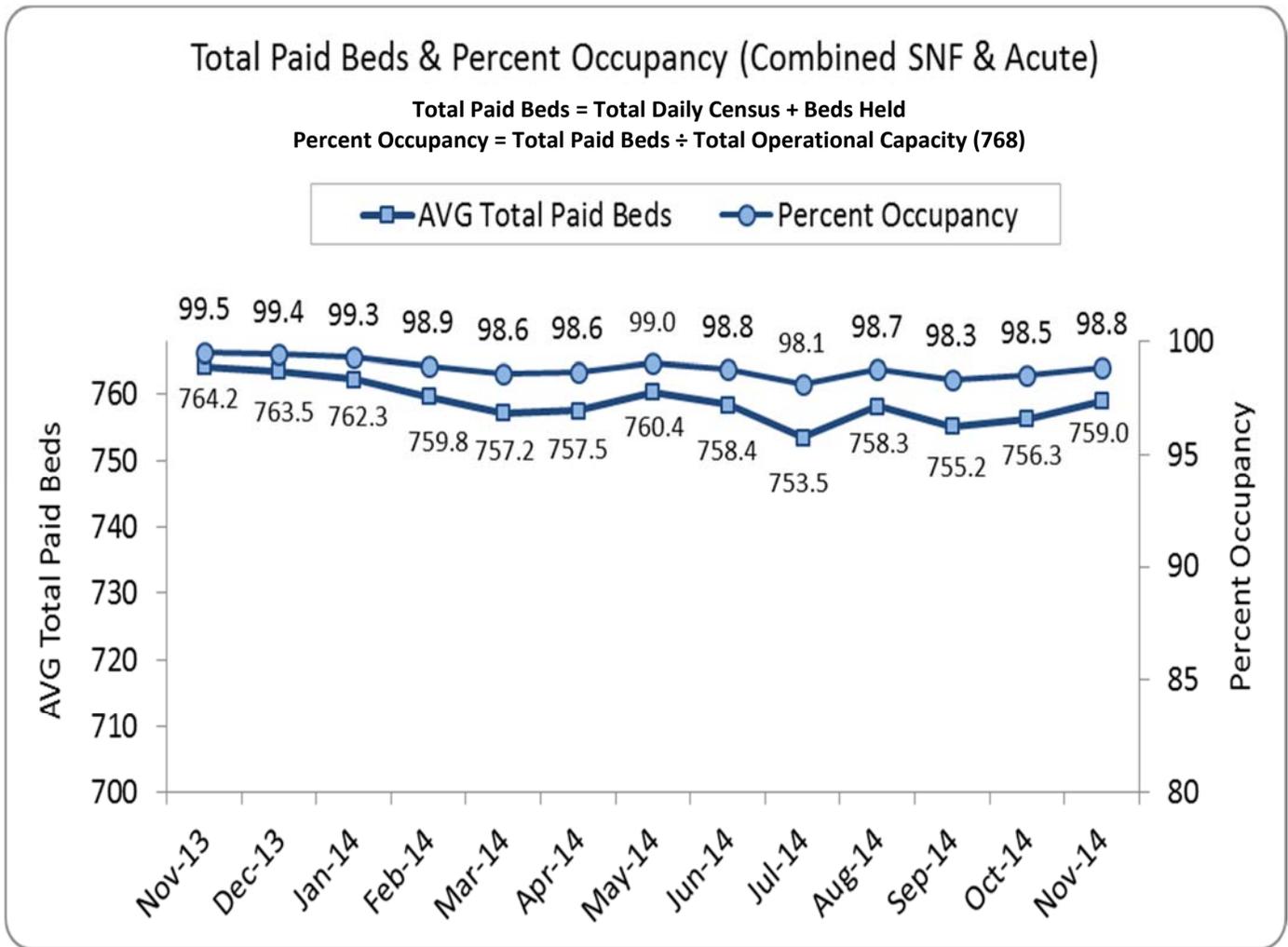
Admissions, Discharges, and Expirations by Month (11/01/13 to 11/30/14)



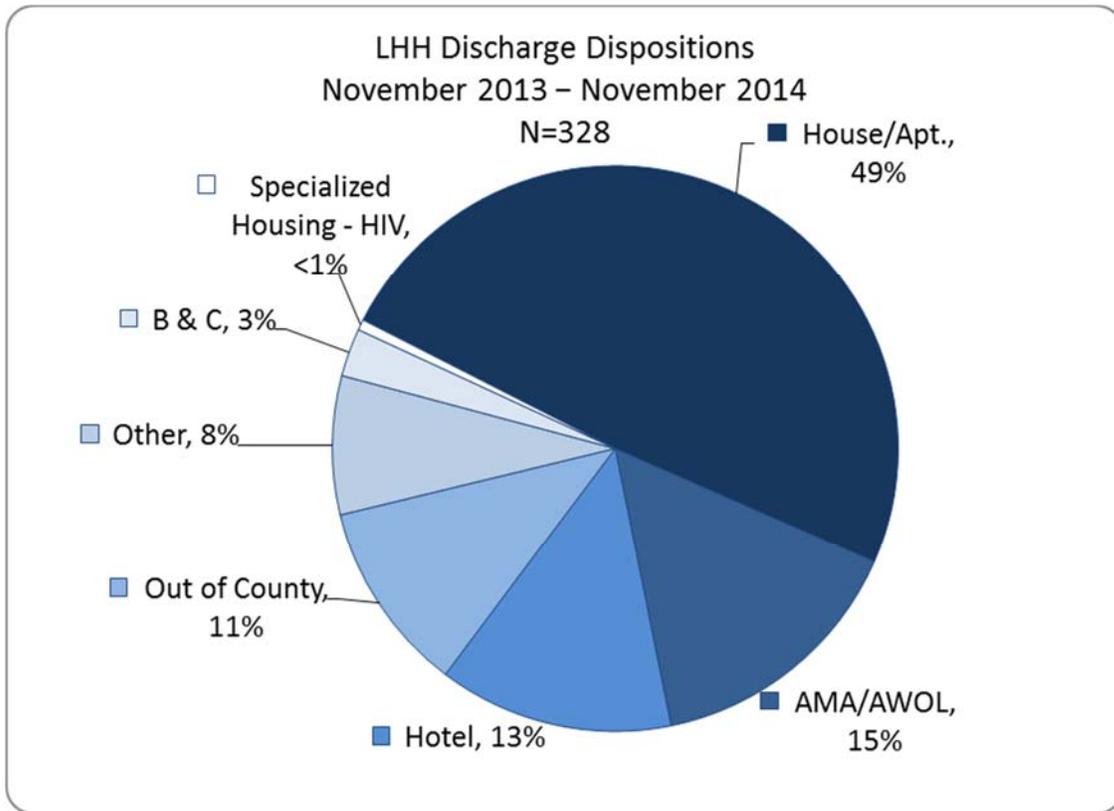
Average Daily Census (11/01/13 to 11/30/14)

| Period | SNF Occupied | Beds Held | Total SNF Census | Acute Medical Census | Acute Rehab Census | Total Daily Census | Total Paid Beds | Percent Occupancy |
|----------------------|--------------|-----------|------------------|----------------------|--------------------|--------------------|-----------------|-------------------|
| 11/01/13 to 11/30/14 | 751.04 | 5.71 | 756.75 | 0.73 | 1.23 | 753.00 | 758.71 | 98.8% |

Paid Beds and Occupancy by Month (11/01/13 to 11/30/14)



Discharge Disposition (11/01/13 to 11/30/14)



Eleven percent (n=36) of discharges were to out-of-county placements. Of those, 23 residents went to live with family; 10 residents went to Board and Care Homes that could best accommodate their needs; and 3 went to other residences.

Staffing Report

Our current vacancy rate increased slightly for this reporting period to 5.5% from 5%. We are actively recruiting for 85 vacant positions. The classification that has the most vacant positions at Laguna Honda is the Home Health Aide with over 20 approved positions waiting for the City to finalize the Civil Service Exam.

In December 2014, Jewish Vocational Services (JVS), a long term community partner of Laguna Honda, completed 16 training sessions that began in October 2014 to strengthen the hospital's resident care teams. Even the Hospital's Executive Committee was able to benefit from this free program that was grant funded via JVS. We thank JVS for always sharing resources with the hospital.

Human Resources launched its yearly campaign to promote and remind the hospital's leadership team to complete performance appraisals no later than February 28, 2015! We hope to meet or exceed last's year completion rate of 99%. Each year the hospital

highlights a specific goal/standard. This year cultural humility was selected as the goal to be discussed during the performance appraisal process.

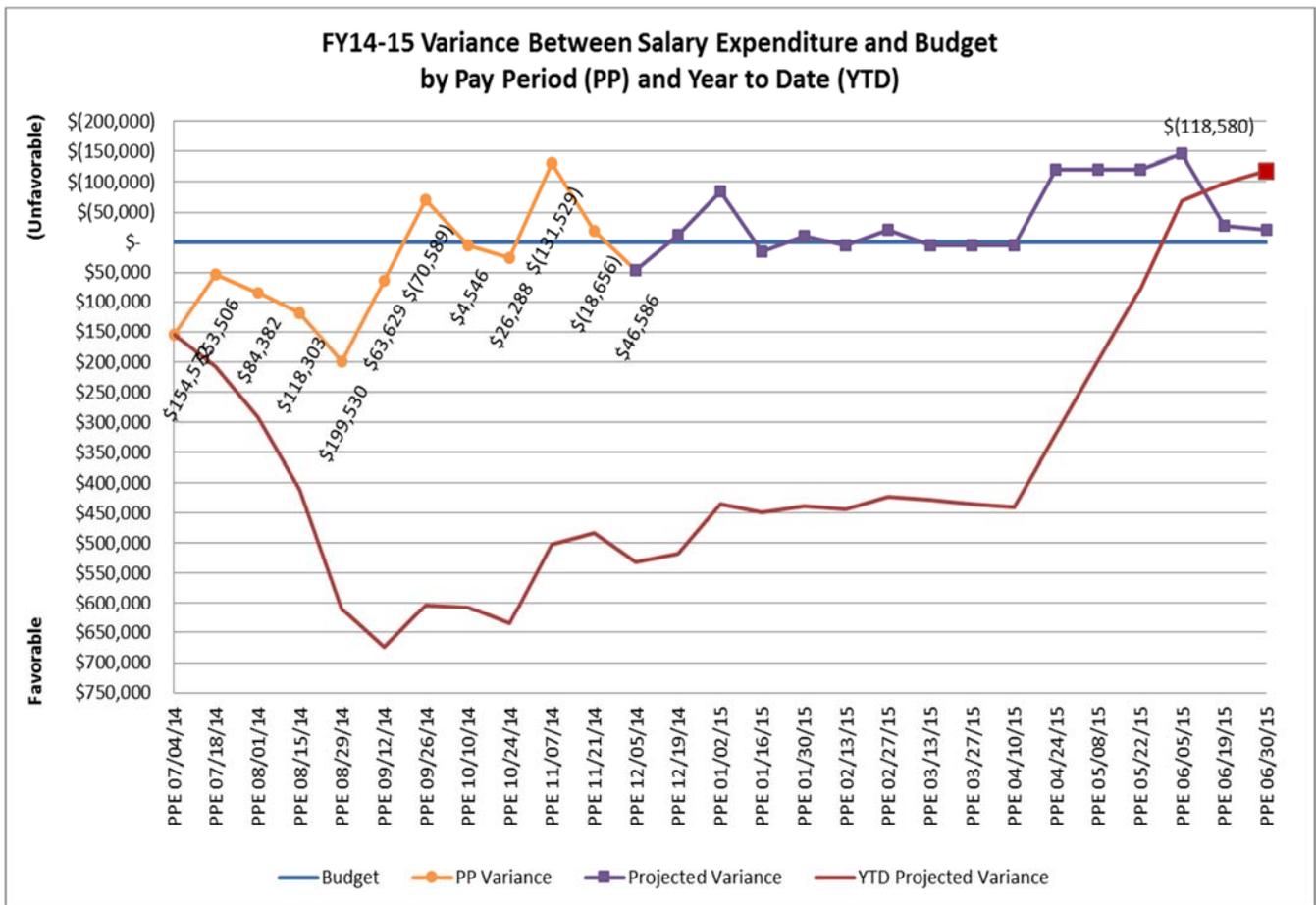
Budget and Finance

Financial Report

Fiscal month six of FY2014-2015 has not been closed; therefore, the 2nd quarter financial report will not be available until next JCC meeting in March.

Salary Variance Report

We are currently projecting a minor deficit in salary expenses by year end. The variance is mainly due to the unbudgeted overtime during the 12-hour power outage event as well as the anticipated backfills on various mandatory trainings to be rolled out hospital-wide (e.g. TIS, eCW).



Gift Fund Report

Fiscal month six of FY2014-2015 has not been closed; therefore, the second quarter of FY 2014-2015 Gift Fund Balance Report will not be available until next JCC meeting. There was no out-of-budget funding request in this past 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

Laguna Honda Welcomes SFHN's New Security Director

We welcomed Basil Price to LHH on December 1st. Basil Price has an office at Laguna Honda and recently attended the campus-wide orientation.

Joint Hospital Meeting

For the past calendar year, the two executive committees from SFGH and Laguna Honda have met to receive updates on integration initiatives and activities between the two hospitals. To cap off the year, the Joint Hospital Operations Improvement Committee (JHOIC) met to celebrate its continued partnership in improving care for patients who access care between the two institutions.

Priority 2: Service Delivery Improvements

Employee Survey Results

In April 2014, Corey, Canapary & Galanis Research Company administered the Laguna Honda employee satisfaction survey. The survey was designed to provide the organization with valuable information and constructive feedback concerning its work environment and work place practices. Questionnaires were distributed to Laguna Honda employees who had the option of completing the survey online or on paper. In total, 1,561 employees were contacted and 962 survey were completed, for a high response rate of 62%. Results were presented to Executive Team on October 28th and to Leadership Forum on November 12th. Department heads spent November and December presenting and discussing the results with their individual departments. Departments are tasked with identifying the top three priorities and action steps to

address in the next few months. In this month's Joint Conference Committee Meeting, results of the survey will be presented.

Resident Transportation Updates

Vanda Baptista, Director of Admitting & Eligibility, notified the Laguna Honda community about transportation changes. Baymed Express no longer has a Medi-Cal Provider License. They will only take private pay patients. For all other scheduled transportation, Admissions & Eligibility (A&E) will now use the following provider:

1. Semax (Medi-Cal Provider)
2. ProTransport
3. Transmetro
4. King American Ambulance

Semax should always be the first choice. Resident care members, residents, and their family members/decisions makers have all been notified.

Team Building Training by JVS

As mentioned in the last JCC report, Jewish Vocational Services (JVS) launched the team building training onsite for the 13 resident care teams. On December 16, the Laguna Honda Executive Committee attended the team building training as a group. Altogether the JVS consultant provided team building training for 14 separate teams -- 13 Resident Care Teams and the Executive Committee. In total, 169 staff were trained from the following departments: Medicine, Social Worker, Dietary, Nursing, Activity Therapy, Quality Management, Nursing Education, Department of Education & Training, Administration and Executives.

The session objectives were:

- 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.
- Establish measures to evaluate team effectiveness.

Staff who took the class expressed that it gave them a different outlook on how to handle a difficult situation when there is a communication or team issue. The training had exercises that focused on road blocks that make it difficult for a group to work as a team and clearly presented how to tackle and troubleshoot these issues for every department. At each team training, a set of goals were developed with action steps to continue to work on and improve in 2015.

Thanksgiving at Laguna Honda

On Thanksgiving Day, Nutrition Services Department provided a delicious Thanksgiving feast for residents of Laguna Honda. Fresh harvest roast turkey with giblet gravy, sage dressing and cranberry sauce was the main fare and accompanied by a first course of fresh vegetable salad, sides of fresh yams, and green beans *amandine*. The meal was topped off with a yummy dessert of pumpkin pie and whipped cream. We take pride in providing a festive meal to enjoy. Similar lunch plate specials were available on Thanksgiving Day for family, friends, staff and volunteers in the cafeteria.

Health at Home Recertification Survey

From December 2nd to December 9th, Health at Home (HAH) had a successful California Department of Public Health (CDPH) recertification survey with two state surveyors. Eight joint home visits were conducted by the surveyors with HAH clinicians. The survey evaluates compliance with Home Health Title 22 regulations, including plan of care/ orders, care coordination, hand washing and infection control, and personnel record reviews. Pending CDPH supervisor review, we anticipate receiving the statement of deficiencies and HAH leadership will be completing a plan of correction to submit to CDPH within 10 business days.

Medical Waste Audit

On Thursday, December 11, 2014, the Senior Environmental Health Inspector with SFDPH Hazardous Materials and Waste Program conducted an onsite Medical Waste Inspection on all Laguna Honda campus units. The inspection included biohazard/utility rooms, sharps locations, policies and procedures for medical waste transport and storage and manifest/destruction of records. The annual medical waste inspection went well and no violations were identified. Congratulations to Maxwell Chikere and the entire EVS team for the continued hard work on providing a clean, safe, and healthy environment for the entire Laguna Honda campus community.

Hospital-Wide Ebola Drill

On Friday, December 12th, staff participated in the first hospital-wide Ebola drill. The likelihood of a person with Ebola presenting a risk to Laguna Honda is vanishingly small. However, we want to be fully prepared should that highly unlikely event occur. Laguna Honda has been part of the DPH- and CDPH-wide Ebola preparedness effort. Our focus has been on education (posters and flyers throughout the hospital asking the screening questions about travel and illness); communicating any relevant new information released by CDC, CDPH and/or DPH; and, preparing our plan of action should a person at risk for Ebola be identified. The Ebola preparedness drill focused on quickly and safely escorting the identified person at risk for Ebola to a private room, immediately arranging for ambulance transport to another facility, and identifying anyone in the Laguna Honda community who may have come in contact with the person. We will continue to conduct drills on a monthly basis.

Privacy Heroes

As privacy officer, Jill LeCount has seen a definite increase in staff vigilance for noticing, intervening, and reporting privacy issues. This great trend has helped us remain breach-free for 2014. On average, she receives one privacy question or issue per day, so there are many to thank for keeping Laguna Honda breach-free. Here are a few that deserve special thanks for being Privacy Heroes:

- Lisa Degirolamo, S6 Unit Clerk
- Brenda Austin, Ph.D., Director of Psychology Training Program
- Eden Barredo, RN, S5, PM shift charge nurse
- Rowena Patel, RN, Nurse Manager, S3 and Team
- Russell Nakai and Sharon Cheng, Materials Management

Priority 3: Wellness

Required Flu Vaccination for Staff

National Influenza vaccine week was December 7th through 13th and efforts continue to vaccinate the Laguna Honda community against the flu. Vaccination for flu is the best way to protect yourself and our residents from influenza. Our goal for 2014 -2015 is a 96% vaccination rate and 100% of staff getting vaccinated or completing the declination form with a valid reason. As of December 11th, 91% of campus staff have received their flu vaccine. Starting December 15th, masking is mandatory for all unvaccinated employees at Laguna Honda. The individual must wear a mask to cover their mouth and nose anytime s/he is or may be within six feet of a resident. In addition, we continue to highlight the importance of practicing good hand and respiratory hygiene at all times.

Wellness Services for City Employees

Many Laguna Honda staff have participated in the City and the Health Service System's wellness services for employees. Many staff took the Well-Being Assessment, a 15-minute online assessment. The Health Service System will use the aggregate data to measure the impact of the wellness initiative over time. By participating in the assessment, staff were automatically enrolled in the Well-Being Assessment Rewards Contest. Drawings happened each week for a period of six weeks. There have been at least 11 raffle winners at Laguna Honda who have won a combined total of more than \$300.

Storm Preparation

Laguna Honda community was prepared for the major storm that passed through the Bay Area on December 10th and 11th. There was heavy rain that caused urban flooding, high winds, fallen trees and power outages all over the bay area. Before the storm, Facility staff at Laguna Honda secured windows, doors and outside lawn furniture as well as prepared other areas of the campus. The Hospital Incident Command Center Systems (HICS) staff were prepared to mobilize if needed. Based on our practice over

the last several months, we were well prepared for a possible power outage. Staff made sure all of their supplies were ready and accessible and prepared to immediately implement downtime procedures. Luckily, the storm passed without any major incidents at Laguna Honda and we all welcomed the much needed rain.

Events and Recognition

Events

7th Annual Cell Phone Drive Completed

In the month of October, the San Francisco Department on the Status of Women and the Department of the Environment – Virtual Warehouse Program teamed up to launch a phone collection drive to help support the cause of Domestic Violence Awareness Month. Used phones were collected (and refurbished if necessary) through a partnership with Verizon Wireless' HopeLine Project. The phones will be donated to survivors of domestic violence or local non-profits. The Laguna Honda campus was able to collect 32 phones for this year's phone drive.

Crossroads School for Arts & Sciences Visits

On Friday November 21st, students of Crossroads School for Arts Sciences of Santa Monica spent time with our residents and performed select scenes from the musical, "Godspell" to entertain our residents.

What are you thankful for?

This Thanksgiving season, we asked Laguna Honda campus staff what they are thankful for. Here are some of their responses:

- Camay Ko, Activity Therapy, "I'm thankful for good health, family and friends."
- John Lam, Information Technology (IT), "I'm thankful for having a good support team at work. It's something to look forward to when waking up and going to work."
- Malaena Nahmias, Spiritual Care, "I'm thankful for being at Laguna Honda Hospital and working with such wonderful people."
- Mike Legender, EVS, "Thankful mainly for family, having good health and a job."
- Denise Lopez, Office of Managed Care, "I am thankful to be in great health. It is very important for me to be able to run, go to the gym, and feel confident about my ability to set goals and surpass my own expectations."

Combined Charities Campaign

Every year, as employees of the City and County of San Francisco, we have the opportunity to support the work being done by charitable organizations and non-profit agencies through the Heart of the City Combined Charities program. The agencies that

receive funding through Combined Charities extend worldwide and is as close to home as the Bay Area and San Francisco. This year, Laguna Honda campus staff raised a total of \$25,884 for the Combined Charities campaign. We want to express our appreciation to everyone who participated and to Sheri Lee, Admissions and Eligibility Manager, for being the Hospital's coordinator this year.

World AIDS Day

South 2 Neighborhood joined people all over the world in celebration of World AIDS Day 2014 by wearing the color red on Monday, December 1st. Laguna Honda staff was encouraged to wear red to work to join in the fight against HIV/AIDS and show support for "Getting to Zero." Red ribbons were available for staff and residents along the Pavilion Esplanade in the morning of December 1st.

U.S. Tennis Association of Northern California Visit

On December 5th, Laguna Honda welcomed the USTA (US Tennis Association) of Northern California for a day of volunteer fun and activities with our residents. Forty of their staff volunteered their time to sing carols, decorate trees, take photos with Santa and play games for prizes.

QuiltWorks Donates 200 Quilts

QuiltWorks is a full-service, non-profit quilting studio that gives people a chance to learn new skills, serve those in need, and enjoy the experience of quilting with community. On Friday, December 12th, QuiltWorks donated 200 quilts that was distributed to our Laguna Honda campus residents during this holiday season.

SFDPH's Project Homeless Connect – Winter Coats Project

SFDPH's Project Homeless Connect Winter Coats Project is an annual clothing drive that will benefit the homeless population in need of clothes. Gary Speer, a volunteer in the Laguna Honda Clothing Room, organized a campus-wide donation of clean and usable coats, jackets, sweatshirts, hoodies and blankets. On December 11th, more than 300 warm clothing items were delivered to Project Homeless Connect by Gary. The Laguna Honda campus employees, volunteers, and residents are proud to support our San Francisco Department of Public Health and San Francisco Health Network family.

Health at Home Holiday Gift Bag Project

Several Laguna Honda campus units generously donated items to the Health at Home's Holiday Gift Bag Project. The Gift Bag Project also received donations from Health at Home staff and friends, as well as a number of community businesses. 80 bags were compiled and distributed to date. For many, this was the only gift or holiday acknowledgement that the patients received. The project served to raise the spirit of both the patients who received the bags, and those who contributed. The hand-knitted items were especially popular, as were the new socks. One of Health at Home's Occupational Therapists, Joanne Kaneshiro, relayed an example of one of her patients,

who snuggled into the homemade knitted shawl and hat included in her bag, exclaimed "ay que linda" (how pretty), and stated that she was very grateful for the cozy gifts.

Friends of Laguna Honda Gift Bag

Once again, we are grateful and fortunate to have Friends of Laguna Honda provide our residents with gifts during the holiday season. We were able to exceed our services because of the generosity and commitment from the Friends of Laguna Honda, who provided \$27,000.00 to purchase clothing, electronics, and other items. Many of the residents have already received their gifts and are enjoying them. At year end, we think about all we are grateful for. Our relationship with Friends of Laguna Honda is one that we treasure at Laguna Honda Hospital and Rehabilitation Center.

Laguna Honda Campus Celebrates the Holidays

The Laguna Honda campus community was busy in November and December celebrating holiday events. There was an annual Laguna Honda campus-wide holiday celebration held on December 17th in the afternoon at Gerald Simon Theater. Many departments and neighborhoods held their own celebrations for staff, volunteers, residents and families.

Friends of Laguna Honda Mobile Musical

The Friends of Laguna Honda puts on its annual traveling show for the residents at Laguna Honda. This year, the traveling show had two teams - a red team (Joe Lerer, Ben Otis Lerer, Steve Pickford, Michael Hatfield, Bobby Vickers, Marc Baum, Dick Behrendt) and a green team (Chip Mallari, Ron Sfarzo, Mark Keller, Craig Collins, David Jackson, Jordan Stern). These teams visited six neighborhoods on December 17th and performed holiday favorites and other songs with banjos, accordions, guitars, horns and a moveable sound board. All the residents, staff, family, volunteers and visitors were impressed and enjoyed the entertainment, especially the North Mezzanine Neighborhood as they danced throughout the entire program.

Upcoming Memory Screening

Memory screenings make sense for anyone concerned about memory loss or experiencing signs of dementia and for those whose family and friends have noticed changes in them or who believe they are at risk due to a family history of Alzheimer's disease or a related illness. On Saturday, January 24, 2015, from 9:00 am-12:00 pm, Laguna Honda Hospital and Rehabilitation Center will host a free memory screening for San Francisco Health Network patients and the Laguna Honda community and neighborhood community members. Please see the attached flyer for more information.

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.

December's Employee of the Month was Herbert Mariano. He is the day shift charge nurse on the South 3 Palliative Unit. He grew up in the Philippines and comes from a family of nurses. He began his career at Laguna Honda in 2002 as a Licensed Vocational Nurse. While working, he continued nursing school and graduated to his Registered Nurse position in November 2010.

Herbert provides support to residents and family members. Many have expressed appreciation of how he is present in the lives of residents and their families, educating them along the way, and following through on requests that are made. He leads his team in an honest, professional and efficient manner no matter how challenging or numerous his responsibilities may be. He is a strong voice as the Charge Nurse President and in the Electronic Medical Records Committee. In his free time, Herbert loves spending time with family.

January's Employee of the Month is Doris Kong, Occupational Therapist (OT). Doris has been a strong member of the Rehab Team for 15 years. She has dedicated herself to Laguna Honda's residents and patients by ensuring they receive the highest level quality of care. She demonstrates team spirit and leadership on the OT team and in the department at large. She demonstrates a commitment to customer service by revamping the wheelchair clinic to ensure residents have timely access to repairs for their power and custom wheelchairs. She also demonstrates a commitment to improved service delivery and timely access to OT services by becoming the singular OT scheduler.

John Kanaley Memorial Plaque Unveiling

On Thursday, December 18th, Resident Council, Executive Team and other individuals honored John Kanaley, the Executive Administrator of Laguna Honda and Rehabilitation Center from 2004 until his unexpected death in March 2009. Upon a recent request by the Resident Council, a dedication plaque was placed in the appropriately named John Kanaley Community Center on the esplanade. There was an unveiling and brief service to memorialize John Kanaley's contributions to the Laguna Honda campus community. Residents and staff spoke about their memories of John, whose daughter Patricia gave a moving talk about her father and how touched the family was to have the plaque.

Bronwyn Gundogdu Retires

Bronwyn Gundogdu, Nursing Director, has retired after 33 years of service. A celebratory reception was held for her on Wednesday, December 3rd. Many came out to

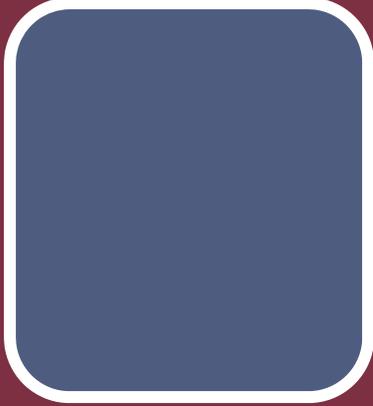
celebrate her retirement and thanked her for her many years of dedicated service and her friendship.

Maggie Rykowski Receives Legion of Merit Award from the U.S. Navy

On Thursday, December 4th, Maggie Rykowski, Administrator for SFHN Rehabilitation Services and Health at Home, received the military's Legion of Merit award for exceptionally meritorious conduct in the performance of outstanding services and achievements during her years in the United States Navy.

Attachments

Free Memory Screening Flyer
2014 Employee Satisfaction Survey Presentation
Employee Satisfaction Survey 2014 Executive Summary
Improving Employee Satisfaction Presentation
Workforce Planning and Analytics Presentation
Hospital-Wide Policies and Procedures



**Priority 1:
San Francisco
Health Network**

Basil Price is the newly appointed Security Director for the Department of Public Health.



**Priority 2:
Service Delivery
Improvements**

Pictured above and to the left are Executive staff members participating in a **team building** session held by Jewish Vocational Services (JVS).

**Priority 3:
Wellness**

Required flu vaccination for staff.
As of December 11,
91% have received their flu vaccine.



PRIORITIES

In November, residents ► were entertained by the students from **Crossroads School for Arts & Sciences of Santa Monica**. They performed select scenes from the musical "Godspell".



◀ Rows of gift bags from **Health at Home's Gift Bag Project**. Items were donated by Laguna Honda employees.

A big thanks goes to ► **Friends of Laguna Honda** who generously provided \$27,000 to purchase gifts for our residents.



◀ **Quiltworks**, a full-service, nonprofit quilting studio, donated 200 quilts to our residents.

Friends of Laguna ► Honda's mobile band visited six neighborhoods and played holiday favorites.



◀ **Laguna Honda Hospital Community Holiday Celebration**. On December 17th in Gerald Simon Theatre, staff enjoyed the company of co-workers, friends, and residents as well as cookies and hot apple cider.

December's
Employee of the Month

Herbert Mariano, RN



January's
Employee of the Month is

Doris Kong, OTR/L



Maggie Rykowski, RN, received the Legion of Merit award for performing outstanding military services and achievements. (L to R) Representatives from the US Navy: Lt. N. Apusen, RDML. B. Gillingham, Maggie, Asst. Chief of Staff M. Boman and Master Chief H. Smith.



On December 3, **Bronwyn Gundogdu** (pictured on the left) retired after 33 years of service. Many came to celebrate, wish her well and thank her for her many years of dedicated



Patricia, the daughter of the former Executive Administrator of Laguna Honda Hospital **John Kanaley**, proudly shows the plaque honoring her father. An unveiling and a brief service memorialized his contributions to the Hospital.