

Joint Conference Committee

Laguna Honda Hospital and
Rehabilitation Center

Administrator's Report

March 10, 2015



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State of the Hospital

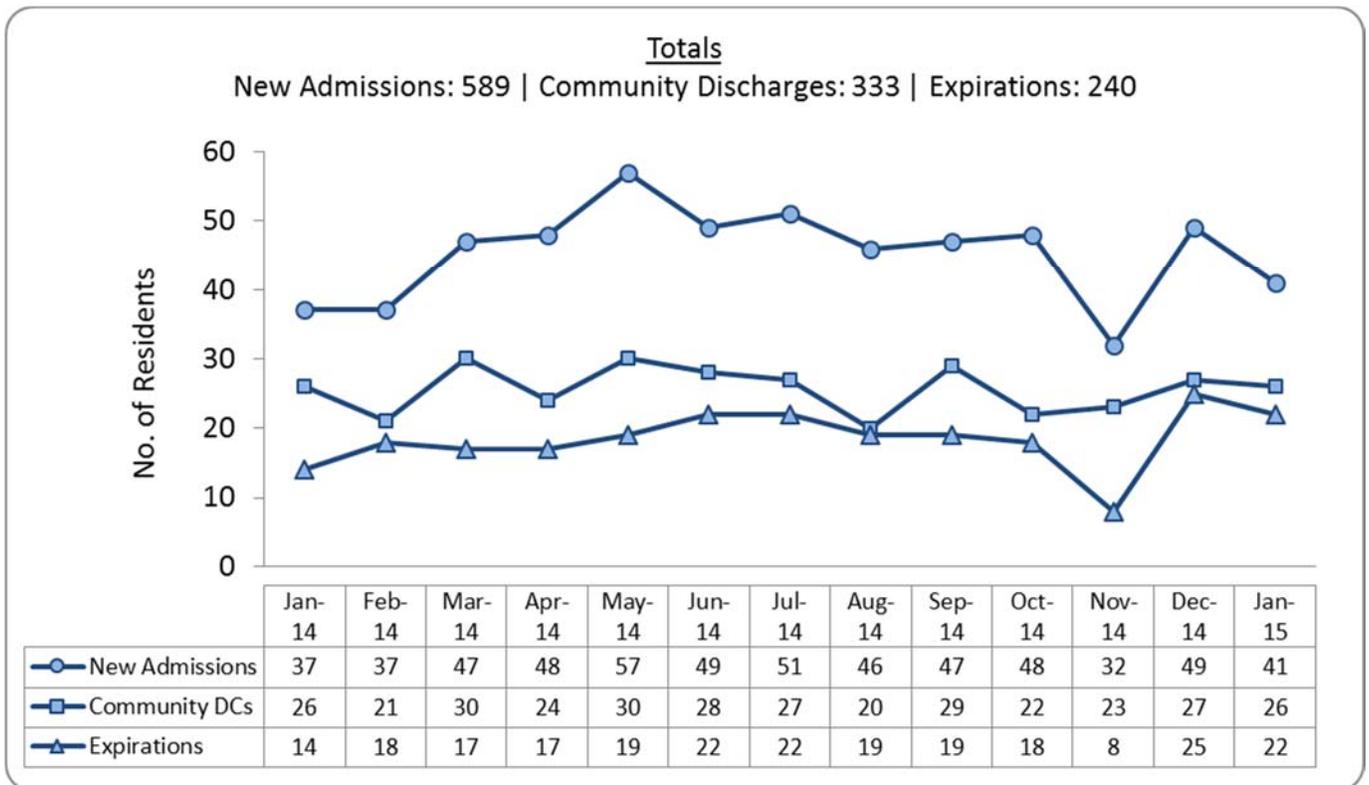
Wait List

Average wait time in days from referral date to decision approved date
 (1/1/15 to 1/31/15): 0.61

Average wait time in days from decision date to admission date
 (1/1/14 to 1/31/15): 1.46

Number of people on waiting list as of 2/19/15: 2

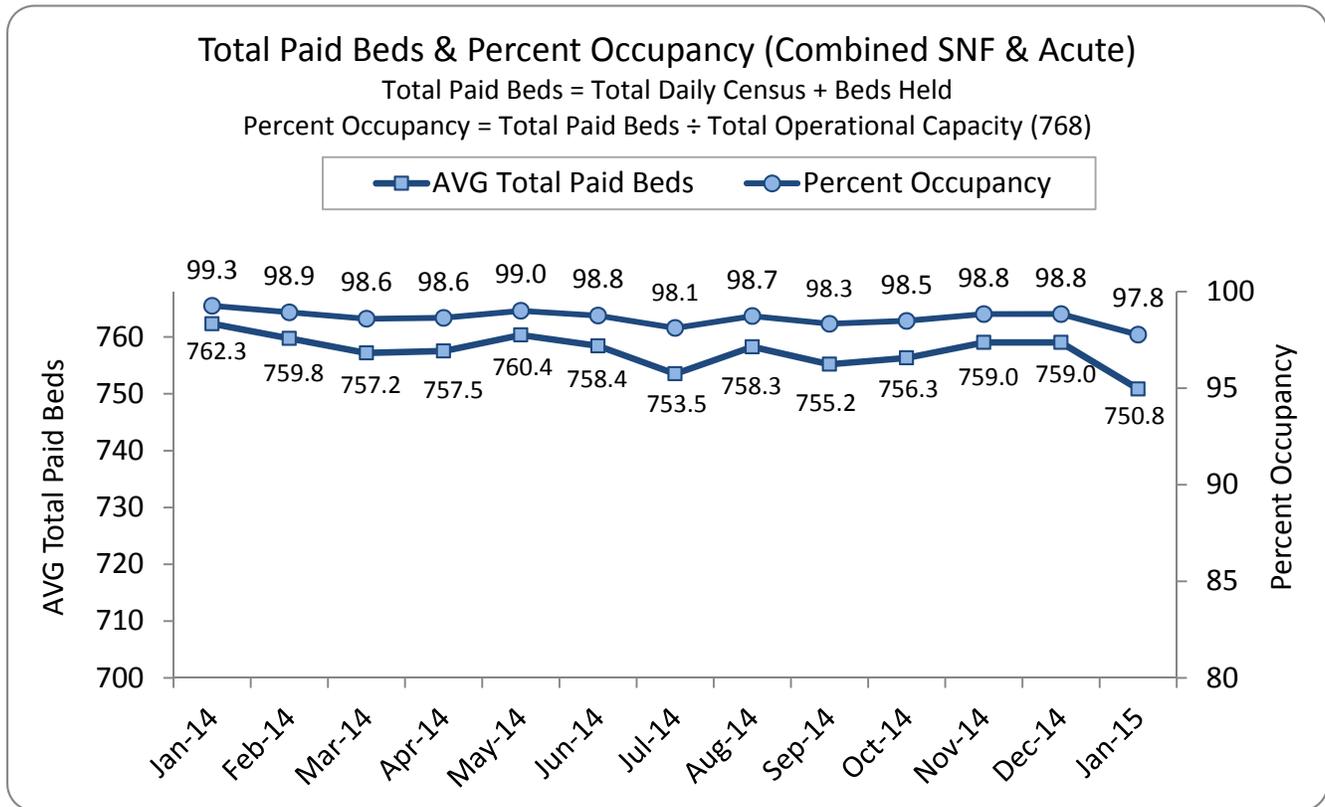
Admissions, Discharges, and Expirations by Month (01/01/2014 to 01/31/2015)



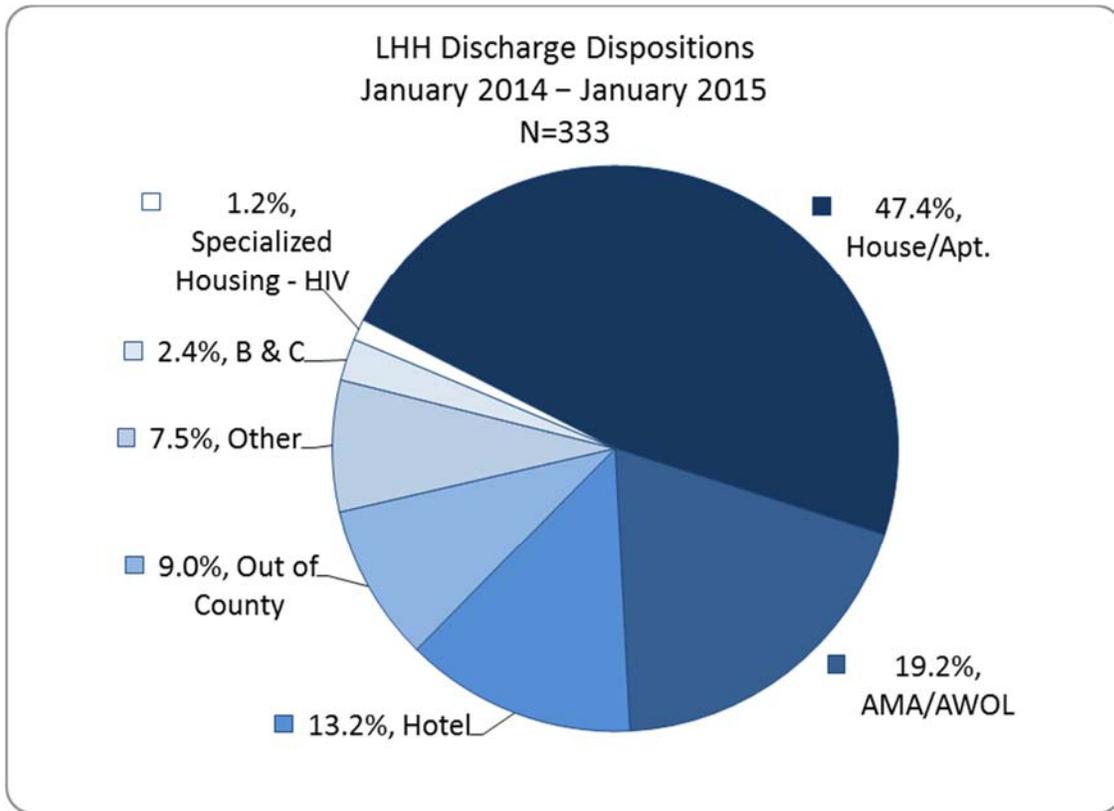
Average Daily Census (01/01/2014 to 01/31/2015)

| Period | SNF Occupied | Beds Held | Total SNF Census | Acute Medical Census | Acute Rehab Census | Total Daily Census | Total Paid Beds | Percent Occupancy |
|-------------------|--------------|-----------|------------------|----------------------|--------------------|--------------------|-----------------|-------------------|
| 1/1/14 to 1/31/15 | 749.74 | 5.74 | 755.48 | 0.76 | 1.11 | 751.60 | 757.34 | 98.6% |

Paid Beds and Occupancy by Month (01/01/2014 to 01/31/2015)



Discharge Disposition (01/01/2014 to 01/31/2015)



Nine percent (n=30) of discharges were to out-of-county placements. Of those, 21 residents went to live with family, six residents went to Board and Care Homes that could best accommodate their needs, and three went to other residences.

Staffing Report

Our current vacancy rate stands at 5.8% and we are actively recruiting for 75 vacant positions. Director of Health Barbara Garcia and HR Director Ron Weigelt requested that Laguna's Human Resources assist San Francisco General in processing newly hired SFGH Registered Nurses to expedite the hiring for RNs in preparedness for the new facility. This speaks well of the SF Health Network integration of resources. Also, Laguna Human Resources has started its yearly campaign reminding supervisors and managers to complete performance appraisal by March 31, 2015, and, as of February 24th, over 54% of the hospital's performance appraisal have been completed.

Budget and Finance

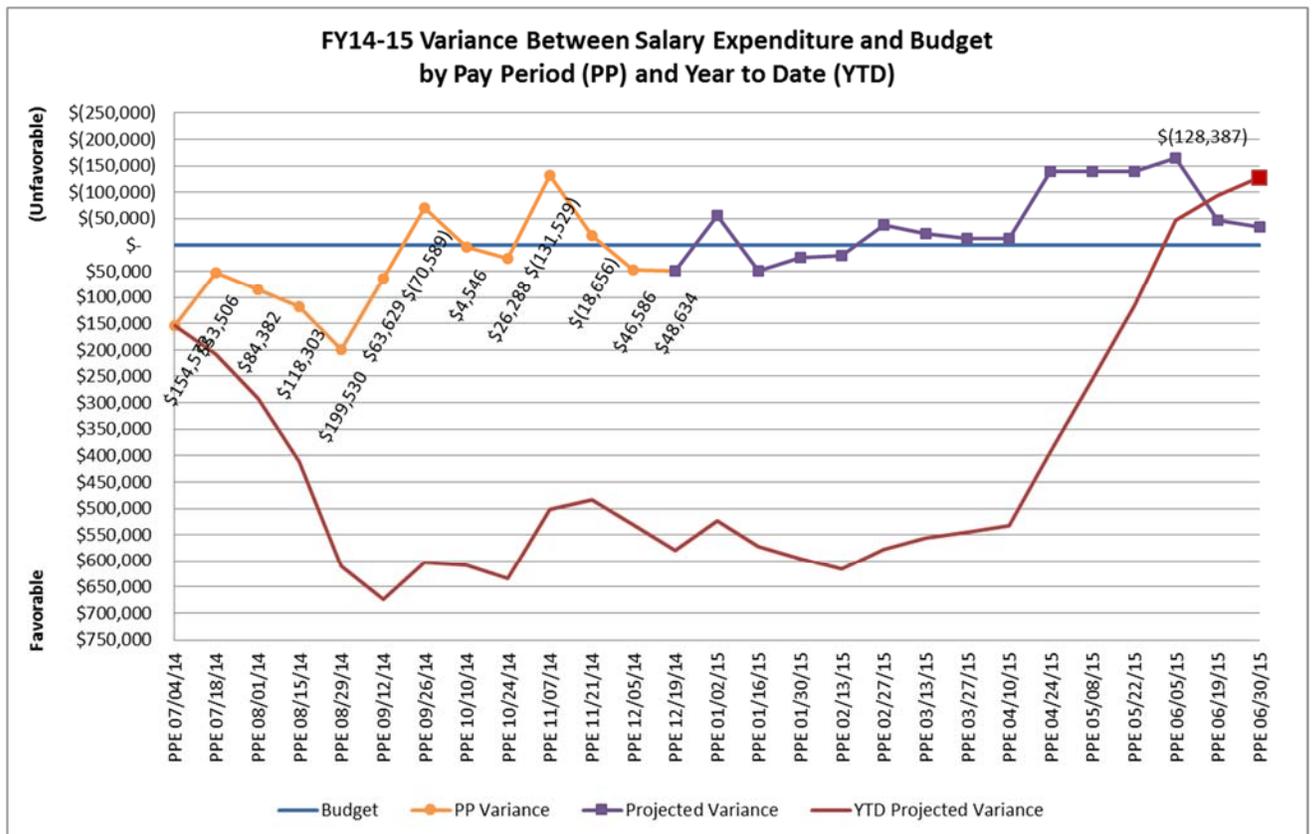
Financial Report

The FY2014-2015 2nd quarter financial report is attached. The annual projection shows an overall surplus of \$7.4 million.

A \$9.1 million favorable variance is projected in patient service revenues due to lower than anticipated volume in unbillable patient days for Medi-Cal Managed Care recipients, and also increased patient census and higher Distinct Part Nursing Facility (DP/NF) supplemental revenues. Expenditures are projected to be above budget by \$1.6 million due to a discrepancy between the budget system calculated fringe benefit rates and the actual fringe charges.

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

The FY2014-2015 2nd quarter Gift Fund Balance Report is attached. There was no out-of-budget funding request in this past quarter.

Correction to Year-End Inventory

There was one correction made to the fiscal year 2013-2014 year-end physical inventory count that was presented in July 2014 JCC meeting. The correction was due to the uncovered vendor miscount of off-site linen inventory. The correction will increase the linen inventory from \$261,071 to \$309,516 as of June 30, 2014.

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

Crisis Prevention and Personal Safety

Basil Price, DPH Security Director presented an overview of "Crisis Prevention and Personal Safety" at February's Leadership Forum. Using audience members for demonstrations, he spoke about the steps in crisis development and the approaches to preventing escalation. Basil's typical training is eight hours and we are exploring ways to provide short training sessions to employees campus wide.

Dr. Grace Dammann Featured in Latest San Francisco Magazine

Four SFHN doctors are featured in *San Francisco* magazine's Best Doctors 2015 issue. Publisher Paul Reulbach mentions that the inspiration for the "When Doctors Need Doctors" cover story was born at last year's SFGH Foundation Heroes & Hearts Luncheon. Dr. Grace Dammann from Laguna Honda was one of the featured doctors. The doctor's share their poignant, surprising and joyful survival stories that show us the human side they share with the people they treat. Dr. Dammann works at Laguna Honda's integrated pain clinic.

ICD-10 Readiness Planning

The Federal government has set October 1, 2015 as the mandated conversion to ICD-10 medical coding. The Laguna Honda Task Force reconvened in February for the first time since the delay was announcement in April 2014. At the first meeting, the Task Force discussed Laguna Honda project governance, training/education needs by department, IT infrastructure and billing. The group will meet monthly to plan for the conversion and align efforts electronic medical records implementation and DPH-wide activities.

Contracts 101 Training for Managers

On February 24th, the City Attorney's Office held a Contracts 101 Training at Laguna Honda. Managers and/or other staff who are responsible for contract oversight and drafting contracts, grants, and/or other agreements attended. One Deputy Attorney from the Health Team and another from the Contracts Department provided the presentation and responded to questions. Topics included rules and regulations to follow, competitive bidding and sole source contracts, commodities and professional services, scope of work and budget descriptions. Approximately 40 staff attended.

Priority 2: Service Delivery Improvements

January Town Hall Meeting

On January 27th in two different sessions, Laguna Honda hosted Town Hall meetings open to all staff, residents, family members, interns and volunteers. The forum provided up-to-the-minute information on what's going on at the hospital, directly from Debbie Tam, Chief Operating Officer, in the afternoon session and Mivic Hirose, Executive Administrator, in the evening session. This town hall meeting covered findings and actions from the 2014 Employee Satisfaction Survey as well as eClinical Works updates.

CareLinkSF (eClinical Works) Go Live: May 11, 2015

Laguna Honda is busy preparing for electronic medical records to go live on Monday May 11th. At Laguna Honda, eClinical Works (eCW) will be used for physician documentation, ordering and e-prescribing for bedside and related visits and outpatient clinic. Nursing staff will chart vital signs and other activities associate with each physician visit. Other departments will have read only or limited use access to patient's medical records. During February, eCW Team finalized workflows with Superusers. March and April are dedicated to training read only, limited users, physicians and nursing staff. For a few weeks after eCW goes live in May, extra staff will provide hands-on eCW technical support during all shifts hospital wide.

“Tap and Go” Implementation

Over the next few weeks, Virtual Desktop Infrastructure (VDI) will be deployed in designated clinical work stations in the neighborhoods, rehab and outpatient clinic. VDI or “Tap and Go” are cloud based devices that allow a user to have single sign-in to important applications. The user’s desktop follows them to other workstations around the hospital (within given period of time) thus saving re-login time. The computers can be used by anyone in the clinical space. We are busy preparing staff with their Active Directory username and password. “Tap and Go” has been implemented at SFGH and Ambulatory Care Clinics.

Launch of Channel 99

Laguna Honda campus is ready to launch a consistent “in-house” TV channel with 24/7 programming. Channel 99 differs from Channel 49 (which is our signage channel) in that it will provide movies, exercise programs and relaxation videos for residents to enjoy on a 24/7 basis. Program details can be found on flyers around the hospital and on Channel 49.

New Multi-Functional Devices

Over the past year and a half, Materials Management and Central Supply have been working with multiple departments to deploy Multi-Functional Devices (MFD) hospital-wide. An MFD is a single device that allows printing, scanning, faxing and photocopying. In late January, the final 20 replacement MFDs arrived. In early February, the Laguna Honda IT team and the vendor un-packed, assembled, configured, tested and deployed the devices. The vendor provided immediate training and education in all the locations deployed. With the MFD replacements, a reduction in stand alone printers is anticipated.

Current LHH Quality Measures Report and Changes to Five-Star Rating System

In February 2015, Laguna Honda’s Overall Rating remained unchanged at four stars after the Center for Medicare and Medicaid Services (CMS) implemented improvements to the Five-Star Quality Rating System. Other nursing homes saw a reduction of 1 to 2 stars in their Overall Quality rating. Refer to the attachment, Medicare Nursing Home Profile, for Laguna’s Honda’s overall rating and most recent Quality Measures report where the facility has consistently maintained a five-star Quality Measures rating since 2013. Laguna Honda has maintained a five-star rating for nurse staffing since 2008.

The improvements to the Five-Star Quality Rating System by CMS include the following:

1. Two Quality Measures (QMs) were added to the existing nine QMs for a total of 11 QMs in the Quality Measures domain. The QMs added are for antipsychotic medication use for short- and long-stay residents.

2. The number of points necessary to earn a Quality Measure Star Rating of 2 or more stars was increased. The cut points for each star level in the Quality Measures domain were rescaled.
3. The scoring method for the Staffing star rating was changed. Nursing homes must earn a four-star rating on either the RN or total Staffing rating to achieve an overall Staffing rating of four-stars.

RN (Registered Nurse) Skills Day 2015

During January and February, Nursing Education and all hospital Registered Nurses were busy with Skills Day 2015. More than 15 all-day sessions were held and all 160 RN's were trained. The topics were chosen based on previous evaluations and feedback included: a head to toe physical assessment, critical thinking, pressure ulcer assessment, and intravenous pump/enteral feeding review.

The two hour didactic focused on physical assessment skills. The one hour critical thinking session included two case scenarios where students' problems were solved by using SBAR (Situation, Background, Assessment, and Recommendation) to provide a report to the physician. The rest of the day was spent in rotation with four skill check-off stations. A similar training will be provided for LVNs in the next few months.

Combination Training: Dementia/SMART/Intro to TIS

During January and February, Nursing Education also provided ongoing training covering Dementia, SMART and Trauma Informed Systems (TIS) to all hospital nurses. The four hour Dementia curriculum focused on the anatomy of the brain and brain functioning, Alzheimer's, and four other common dementias. Dementia concerns and factors contributing to patient safety are also discussed.

The SMART portion included how to communicate with residents, how to approach residents safely, how to prevent an attack from occurring, how to perform clinical searches on residents, and active engagement on how to approach when being attacked. And finally, new this year was an introduction to Trauma Informed Systems principles, which will be an upcoming DPH-wide training.

"The Voice" – Resident Newsletter

In the end of February, the next addition of *The Voice*, the resident quarterly newsletter for Laguna Honda, was released. It is a joint effort with Activity Therapists, Administration, and David Pactor, a former resident and volunteer. This is an exciting opportunity for residents to share a story or write a poem or an article. This issue included stories about the December holiday parties, visit to the pumpkin farm, neighborhood current events, activities on the therapeutic farm and personal stories and poems.

Priority 3: Wellness

Infection Control and Flu Season

Mandatory Infection Control in-services held during January came at a perfect time as flu season ramped up and the measles outbreak reached the Bay Area. Topics included the importance of hand hygiene, standard and transmission based precautions, infection prevention, and other infection related updates. In addition, emails were sent to staff with updates on the measles outbreak, signs and symptoms to watch for, and what to do if there is a suspected case.

Laguna Honda has had a total of 16 positive influenza cases during the 2014-2015 flu season. A single case of the flu is considered an outbreak in long term care, and outbreak management measures are immediately put into place to prevent further transmission. The positive case is transferred and receives treatment in one of our isolation rooms. The unit with the positive case receives influenza prophylaxis and is closely monitored for flu symptoms. For units with two or more flu cases, the unit is placed under quarantine and neighboring units also receive influenza prophylaxis.

Influenza preventative measures continue during the flu season. As of January 22nd, 94% of staff and 90% of residents had received the flu vaccine. Compliance with mandatory masking continues to be observed for all who have not received the flu vaccine. As always, we continue to highlight the importance of practicing good hand hygiene and respiratory hygiene at all times. Signs with flu prevention information are posted at main entrances, masking stands, and cafeteria table tops to serve as friendly reminders to all staff, volunteers, residents, and visitors.

Workplace Violence Survey

The Laguna Honda Occupational Safety and Health Committee is asking all Laguna Honda employees to complete a Staff Workplace Violence Survey in order to gather information about employee perceptions of safety in the workplace. The survey responses and suggestions will be used in developing a comprehensive Workplace Violence Prevention Program. Surveys are available in four languages both on the intranet and in centralized locations and break rooms throughout the facility. Survey responses are anonymous.

Sheriff Bulletin – Pedestrian Safety

The San Francisco Sheriff's Department Patrol Unit focused on pedestrian safety in January and February 2015 in support of the Mayor's Pedestrian Strategy and the SFMTA's (San Francisco's Municipal Transportation Agency) "Be Nice, Look Twice" campaigns. The attached bulletin was distributed to staff during February.

Heart of the City Campaign

In November 2014, an announcement was made that the Laguna Honda Executive Committee had generously provided 10 Laguna Honda Café meal tickets as prizes for Laguna Honda staff who donated to the *Heart of the City Campaign*. Five meal tickets

were awarded to the employee that donated the greatest amount to the campaign. The winner of that prize was Anne Hughes, Advanced Practice Nurse in Palliative Care. The remaining five meal tickets were individually awarded through a raffle that gave everyone who donated an opportunity to win. The winners of the remaining five meal tickets were employees from the Accounting, Administration, Nursing and Pharmacy departments.

Events and Recognition

Events

In Memoriam – Stephanie Wong

In January, we mourned the loss of Stephanie Wong, who unexpectedly passed away after dedicating thirty years of service at Laguna Honda. As a payroll clerk, Stephanie handled payroll for the Health Information Services, Medical and Food Services departments. Friends who knew her say that she was a hard worker and always got along with others. Co-workers close to her said the most memorable moment they had of her was when she shared her passion and hobbies outside of work. Stephanie was a dog trainer and handler for dog shows. She volunteered at the San Francisco Zoo's events and made many trips to China to sightsee and view pandas in their natural habitat. Stephanie will be greatly missed. A memorial service was held at Laguna Honda in January so employees could honor her memory.

In Memoriam – James Yakas

In February, we mourned the unexpected passing of one of our Stationary Engineers James Yakas. James dedicated over twenty five years of service at Laguna Honda. During his first 10 years, Mr. Yakas was an as-needed Stationary Engineer while he was still sailing in the US Merchant Marine. In 1999, he decided to drop anchor and became a permanent part of our Laguna Honda family. He worked primarily as an AM shift Watch Engineer the past five years. James was a very dedicated employee, the Local 39 Shop Steward as well as a member of Laguna Honda's Volunteer Services. He will be greatly missed by both staff and our residents. A memorial service was held at Laguna Honda in March so employees could honor to his memory.

Boy Scouts Meeting In Moran Hall

Boy Scout Troop 88 held their Court of Honor meeting at Moran Hall on the evening of January 14th. In the Boy Scouts of America, a court of honor is a troop activity where scouts and their families come together to get their awards and have a good time together. It is important for family members to be present as their scouts receive a rank advancement, merit badges, and other awards.

Activity Therapy Week

Activity Professionals Week was held January 18th through 24th with various programs highlighted and displayed in the Pavilion Esplanade. The display boards helped to provide staff, residents and visitors with program information and how Activity Therapy contributes to the quality of care and life for our residents.

Memory Screening

Memory screening make sense for anyone concerned about memory loss or experiencing signs of dementia, 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. Laguna Honda with the Alzheimer's Foundation of America conducted free confidential memory screenings for SFHN patients and San Francisco residents. During the morning event of Saturday, January 24th, qualified healthcare professionals screened individuals and provided support and resources based on the screening outcomes and individual concerns. Individuals who attended learned about the event through outreach in the community, through Laguna Honda and through DPH/SFHN. The individuals who attended also used the opportunity to learn more about Laguna Honda and the services offered. A big thank you to everyone who volunteered for the event and helped with outreach.

Nursing Students Visit from South Korea

Through an educational exchange program, University of San Francisco School of Nursing and Health Professions for a second consecutive year welcomed 15 students and two professors from South Korea's Chung Ang University. The program covered the similarities and differences between the healthcare systems in the US and those in South Korea and included tours of SFGH, UCSF and public clinics. On February 3rd, Laguna Honda gave a tour to the visiting students who were previously unexposed to the patient population represented at Laguna Honda and were deeply impressed with the dedication, mindfulness and kindness exhibited by all who care for the patients.

Paul Kelley Interviewed on Public Radio

Paul Kelley, a social worker at Laguna Honda's Palliative Care Unit, was recently featured on *KALW* public radio. The brief story entails how he found his calling to work in hospice care and highlights a memorable Laguna Honda resident he interacted with in the past. It was part of a collaborative story between The Spiritual Edge and Storycorps Legacy, which collects the stories of those living with serious illnesses. The story was recorded at Laguna Honda campus.

Black History Month & Event

For the entire month of February, Laguna Honda recognized black history. Pictures of historical African-American individuals were posted in the cafeteria. On February 19 at

Gerald Simon Theater, Laguna Honda held a campus-wide Black History event. There were guest speakers such as SF Health Network Director Roland Pickens, live music performances and special meal plates served in the Café during normal lunch hours. San Francisco's Neighborhood Baptist Choir, who hold weekly services for Laguna Honda residents, performed five gospel and civil rights songs. Laguna Honda's band with participants from Rehabilitation, Social Services and Nursing played a few songs, including one from Ella Fitzgerald. Laguna Honda staff of African America descent were also featured in pictures with brief biographies around the campus. Residents and staff enjoyed the music and celebration.

Chinese New Year Celebration

On February 19th, Laguna Honda also celebrated Chinese New Year with a brief parade and lion dancers. To ring in the year of the goat, residents were wheeled through the hospital promenade and followed by two Activity Therapists wearing the traditional lion costume. At the Asian Focus Neighborhood North 5 (N5), we provided two Chinese New Year Discussion groups and food and tradition were presented to the residents in the Great Room. Activity Therapy made personalized New Year cards for the residents as souvenirs.

On February 25th, 11 North 5 (N5) residents with regular or dental soft diets attended the Opti-Ms luncheon at Gerald Simon Theater to celebrate Chinese New Year. The Opti-Ms is a local Chinese American women's club involved with Laguna Honda. After the luncheon, a larger Chinese New Year celebration for the whole hospital followed. Activity Therapists planned and organized a series of meaningful performances including singing and dancing. We were delighted to share the joy of the New Year with all our residents.

Japanese Nursing Students

On Friday February 20th, seven nursing students and two faculty members from Japan's Soka University visited Laguna Honda Hospital. This visit was coordinated by UCSF School of Nursing faculty Gene Marie O'Connell (UCSF Nursing Faculty former CEO of SFGHTC) and Dr. Beth Phoenix as part of a UCSF global nursing initiative. The purpose of the site visit was to observe the palliative care and HIV/AIDS programs in a long term care setting. Earlier that day, Anne Hughes, ACHPN, PhD, had given a lecture, *Overview of Palliative Care in California*, to the Japanese nursing group at UCSF. The students and faculty were astounded by these public health supported programs and the professionalism of Laguna Honda staff.

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 Committee.

February's Employee of the Month is Hattie Johnson-Minor. A PCA in North 4, Hattie demonstrates service excellence through her exemplary work and ensures our residents the highest quality of individualized care. Because she takes time to care for her residents, some residents have commented that "no one does it like Hattie." When Hattie is not focused on assisting any staff who needs her help, she actively offers and checks to make sure the relief staff are given help with their residents. Hattie has been an employee at Laguna Honda for 17 years and is a role model for team spirit.

March's Employee of the Month is Brian Hinze. He has worked in the Environmental Services Department since July 2011. Brian is a high-producing and flexible employee who goes above and beyond in his willingness to help others. Brian exhibits excellent customer service and team spirit and is courteous and professional in his work. As a backup courier, he handles Laguna Honda's mail sorting and delivery with efficiency and promptness. Brian has a reputation of doing an excellent job when called upon for event set ups throughout the hospital. He was born in Hawaii, grew up in the East Coast, and attended Connecticut College. He enjoys fishing, attending local music concerts, skiing and snowboarding.

Attachments

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SFSD Pedestrian Safety Bulletin
Medicare Nursing Home Profile



Priority 1:
San Francisco Health Network
Dr. Grace Dammann was featured in San Francisco magazine's Best Doctors 2015 issue where she shared her stories.

BE NICE LOOK TWICE

Fact Sheet

SFMTA
Municipal Transportation Agency
SFMTA.COM




Three Tips for Your Trip

How You Can Help Make our Streets Safer for Everyone

- Slow Down!**
 - Speed is responsible for **ten times** the number of pedestrian injuries in San Francisco as driving under the influence
 - The posted speed limit on the Laguna Honda Hospital grounds is 15 MPH. **50 percent of drivers exceed the speed limit.**
 - Vehicle speeds are the strongest predictor of whether people are seriously injured or killed when hit by a car: if hit by a vehicle traveling at 40 MPH, 50 percent of people will die compared to only 10 percent at 25 MPH. 90 percent of people will die at 55 MPH.
- Yield the Right-of-Way to Those Walking**
 - In 2011, **41 percent** of violations in pedestrian injuries and deaths in vehicle collisions were motorists violating the **pedestrian's right-of-way**
 - Motorist **behavior** is implicated in pedestrian injuries and deaths in vehicle collisions over **two times** as much as pedestrian behavior (84 percent vs. 30 percent in 2007 - 2011)
- Take Left Turns Carefully**
 - Of motorists **violating pedestrian right-of-way** and injuring or killing a pedestrian, **63 percent** were making a left turn
 - 27 percent** of vehicles were turning left when hitting a pedestrian in 2007-2011

SAN FRANCISCO SHERIFF'S DEPARTMENT PATROL UNIT (415) 759-2319



- There are more than 1 million walking trips taken per day in San Francisco, with walking now accounting for over 25 percent of the four million average trips per day in the city.
- Over the past decade in San Francisco, on average 20 pedestrians were killed and 800 injured in collisions with motor vehicles every year.
- Only six percent (70 miles) of San Francisco streets account for 60 percent of severe and fatal injuries, and 55 percent of total vehicle pedestrian injuries in 2007-2011.
- These high injury corridors are concentrated in Districts 3 and 6, areas of San Francisco with high concentrations of both traffic and pedestrians.

From Pain, a New Purpose

GRACE DAMMANN, MD
 Medical Director, Laguna Honda Hospital/Pain Clinic

IT WAS JUST A NORMAL DAY. I had picked my daughter up at school in the city, and I was late for a dental hygiene appointment in Marin. So when we reached the Golden Gate Bridge, I drove in the left lane—something I'd never done in all my years of driving over it. My daughter was sitting beside me in the front seat, working on her homework about the French Revolution. My dog was in the backseat.

I don't remember anything about the accident. One thing I can remember is saying to the state police, "Do not let me pass out until I get to the ER." I knew enough to know that my daughter and I would not be taken to the same place—she wasn't badly injured. I remember saying, "You're going to be just fine, sweetie." The next thing I remember is waking up 45 days later.

By the time I got to the ER, my blood pressure had bottomed out and I was going into shock. They took me straight to the operating room. I went through 54 units of blood—five times my blood capacity—in the next 24 hours. They sewed up several arterial tears, replaced my ripped diaphragm, opened me up from hip to sternum, and fixed all that was broken. They brought me back to the OR every day for the next six or seven days.

As a physician, I know that it's exciting to feel fortunate that I am still here today. My body should not have been able to survive that.



I'm extraordinarily grateful—and sometimes annoyed, because it's not been an easy task, being in this fundamentally elderly aged body, but I didn't realize that for years. I was totally ecstatic for the first six months after I woke up, not because I was alive per se, but because I was doing everything. The first shower was just exquisite. I'd never noticed how great a shampoo felt, how great each drop of water felt.

Eventually, my doctor ran out of reasons that I couldn't go back to work. Laguna Honda Hospital invited me to set up a clinic for people in chronic pain. That sounded so horrible, given the experience I'd had. But I slept on it and said sure. There was no one else in a wheelchair on the medical staff, and it was helpful. Patient after patient would come up to me and say, "How do you deal with what happened to you?" I have street credibility. I am in a wheelchair and need a lot of help, but I am having a great time.

After the accident, I brought a lawsuit to get a median barrier on the Golden Gate Bridge. I lost, which is fine because the board of directors of the bridge voted unanimously to build a barrier anyway. Both the guy who hit me and I went to the meeting, and I wrote a letter together thanking the board for that action.

In total, I was in the hospital for about 14 months and underwent somewhere between 43 and 57 surgeries. I'm never going to have another one—that became really clear to me when I had surgery for a small bowel obstruction. If I need a colostomy, I'm not getting it. This body has been through enough. But I don't feel like I'm sick. I came out of this feeling like my life force didn't want to go, and I'm not worried that I'm going to die soon. I'm worried about how I live with this new reality. That's what I'm facing.

CONCRETE CONSTRUCTION, acute coronary bypass, acute coronary bypass, acute coronary bypass
 1200 Mission St., 4th
 Oakland, 94612-4220
 ALBERTO P. LEE, MD
 2250 Hayes St., 2nd, 2nd
 San Francisco, 94133-1000
 SEAN P. MEDICAL CENTER
 3445 Mission St., 2
 Frank, 94133-1000
 DR. GRACE DAMMANN, MD
 2250 Hayes St., 2nd, 2nd
 San Francisco, 94133-1000
 ROBERT S. SPILLING, MD
 2250 Hayes St., 2nd, 2nd
 San Francisco, 94133-1000
 ANDREW W. WOODS, MD
 2250 Hayes St., 2nd, 2nd
 San Francisco, 94133-1000
 ALAN C. YOUNG, MD
 2250 Hayes St., 2nd, 2nd
 San Francisco, 94133-1000

MATERNAL AND FETAL MEDICINE

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Priority 2:
Wellness

Pictured above is the flyer from the Sheriff Dept. focusing on pedestrian safety and supporting the Mayor's Pedestrian Strategy and SFMTA's "Be Nice, Look Twice" campaign.

Priority 2:
Service Delivery Improvements
 January's Town Hall meeting conducted by *Debbie Tam*, acting COO, covered results of the 2014 Employee Satisfaction Survey and eClinical Works updates.

- Shout Outs
- January in Review
 - Employee of the Month
 - National Activity Professionals Week, 1/18-1/24/15
- 2014 Employee Satisfaction Survey
- DPH Organizational Chart
- eClinical Works – Go Live May 11

PRIORITIES

Black History Month ▶

was celebrated in Gerald Simon Theatre with performances from the **San Francisco Neighborhood Baptist Choir** and with guest speakers like SFHN Director **Roland Pickens**.

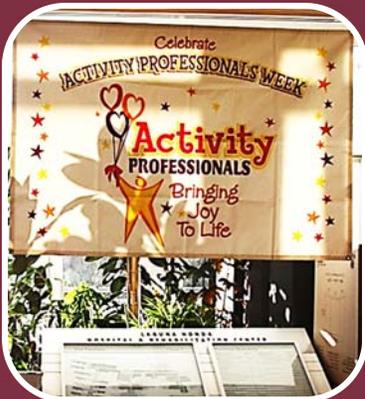
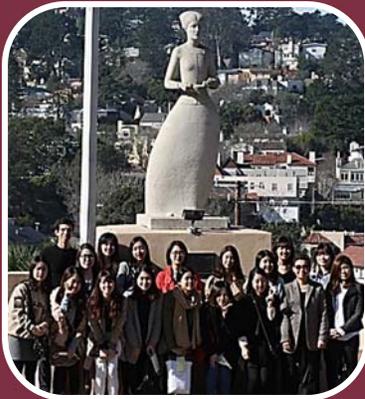
Residents and staff enjoyed the event.



Visiting students and professors from Asia were toured around Laguna Honda campus.

◀ **Chung Ang University** from **South Korea**

Soka University ▶ from **Japan**



Other January events included **Activity Therapy Week** (far left), **Memory Screening** (left) and the **Boy Scout Troop 88 Court of Honor** meeting in Moran Hall (right).



◀ **Chinese New Year for 2015** is the year of the goat. In February, the celebration included a luncheon, parade, lion dance, singing and dancing. Everyone enjoyed the festive event.



February's Employee of the Month Hattie Johnson-Minor

"Hattie demonstrates service excellence through her exemplary work as a PCA in North 4...Some residents have commented that 'no one does it like Hattie.'"



March's Employee of the Month Brian Hinze

"Brian exhibits excellent customer service, team spirit, is courteous and professional in his work."



Viktor Kirienko

Chief Stationary Engineer Viktor Kirienko retires after 25 years of service. Colleagues, co-workers, and friends celebrated his last day and said their good-byes and well wishes on February 27th.



In Memoriam Stephanie Wong

Stephanie was a hardworking individual who dedicated 30 years of service in the Payroll Department at Laguna Honda. She will be greatly missed.