

Joint Conference Committee

Laguna Honda Hospital and
Rehabilitation Center

Administrator's Report

November 8, 2016



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State of the Hospital

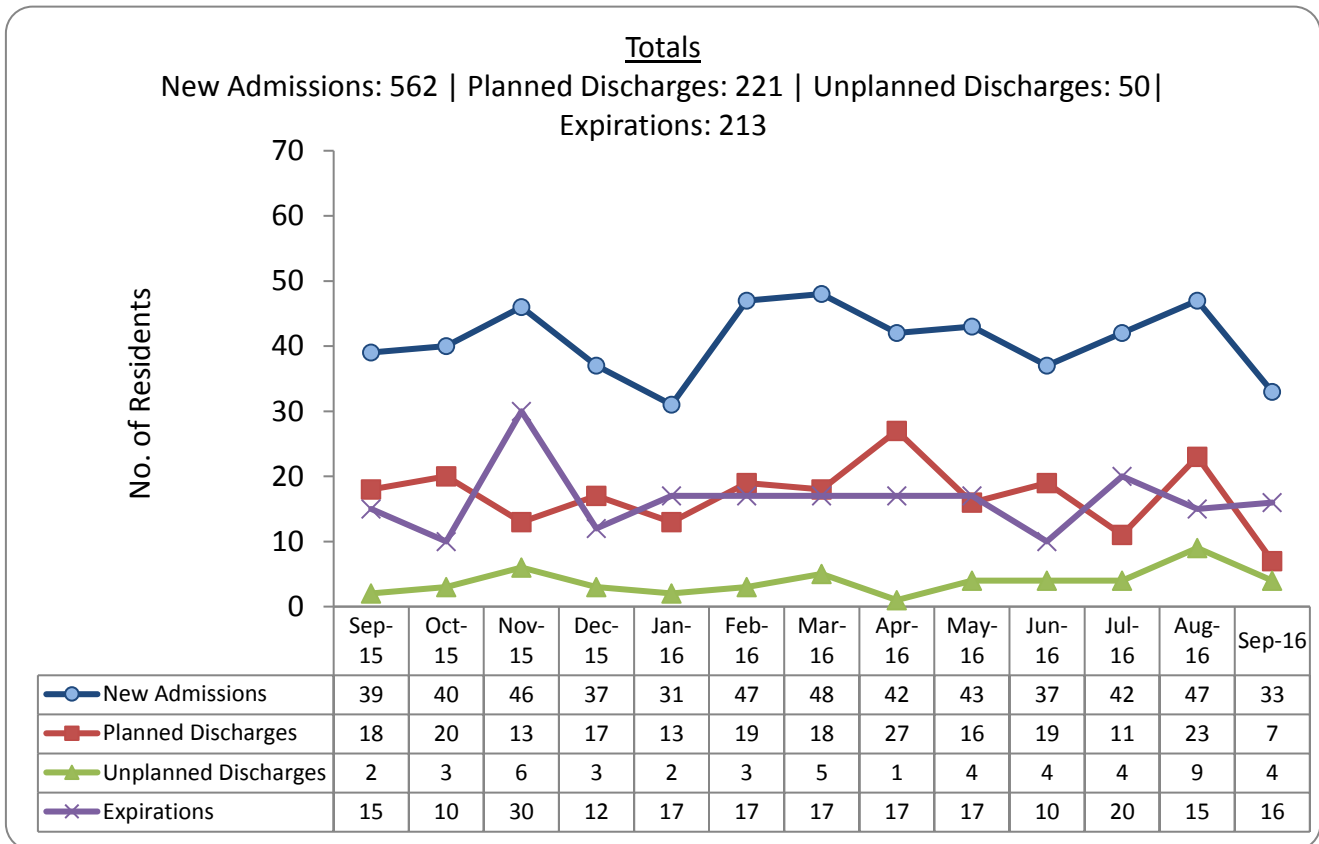
Wait List

Average wait time in days from referral date to decision approved date
 (9/01/2015 – 9/30/2016): 3.60

Average wait time in days from decision date to admission date
 (9/01/2015 to 9/30/2016): 5.85

Number of people on waiting list as of 10/27/16: 5

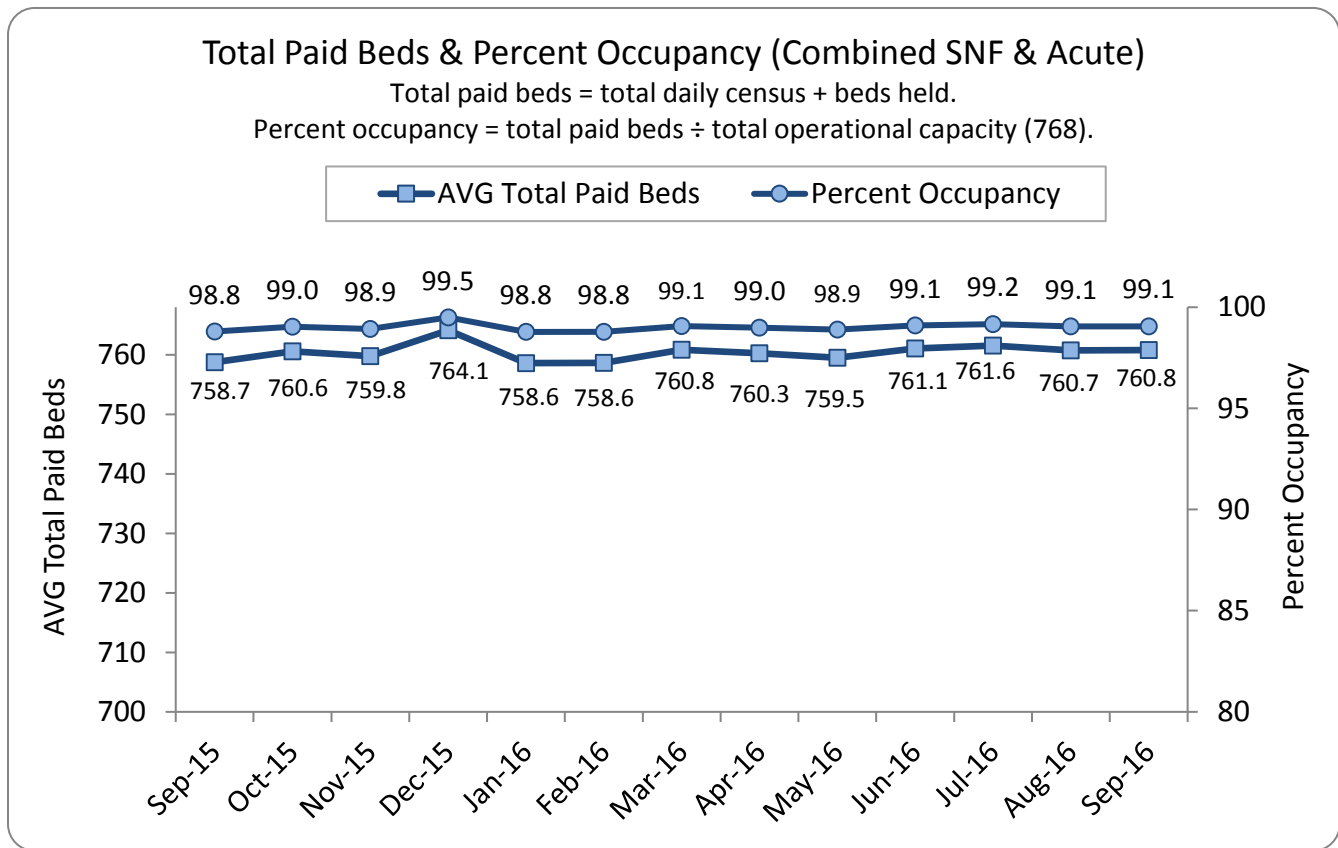
Admissions, Discharges, and Expirations by Month (9/01/2015 to 9/30/2016)



Average Daily Census (9/01/2015 to 9/30/2016)

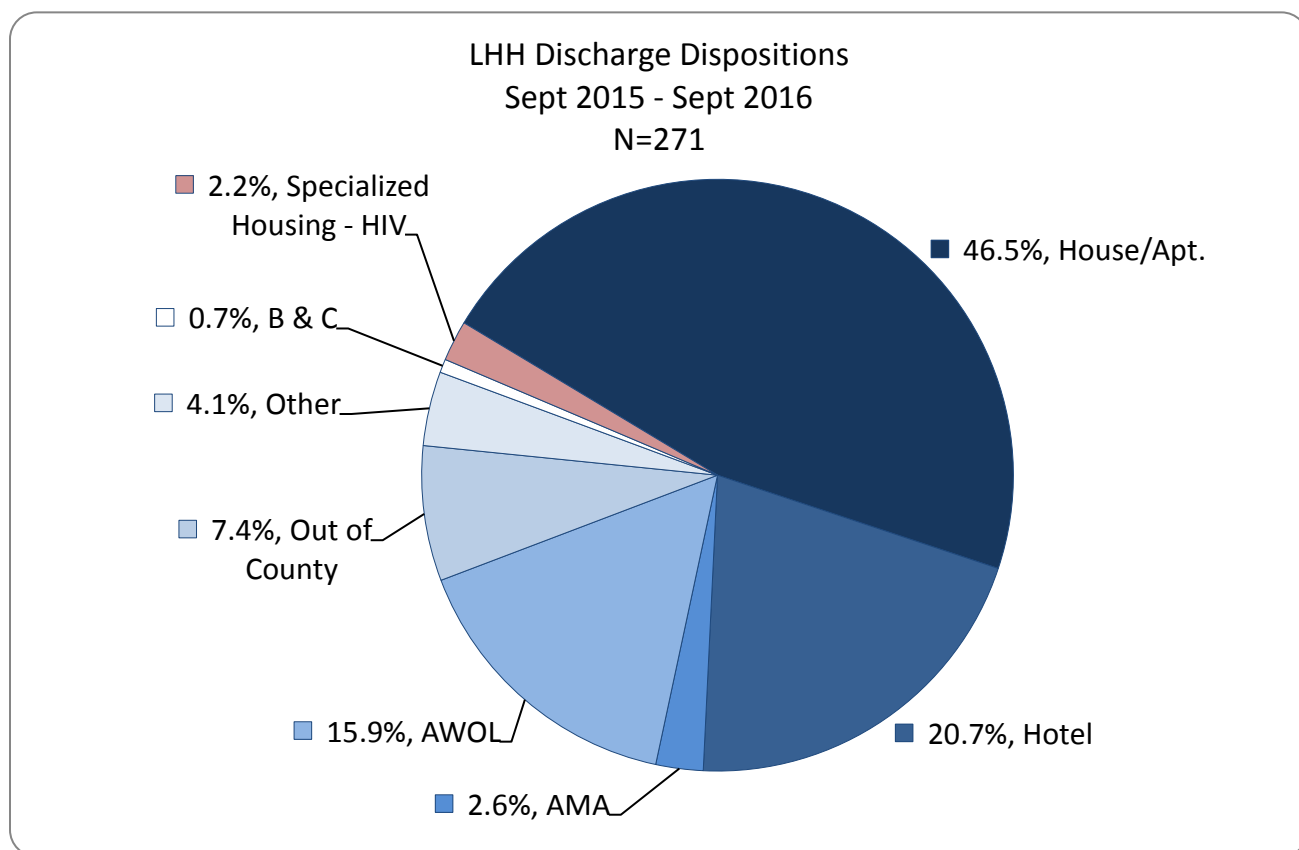
Period	SNF Occupied	Beds Held	Total SNF Census	Acute Medical Census	Acute Rehab Census	Total Daily Census	Total Paid Beds	Percent Occupancy
09/01/2015–09/30/2016	752.29	31.79	757.89	0.65	1.65	754.88	760.49	99%

Paid Beds and Occupancy by Month (9/01/2015 to 9/30/2016)



Total Paid Beds = Total Daily Census + Beds Held
Percent Occupancy = Total Paid Beds ÷ Total Operational Capacity (768)

Discharge Disposition (9/01/2015 to 9/30/2016)



For the 13-month period above:

1. Analysis of out-of-county are as follows: 7.4% (n=20) individuals were discharged to out-of-county placements. Of those, 14 residents went to live with family, 4 residents returned to their previous residence and 2 residents went to Board and Care Homes that could best accommodate the residents' needs.
2. Analysis of absent without leave (AWOL) are as follows: 47% (n=20) of the 43 AWOL incidents returned to Laguna Honda for receiving continued skilled nursing services. Of those who did not return (n=23), the Social Services Team were not able to contact 14 (32%) individuals and were able to contact 9 (21%) of the former residents who chose not to return to Laguna Honda. All residents who are determined to be absent without leave were determined to be their own decision makers.
3. A resident is discharged Against Medical Advice (AMA) when he/she chooses to leave Laguna Honda Hospital against the advice of their physician. For patients/residents discharged AMA, the physician discusses with the patient/resident the risk of leaving AMA.

Staffing Report

Our current vacancy rate fell to 6% from the May report of 8.7% and we are actively recruiting for 83 FTE vacant positions.

Human Resources partnered with Administration to identify recipients for the upcoming years of service celebration on October 28, 2016. At the 150th LHH Anniversary, the resounding theme was the excellence in staff care and commitment to patients at the bedside. Additionally, Human Resources helped to market participation in the City open enrollment with Health Service System over the 6-hour period, there were over 150 participants (i.e., employees) who dropped in for assistance.

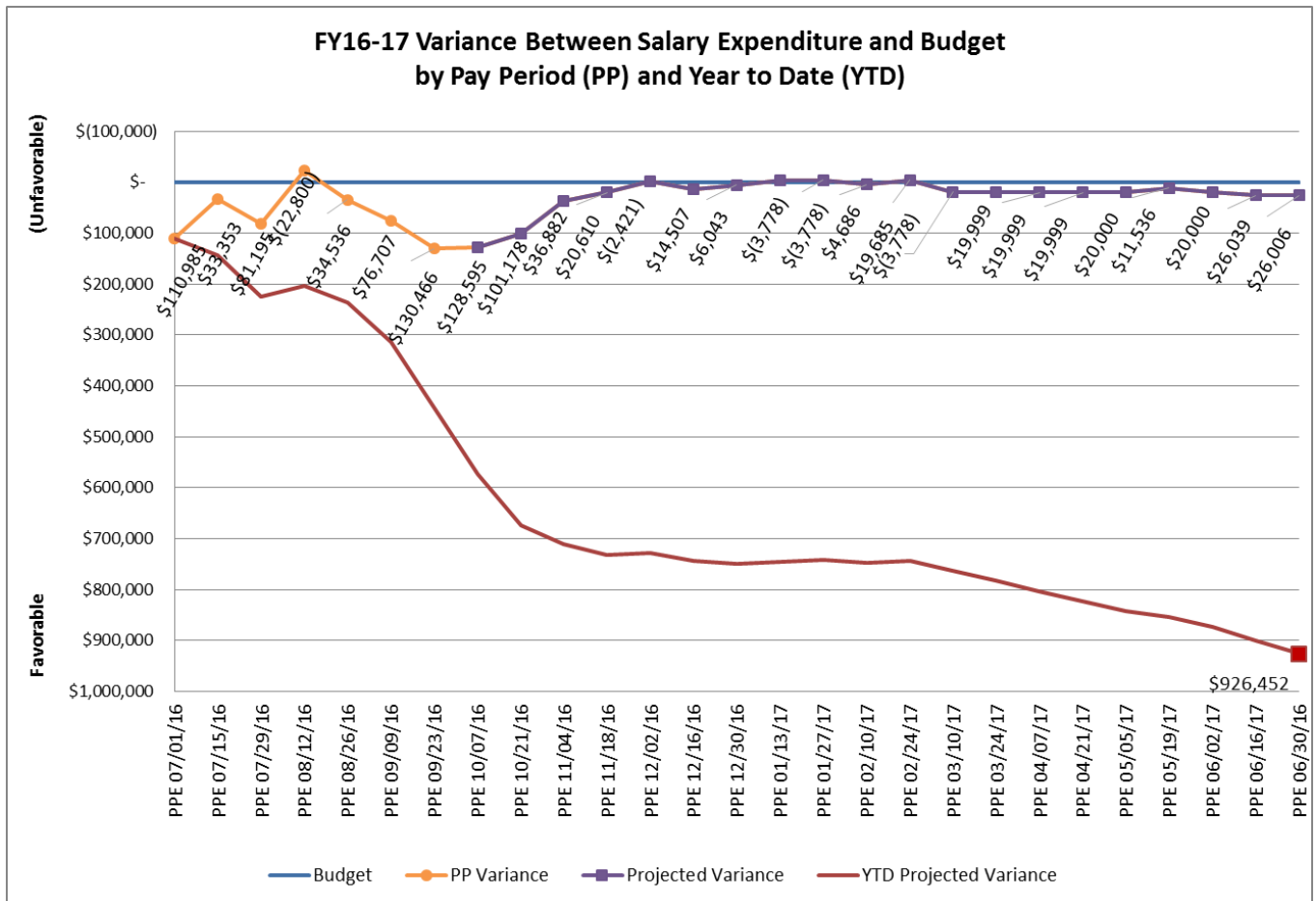
Budget and Finance

Financial Report

The FY 2016-2017 1st quarter financial report is attached. The annual projection shows overall expenditures at budget.

Salary Variance Report

We are currently projecting overall salary expenses within budget by year end. However, we are experiencing some deficits in overtime and temp as-needed salary categories in the first quarter. The plan going forward is to actively backfill vacant, permanent positions while reducing the deficit in those areas by year-end.



Initiatives and Milestones

Care Experience

Surveys

For two weeks in September, a total of 13 State Surveyors came to Laguna Honda to conduct Federal and State Surveys. The purpose of the surveys was to verify the facility's compliance with Federal and State regulations and statutes. The Survey

Support Center was set-up by staff from Quality Management and Administration to coordinate and manage the survey processes. Laguna Honda staff from all departments provided the State Surveyors with assistance in conducting their survey processes by promptly responding to their requests for information and documentation.

The entire Laguna Honda community worked together during the two weeks and completed the following four Surveys: General Acute Care Relicensing, Annual Skilled Nursing Facility Recertification, and Life Safety Code Surveys for Acute Care and Skilled Nursing Facility. The deficiencies reported during the survey were corrected. The statement of deficiencies were received and the hospital submitted the Plans of Correction corresponding to each Survey. The Survey and surveyors found no substandard quality of care. We will review the findings from the Surveys, corrective actions taken and monitoring plans further at today's Joint Conference Committee.

Welcome New Leader

We are pleased to welcome Elvis Lavarreda as the Food Services Manager to the Laguna Honda campus. Elvis is an accomplished result-driven Chef with a strong combination of culinary management and operational skills. He has had extensive experience in product execution, team management training, recipe development, marketing, customer relations, inventory management and is highly adaptable and accomplished in all cuisine types. Elvis has been fortunate to be able to work alongside world renowned chefs like Julia Child and Wolfgang Johannes Puck. We are certain Elvis will be a great asset to our community.

Dr. Isakson's Memorial Service

It is with sadness that we report Laguna Honda's former Chief of Medical Staff and Medical Director, Dr. Paul Isakson passed away on September 26, 2016, in Oregon, where he resided after he retired in 2009. Dr. Isakson was an important part of the Laguna Honda community since 1969 when he started as a physician specialist, provided quality medical services to thousands of Laguna Honda residents through the years.

Dr. Isakson was born in St. Paul, Minnesota. He graduated Cum Laude from St. Olaf College and studied medicine at the University of Minnesota. He completed his internship and residency here in San Francisco at the Southern Pacific memorial Hospital. He served in the Navy and was posted at the Naval teaching hospital on Long Island in New York City. After his service he moved back to San Francisco in 1969. His medical career included time at St. Francis Hospital and the California Medical Pacific Center.

He started work at LHH in 1969 as a part time staff physician, led the Medical Services as Chief of Staff and the Hospital as Chief Medical Officer. He stayed with Laguna Honda until his retirement in 2009. Over the years he served almost everywhere here at the hospital. He was the chair of the Utilization and review committee, the secretary

of the medical staff, the Chief of staff and the Medical Director. He was appointed to the Mayor's Long term care coordinating council in 2005 and to the LHH Assisted living advisory group in 2006. Dr. Isakson is survived by his partner James Johnson, his sister Joan and his brother Gene.

Thank you, Commissioner and Dr. Sanchez for ending October's Joint Conference Committee meeting in honor of Dr. Isakson.

EHR Hardship Application Decision

Laguna Honda Hospital and Rehabilitation Center application for 2017 payment readjustment consideration for the Medicare Electronic Health Record (EHR) Incentive Program was approved. The application outlines the challenges to meeting meaningful use on our acute side, steps taken to adopt and implement certified EHR in the clinic and skilled nursing facility as well as our plan to implement an enterprise EHR in the future. As a result of the approval, Laguna Honda's Medicare reimbursement for acute stays will not decrease in 2017.

Campus Community Activities and Events

150th Anniversary Community Open House

On Saturday, October 15th, 2016, the Laguna Honda family opened its campus to the community to celebrate 150 years of dedicated and compassionate service to the residents of San Francisco. Over 300 visitors toured the newly opened History Room, assembled by Volunteer, Gary Speer, and Administration Services Manager, Donna D'Cruz. They worked tirelessly to organize pictures, relics and precious memorabilia dating back to almost the start of the century.

The Laguna Honda Staff, representing various departments from Activity Therapy, Social Services, Food Services, Environmental Services, Facility Services, Nursing, Medical Services, Admissions and Eligibility, Finance, Human Resources, Volunteers and Administration were present at Community Day Open House, beaming with pride, to answer questions from visitors. Residents and visitors had a great time participating in the activities – face painting, caricature, food trucks, animal farm, basketball, music.

National Payroll Week (September 5 – 9)

During this week, the Laguna Honda Community took the opportunity to recognize our Payroll Department for all of their hard work. Payroll is one of the most highly regulated operations of any business, with having to deal with tax regulations and other challenges. Under the leadership of Andre'a Pittman, our Laguna Honda Payroll Department ensures that our paychecks are accurately calculated and sent out in a timely manner. We thank them for their efficiency!

National Environmental Services Week (September 11 – 17)

The Environmental Services (EVS) Department are the “Behind the Scene Heroes” to Laguna Honda. By maintaining a clean, aseptic and aesthetically pleasing environment, the EVS team enhances the experience of good customer service to residents, visitors, volunteers and staff and ensures the health and safety of the community. A celebratory luncheon was hosted by Laguna Honda EVS Leaders Maxwell Chikere, Chauncey Jackson, Gloria Carreon and Team in celebration of the week with the EVS Team Members.

National Rehabilitation Awareness Week (September 18-24)

Laguna Honda’s Rehabilitation Center has a staff of approximately 25 therapists who provide care 7 days a week. They are committed to their work, helping residents at Laguna Honda to reach their highest level of independence and to counsel them, their families, and caregivers on how best to help them be as independent as possible.

Our eclectic, multilingual and diverse Rehab team brings a variety of interests and experiences to work. Included in our group are international humanitarian aid workers, world travelers, marathon runners, acrobats, ocean swimmers, animal lovers, skiers, bikers, hikers, chefs, artists and performers – improv, music, singing, and drama. The Hospital wished the Rehab staff a great week!

National Health IT Week (September 26-30)

Last month our IT Department celebrated National Health IT Week. The Department of Public Health IT staff is dedicated in providing excellent customer service support to all of Laguna Honda. The IT Department provides assistance in areas such as field services, applications, network, database administration, systems, IT security, and project management. The staff is also responsible for providing hardware and software solutions that enable our organization to achieve desired goals. We wished them a great week and thanked them for their continued support.

National Healthcare Food Service Workers Week (October 2-8)

In 1985, the U.S. Congress declared that the first week of October would be a national time to recognize the essential role that food service staff play in helping the employees and patients of healthcare facilities stay well-nourished and healthy.

At Laguna Honda, we recognized our amazing team for their efforts and the delicious meals they serve during National Healthcare Food Service Workers week.

National Healthcare Supply Chain Week (October 3-7)

This year's theme for the National Healthcare Supply Chain week was "Supply Chain: Leading Change. Advancing Healthcare." In today's rapidly shifting healthcare landscape, hospitals and health systems are increasingly challenged to reduce costs and improve patient outcomes without sacrificing the quality of care. Supply chain professionals play a pivotal role in leading their organizations to meet these demands and continue to thrive amid changes.

The Laguna Honda Materials Management/Central Supply Room Supply Chain team consistently aims to provide our residents with the items they need at the best cost, at the highest quality, in the right place at the right time in the quantity for outstanding patient outcomes and departmental efficiency. We express our gratitude for the role they play in ensuring efficient operations.

Great California Shakeout (October 20, 2016)

The Great California ShakeOut is an opportunity for people in homes, schools, and workplaces across the state to practice earthquake response, and to improve preparedness. This exercise is held annually on the Thursday closest to the anniversary of the Loma Prieta Earthquake, which occurred on October 17, 1989.

Laguna Honda participated this year as in every year since the ShakeOut began in 2008. The Laguna Honda community practiced drop, cover, and hold on all three shifts on October 20th according to the following schedule:

AM Shift – 6:20 AM

Day Shift – 10:20 AM

PM Shift – 4:20 PM

In addition, we practiced our procedures for completing and delivering department status reports with participation from all of the nursing neighborhoods and 22 additional departments.

National Healthcare Facilities & Engineering Week (October 23-29)

The Facility Services Department provides Laguna Honda Hospital an operational, safe and efficient facility by ensuring that there is power, running water and a warm comfortable and safe healing environment for all who walk through our doors. They are an essential member of the healthcare team – the unsung heroes who keep a facility operational. Without their dedication, it would be impossible to care for the community.

The hospital extends our appreciation to the dedication of the Facility Services Department and the role they play in making Laguna Honda a safe and secure healthcare environment for residents, staff and visitors.

Respiratory Care Week (October 23-29)

In 1982, the American Association for Respiratory Therapy (later changed to American Association for Respiratory Care) officially designated the last week in October as Respiratory Care Week to draw national attention to the importance of lung health. The announcement came from the Oval Office when then-president, Ronald Reagan, supported the efforts of the organization. The event is in October because Fall is typically a time when patients suffering lung disease have difficulty breathing and may need help. Laguna Honda Hospital joins in the celebration of the Respiratory Care staff at the hospital.

San Francisco Zen Center Event (November 2)

The Laguna Honda community was invited to attend a powerful event hosted by the San Francisco Zen Center, on November 2 between 7 to 9 pm, entitled "Facing Sickness, Old Age, and Death with an Open Heart and Complete Presence." Dr. Grace Dammann from Laguna Honda was one of the guest speakers.

Employee Recognition/Years of Service Dinner

Each year Laguna Honda honors employees who have been working at the Hospital for 5 years and 5-year increments thereafter. This year's event was held at Patio Espanol, on Alemany Boulevard in San Francisco, on Friday, October 28. Of the 159 honorees identified, 61 attended along with their guests and family members (totaling 165 attendees – 159 adults and 6 kids). Service pins and certificates were presented to each of the honorees by Mivic Hirose, Executive Administrator along with the Hospital's Executive Team. Raffle prizes were awarded and a good time was had by all.

National Radiologic Technology Week (Nov 6-12)

National Radiologic Technology Week is celebrated annually to recognize the vital work of Radio Technicians across the nation. The celebration takes place each year during the week that includes Nov. 8 to commemorate the discovery of the x-ray by Wilhelm Conrad Roentgen on Nov. 8, 1895.

The week-long celebration calls attention to the important role medical imaging and radiation therapy professionals play in patient care and health care safety. A big thank you to our amazing radiology team at Laguna Honda.

Medical Clown Event (November 13, 2016)

The second annual gala circus event of the Medical Clown Project is scheduled for Sunday, November 13, 2016. Grand Circus Rounds will feature a unique afternoon of extraordinary acrobatic feats and amazing clown performances on the center stage, accompanied by a live band led by the incomparable Johannes Mager. An earlier

performance will be organized for the residents of Laguna Honda.

Learning and Development

Enterprise Learning Management (eLM)

Laguna Honda is in Phase 3 of the eLM transition. Our first mandatory training has been assigned on eLM. This month our topic is: Injury and Illness Prevention Program/Hazardous Materials. Live in-services were provided for this training last month for CNAs/PCAs/HHAs and Environmental Services department.

Recognition

Filipino American History Month Honoree

Laguna Honda's Chief Nursing Officer, Madonna Valencia, was recognized in honor of Filipino-American History Month by Supervisor Norman Yee. Her 17 years of excellent nursing leadership at Laguna Honda makes this a well-deserved honor. We'd like to thank Madonna for her ongoing commitment in caring for our city's most underserved communities.

Employees of the Month

The Employee of the Month program is a staple of Laguna Honda's staff recognition and the Hospital's service excellence programs. Employees of the Month are nominated by residents, visitors, volunteers, and staff and are approved by the Hospital's Executive Committee.

The Food Services Tray Line has been selected as our October 2016 Employees of the Month. Laguna Honda would like to recognize the important role that the food services staff has in providing excellent customer service to our residents, staff and visitors. On any given day, our staff prepares approximately 3,000 nutritional meals and mid-day snacks for our residents. The chefs and cooks open the department promptly at 5:00am to cook breakfast items and begin roasting meats and making soups for meals later in the day. Dieticians and Doctors provide the residents' orders and the Tray Line staff assemble each of the customized meals accordingly.

In the Laguna Honda Café, the line cooks can prepare items fresh to order or serve you from the array of tasty selections from the buffet and sandwich/salad bar. Over the past few months, the Department underwent a major floor repair and our teams were able to adapt to the circumstances and work with available resources to continue providing quality service. We want to thank the Tray Line for all of their hard work and resiliency.

For the month of November, Leanne Johnson and Valerie Ferrer are the Employees of the Month. Leanne and Valerie are the Dynamic Duo. They teamed up to spearhead Electronic Learning Module (ELM) implementation, organized (Trauma Informed Systems) TIS training, and took on providing new hire (Hospital-wide) Orientation for over 200 staff, from Laguna Honda and 101 Grove, beginning January 2016. They are excellent trainers with high energy and dedication to the topics they teach.

Besides their contribution as Nurse Educators, they also participate with Survey Prep work, also known as Mock Surveys, and they staff the Survey Support Center during the actual annual State surveys. Both Leanne and Valerie are very upbeat, professional and helpful, making a stressful situation a positive experience for everyone involved. Leanne joined the Laguna Honda team in December 2013, and Valerie started in February 2014.

Performance Improvement

FY 15-16 Annual Report Draft

As we prepare for Laguna Honda's annual report for FY 15-16 to the Health Commission, scheduled for December 20, 2016, we are pleased to share with the Joint Conference Committee the annual report draft. It is a summary of the highlights achieved here on campus for the past fiscal year. We welcome your input, recommendations and/or suggestions.

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