

Joint Conference Committee

Laguna Honda Hospital and
Rehabilitation Center

Administrator's Report

March 8, 2016



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State of the Hospital

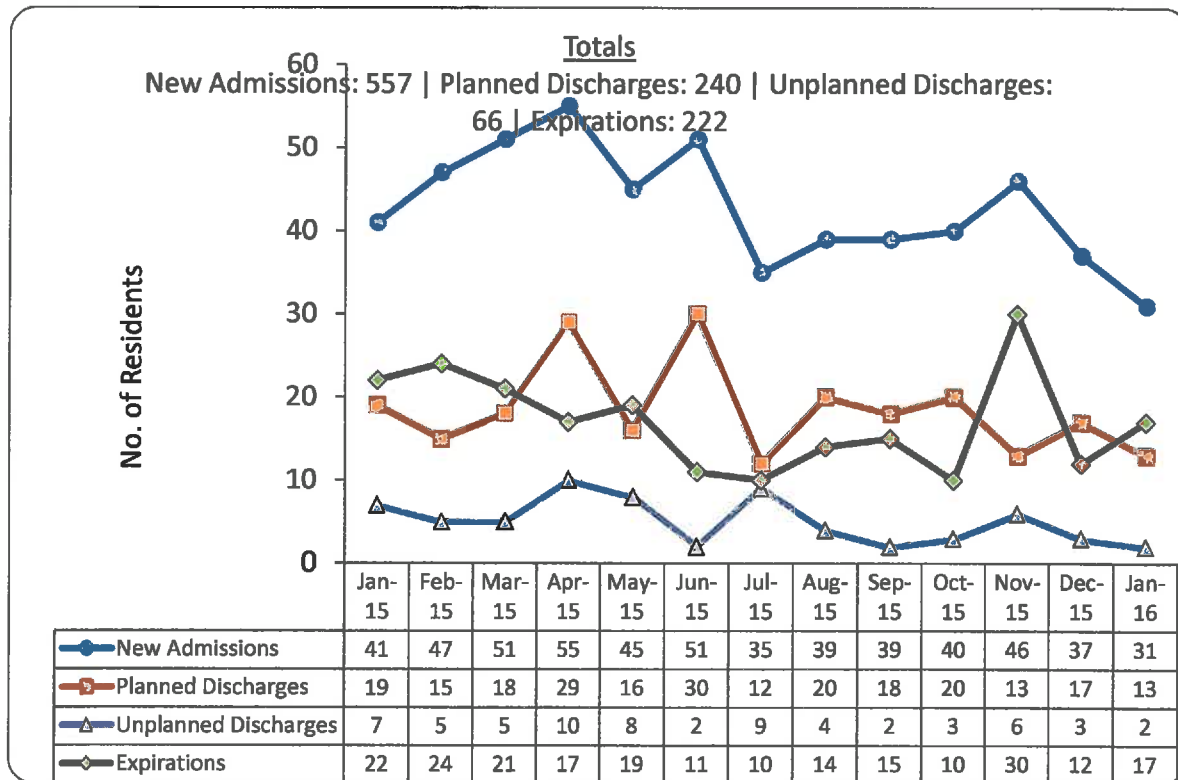
Wait List

Average wait time in days from referral date to decision approved date
 (01/01/2015 to 01/31/2016): 3.05

Average wait time in days from decision date to admission date
 (01/01/2015 to 01/31/2016): 3.1

Number of people on waiting list as of 02/19/16: 11

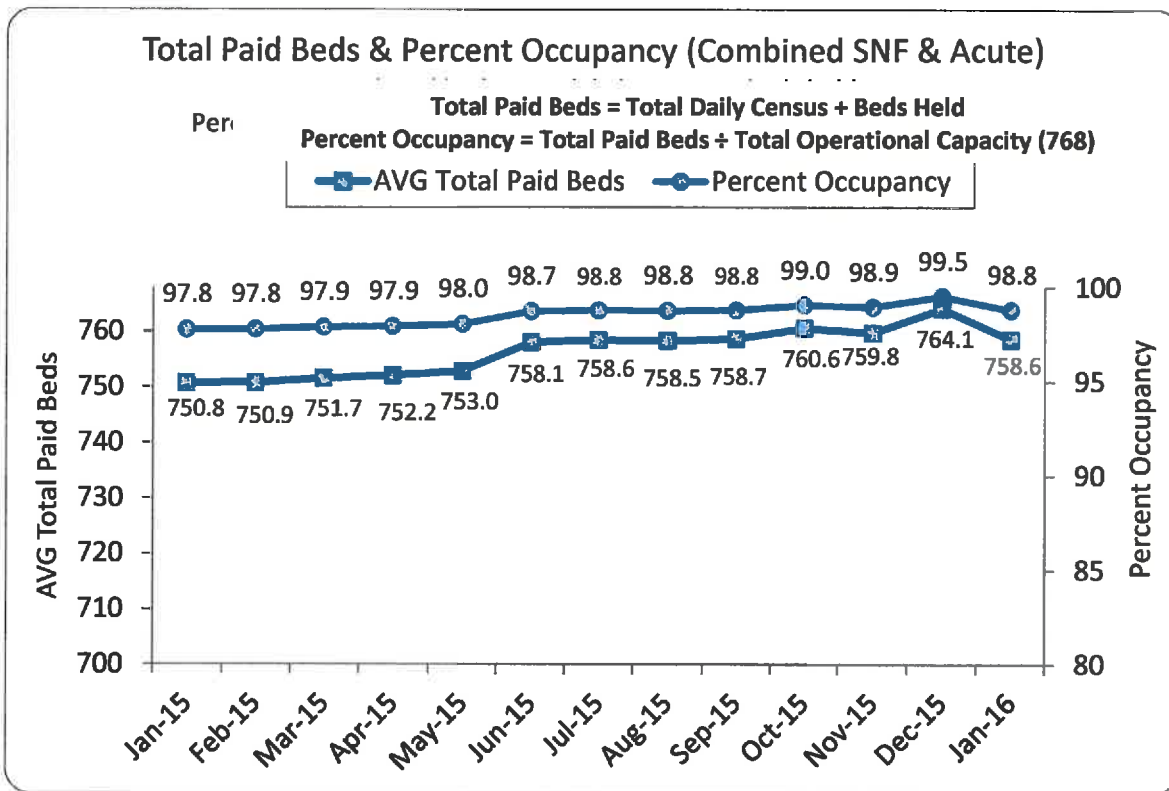
Admissions, Discharges, and Expirations by Month (01/01/2015 to 01/31/2016)



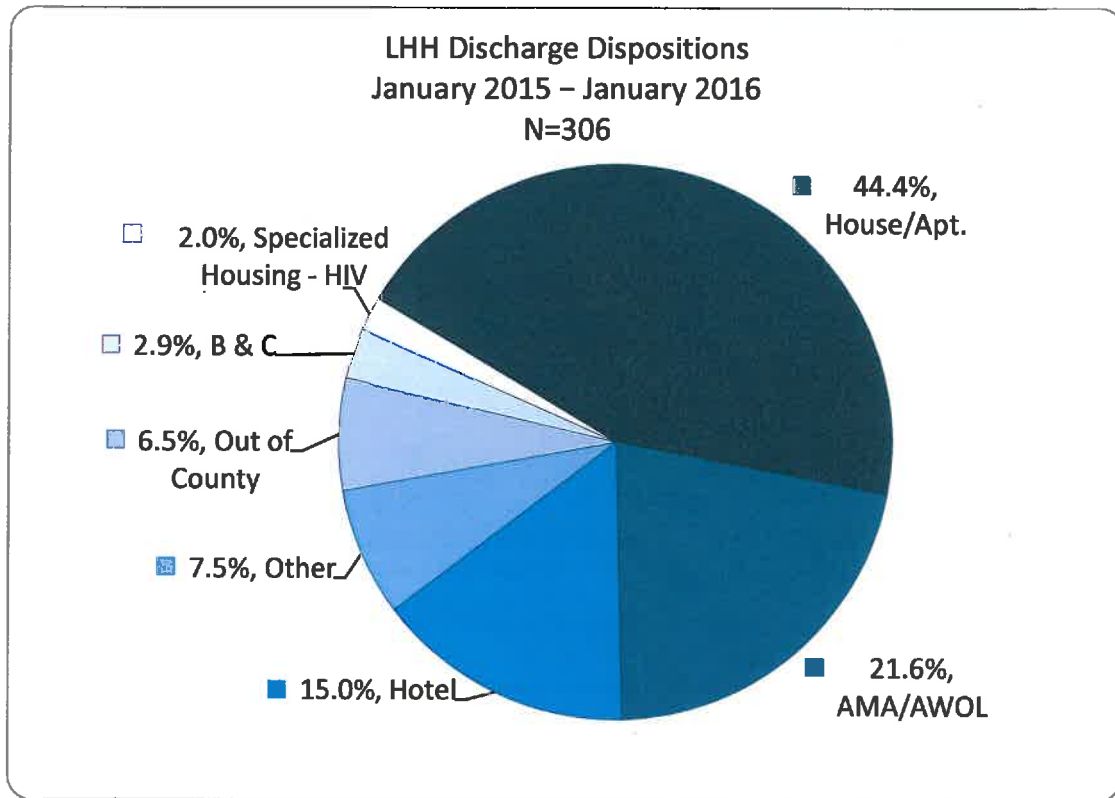
Average Daily Census (01/01/2015 to 01/31/2016)

Period	SNF Occupied	Beds Held	Total SNF Census	Acute Medical Census	Acute Rehab Census	Total Daily Census	Total Paid Beds	Percent Occupancy
01/1/2015–01/31/2016	749.17	5.50	754.67	0.71	1.26	751.14	756.64	98.5%

Paid Beds and Occupancy by Month (01/01/2015 to 01/31/2016)



Discharge Disposition (01/01/2015 to 01/31/2016)



For the 13-month period above, 6.5% (n=20) individuals were discharged to out-of-county placements. Of those, seventeen residents went to live with family, two residents went to Board and Care Homes that could best accommodate their needs.

Staffing Report

Our current vacancy rate fell slightly to 6% from the last report of 7% and we are actively recruiting for 82 FTE vacant positions.

We are happy to report that last month we had 100% of the Laguna Honda Hospital's Leadership staff, who are mandated every 2 years, complete the City's Harassment Prevention training. The annual HR presentation is going before the Health Commission on March 1, 2016 providing highlights to the contributions of enhanced services and improved streamlined processes.

Budget and Finance

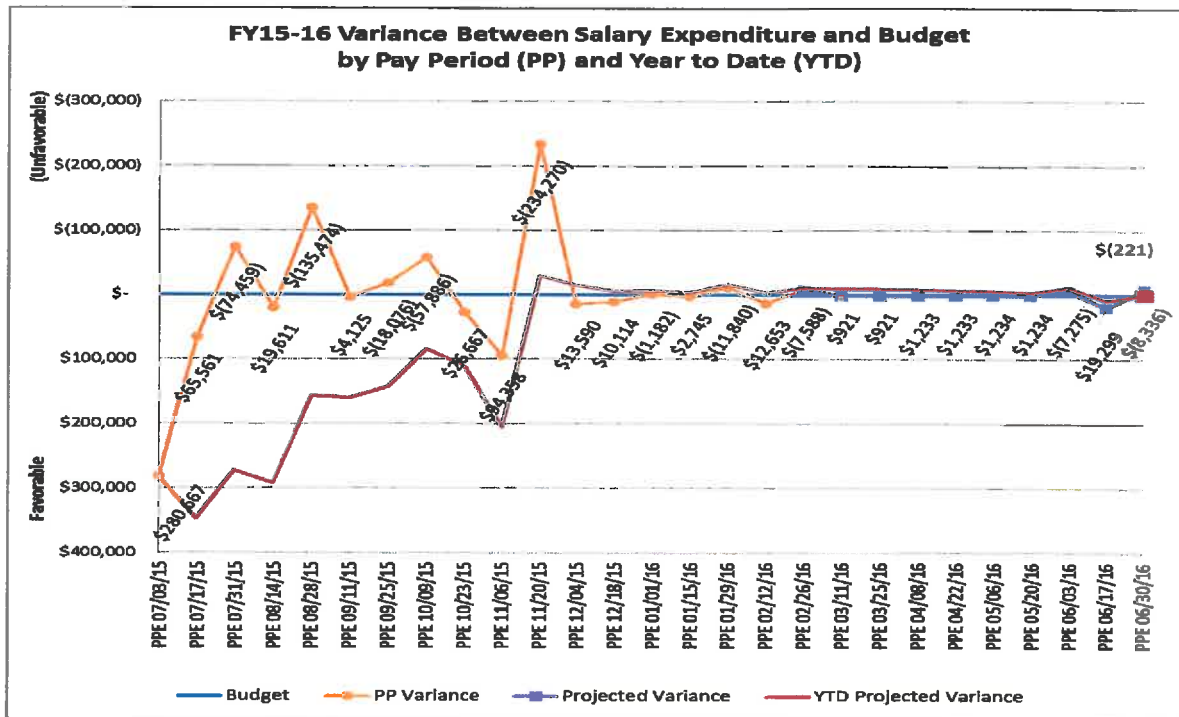
Financial Report

The FY 2015-2016 2nd quarter financial report is attached. The annual projection shows overall expenditures at budget with \$3.6 million favorable variance in patient service revenues mainly due to prior year DP/NF revenue reconciliation.

A new Managed Care Organization (MCO) Tax Package legislation was passed earlier this week to eliminate the “clawback”, or recoupment of Medi-Cal reimbursement for services provided by Distinct-Part Skilled-Nursing Facilities (DP/NF) as a result of the AB 97 rate cuts in 2011-2013. This legislation is still pending CMS approval, and if approved, the net revenue impact on Laguna Honda is estimated to be \$31.4 million.

Salary Variance Report

We are currently projecting that we will meet our salary budget overall this year. Although, there will be a deficit in temporary salaries mainly due to the high vacancy that requires an increased usage of temp as-need/per-diem to backfill. The hospital HR, Nursing, and Finance staff have been working closely together to speed up the requisitions approval and hiring process in the past few months.



Gift Fund Report

The FY15-16 2nd quarter Gift fund report attached.

Initiatives and Milestones

Care Experience

Network of Niceness Campaign Update

The quality of life committee members (residents and staff) shared the goals of Laguna Honda Campus's "Network of Niceness" campaign in response to why the campaign was being conducted. They listed the goals as follows:

1. To increase awareness on how small acts of kindness positively impact others
2. To introduce the relationship between being nice and being happy.

The quality of life committee hopes the Network of Niceness campaign will assist all staff to better serve the residents and the residents to better appreciate staff. To date, since the campaign began, in September 2015, the following activities were initiated:

Start date	End date	Event
9/14/2015	9/25/2015	Kick Off Party
09/28/15	10/09/15	Niceness Ambassador Recruitment
10/12/15	10/23/15	Appreciation Card Giving
10/26/15	11/13/15	Collecting and Sharing Niceness Stories – the entire hospital was asked to email stories as well as Random Acts Of Kindness.
11/16/15	11/27/15	Drum Circle + Ambassador Appreciation Event
11/30/15	12/11/15	Community Meeting open to all
12/14/15	01/15/16	Gratitude Tree – Laguna Honda Community was asked to write out gratitude cards and hang them on a gratitude tree located in the hospital
01/11/16	01/22/16	Laguna Honda community was asked to take SurveyMonkey.com Survey to see if the Network of Niceness event has affected them for the better
01/25/16	02/05/16	Spread a little kindness' Storytelling Party at the Resident Library -- Open to everyone and advertised on Channel 49.
02/08/16	02/19/16	Educational/Intellectual Events
02/22/16	03/04/16	Kindness-Themed Movies shown on Channel 99 every week in March (3 movies per week) + LHH Kindness Day Event
03/07/16	03/18/16	Spread the Niceness Games

We are currently reviewing survey results conducted in January 2016.

Campus Community Activities and Events

1st Floor Corridor Project

Construction activity at the first floor corridor connecting new and old hospital began on Thursday, January 21st at 5:00pm. Work includes sheetrock installation and replacing the connector doors. Completion of this work will fulfill essential requirements by OSHPD in the decommissioning process.

Library Floor Replacement and Re-Opening

The carpet flooring in the Laguna Honda Library has been replaced. The work was accomplished and the computers back up and running in one day with minimal inconvenience to the residents.

Nutrition Event – January 27, 2016

A nutrition event was held at the Cafe promenade on Wednesday, January 27 from 11:30am to 12:30pm. The event featured facts and recipes about root vegetables and their many benefits to your health. This is part of Clinical Nutrition's goal to provide Laguna Honda Community with healthy nutrition fairs.

Lunar New Year Event – February 10, 2016

Laguna Honda Campus hosted a Chinese (Lunar) New Year Event on Tuesday, February 10, 2016 at the Gerald Simon Theater at 2 pm. The Grant Avenue Follies performed a special musical performance and there was also a traditional Chinese Lion Dance. After the show, residents received the lucky red envelopes (lai see) that were contributed by the Friends of Laguna Honda, to wish everyone a Happy, Prosperous and Healthy Lunar New Year. The Laguna Honda Cafe offered a special Asian meal on that day. Approximately 25 residents had lunch with their family members.

African American History Month Event – February 23, 2016

Laguna Honda Campus hosted an African American History event in the Gerald Simon Theatre on Tuesday, February 23, 2015 at 2 pm. The event included special performances, history review and speakers. The Laguna Honda Cafeteria offered a special meal to commemorate African American History month. Approximately 125 residents and family members attended the event at Gerald Simon Auditorium.

Black History Celebration Conference – February 26, 2016

On Friday, February 26, 2016, the DPH Black History Planning Committee organized a Black History Celebration Conference featuring Dr. Joy Degruy and Dr. Ken Hardy who addressed the aftermath of historical trauma and today's societal need for racial humility. The event was held at the Gerald Simon Theater and a simulcast in Moran

Hall. Over 800 registered participants attended the event from 8:30 am to 5:30 pm. Acknowledgements to John Grimes and the DPH Black History Celebration Planning Committee who spearheaded the great event.

To assist with coordination and resource management, a HICS Command Center was set up in Administration to follow up on issues that may have arisen during the event. The Command Center was open from 7:30 am to 6 pm.

Tree Planting Ceremony – January 28, 2016

A Tree Planting Ceremony was held on Thursday, January 28th, next to the Virginia Leishman Farm area. Laguna Honda was chosen to receive 26 new trees as part of a community grant in collaboration with Pollinator Partnership. The trees include Bay Area natives such as Bigleaf Maple, California Bay Laurel, Islais Cherry, and Blue Blossom Ceanothus.

These trees were strategically planted throughout the campus and will be a welcomed addition. The community grant for these trees was developed by the San Francisco Bay Area Super Bowl Host Committee. All attendees were encouraged to wear apparel representing their favorite National Football League (NFL) team.

Activity Therapy Week

Activity Professionals Week was celebrated from January 17-23, 2016. This year the Laguna Honda Wellness and Activity Department celebrated its diversity by sharing with the community each activity therapist's background, what brought them to the post-acute community in San Francisco and what they do to maintain their own well-being by posting a bio in the Esplanade.

Visit from Japanese Nursing Students of Soka University - February 22, 2016

Eight nursing students from Japan's Soka University visited Laguna Honda Hospital on Friday, February 22, 2016. This visit was coordinated by UCSF School of Nursing faculty, Gene Marie O'Connell (UCSF Nursing Faculty, former CEO of ZSFGH Trauma Center) and Dr. Beth Phoenix as part of a UCSF global nursing initiative. The purpose of the site visit was to hear from inter-disciplinary care team members, Laguna Honda Hospital's care delivery in many specialty areas, Advanced Practice Nurses Role in Post Acute Care, cultural, linguistic and holistic care. The students and faculty were amazed at the number of services we offer at Laguna Honda.

Two Years Smoke-Free Campus

Laguna Honda Hospital and Rehabilitation Center's vision statement is "building healthier lives as the leader in post-acute care". February 14, 2016 marked our second year anniversary of our effort to create a smoke-free campus for the health and well-being of campus residents and staff. Since becoming smoke-free in February of

2014, over 60 residents have managed to quit smoking, with the assistance and support of Laguna Honda's smoking cessation resources.

On February 12th, Laguna Honda celebrated the success of 20 current residents who have received smoking cessation resources and no longer smoke. Laguna Honda Executive Team presented each resident with a certificate of appreciation and a gift bag. The interdisciplinary Smoke Free Task Force continues to meet quarterly to evaluate and put forth improvement plans as needed to enhance resident well-being and safety.

Learning and Development

Open Door Forum regarding IMPACT Act – February 2, 2016

On Tuesday, February 2, 2016 at 11:00 am, Centers for Medicare and Medicaid Services (CMS) hosted a special Open Door Forum Conference Call to provide information and solicit feedback pertaining to the Improving Medicare Post-Acute Care Transformation Act of 2014 (commonly referred to as the IMPACT Act).

The IMPACT Act mandates the standardization of patient assessment data across post-acute care settings including Skilled Nursing Facilities, Home Health Agencies, Inpatient Rehabilitation Facilities, and Long Term Care Hospitals in order to improve quality of care and quality of life.

Approximately 12 Exec Staff members and several other Hospital Leaders attended the Conference.

Integrated Physician Leadership Program

Designing a health care system that better meets societal needs provides a tremendous opportunity for meaningful change. Inspiring and developing physician leaders are key strategies to catalyze these efforts during dynamic times. As an example, Dr. Yifang Qian, LHH Chief of Psychiatry, has recently graduated from the UCSF Institute for Physician Leadership (IPL) program. UCSF IPL was a year-long, immersive experience that teaches physician leaders change management, working with and through others, and implementing an organizationally aligned improvement initiative. Please join us in congratulating Dr. Qian on completing this leadership program.

Domestic Violence Liaison Training

On October 22, 2015, Centralized Call Center Agent Natalie Aragon attended a Domestic Violence Liaison Training; organized by the Department on the Status of Women. The purpose of the training was to educate select city employees on how to offer support to fellow co-workers who are survivors of domestic violence (DV). More

specifically, the training explained how a liaison could recognize when a co-worker may be experiencing domestic violence and how to support a co-worker who needs assistance.

Natalie also learned of the various Family Violence Resources throughout San Francisco in preparation for referring co-workers to the professionals who can assist them. The purpose of the training was to educate city employees on how to be a liaison to Domestic Violence resources and trained professionals, not how to become a domestic violence counselor.

The Domestic Violence Liaison program should be up and running some time in November when an e-mail will be sent out to all city employees to announce the start of the program. Natalie will be one of 43 liaisons from various city departments ranging from Adult Probation to Treasurer and Tax Collector. The Domestic Violence liaison's contact information will be e-mailed to every city employee, which will provide co-workers with direct access to Domestic Violence survivor help and support. Moving forward, there will be ongoing trainings and discussion to evaluate how the program is working as well as to assess the effectiveness.

Interpreter Training

Mario Rivera from the Centralized Call Center successfully completed the Community Interpreter training program sponsored by the Office of Civic Engagement and Immigrant Affairs (OCEIA). Mario is one of two Department of Public Health employees who attended the weeklong training session from November 16-20, 2015.

Each year, OCEIA provides free language access training and resources to City departments and community-based organizations, including a professional Community Interpreter Training delivered by Cross-Cultural Communications, an internationally recognized expert.

Recognition

Employees of the Month

February's employee of the month is Maria (Rally) De Vera. Rally joined the San Francisco Department of Public Health (SFDPH) about a year ago, working in the Information Systems group. Prior to joining the SFDPH, she worked in managing Pharmacy Administration & Compliance for Safeway—spanning 1700 Safeway pharmacies across the U.S. In the short time she's been here with the department, Rally has learned various patient data systems and has been an invaluable asset to Laguna Honda Campus's need for data. We have used the data that Rally has pulled from various programs to analyze and improve patient flow efforts as well as centers of excellence program enhancements. Rally is customer focused, accessible and helpful by spending the time to understand the type of information we need.

Rally's ability to work with us at Laguna Honda has allowed us to meet timelines, provide adequate time in analyzing information from Invision, and has also helped lead the change in HIS from a dot matrix printer to a state of the art printing system for improving HIS workflows. Rally was born and raised in Pangasinan, Philippines. She majored in accounting there and later studied at the California State University of East Bay with a minor in Economics. She has three daughters and a Schnauzer dog named Pork Chop. In her free time, she enjoys engaging in art & craft type activities such as painting landscape scenery. Aside from art, Rally also enjoys music and find herself playing piano scores by Bach and Tchaikovsky in her home.

March's employee of the month is Tai Quach from Facilities. With minimal direction or oversight Tai was able to completely reorganize how wheelchairs are stored on D3. By taking this initiative, Rehab and Nursing were able to improve how ultimate walkers are stored, issued to patients and maintained, freeing up storage space on treatment units and streamlining process for issuing and maintaining ultimate walkers which should improve patient care and allow for more efficiency in nursing and rehab.

Tai has done a fantastic job collaborating with Nursing and Rehab with the reorganization of wheelchair and ultimate walker storage on D3. His dedication, attention to detail, organization skills and "can do" attitude is appreciated by all.

The Environmental Services (EVS) Department also selects an employee of the month. EVS's honorary employee of the month for November is Rico Garcia and for December is Brian Hinze. They were chosen for their great customer service, attention to detail and for being team players.

Performance Improvement

Laguna Honda Residents Council (RC)

The LHH Residents' Council (RC) is an activity that is mandated by Title 22, but dynamically supported by the hospital in several ways. RC meets monthly in the art studio and officers are selected via votes in an annual basis. In addition to the RC meetings, LHH has implemented neighborhood meetings. Each neighborhood (unit) meets with residents and staff at least once a month to address neighborhood/community concerns and provide education or follow up on issues/concerns raised at the meetings. Minutes from these meetings are reviewed by the RC to see if any issues should be addressed at a higher level during the council meeting. Quarterly, the officers of the council are invited to meet with the executive staff to review any outstanding issues and problem solve solutions. A summary of Residents Council issues that the RC participants and hospital staff worked on collaboratively in 2015 is attached for your review.

IT/IS Projects

The IT Projects Oversight Committee was created in 2015 to compile, prioritize, track, problem solve barriers and provide support for successful implementation of information technology/systems at the Laguna Honda campus. Meeting twice a month, the committee is comprised of representatives from IT, Nursing, Operations, Administration and other City or DPH departments as needed. An IT Project Manager is assigned to the committee, who tracks and coordinates the projects and resources. I am pleased to share with the JCC the committee's project accomplishments in 2015.

Acknowledgements to the following team members who worked together to deliver IT/IS results:

FY 14-15 Baseline Dashboards for True North Metrics: Safety

Laguna Honda continues to develop performance and quality improvement measures that align with San Francisco Health Network True North Metrics. We are also using Tableau software to develop dashboards that allow us to track and monitor our metrics. We previously presented draft dashboards related to Financial Stewardship and Care Experience. Attached is the new draft version for Safety.

Attachments

Salary Variance Report

Gift Fund Report

2015 IT Accomplishments Report

2015 Residents Council Report

True North Metric Safety Dashboard Draft

Health at Home Annual Report Presentation

General Acute Care Relicensing Presentation

Hospital-Wide Policies and Procedures for Approval



1st Floor Corridor Project



Nutrition Event



Lunar New Year



African American History
Month Event



Campus Community
Activities and Events



Black History Celebration Conference



Tree Planting Ceremony



Activity Therapy Week



Employees of the Month

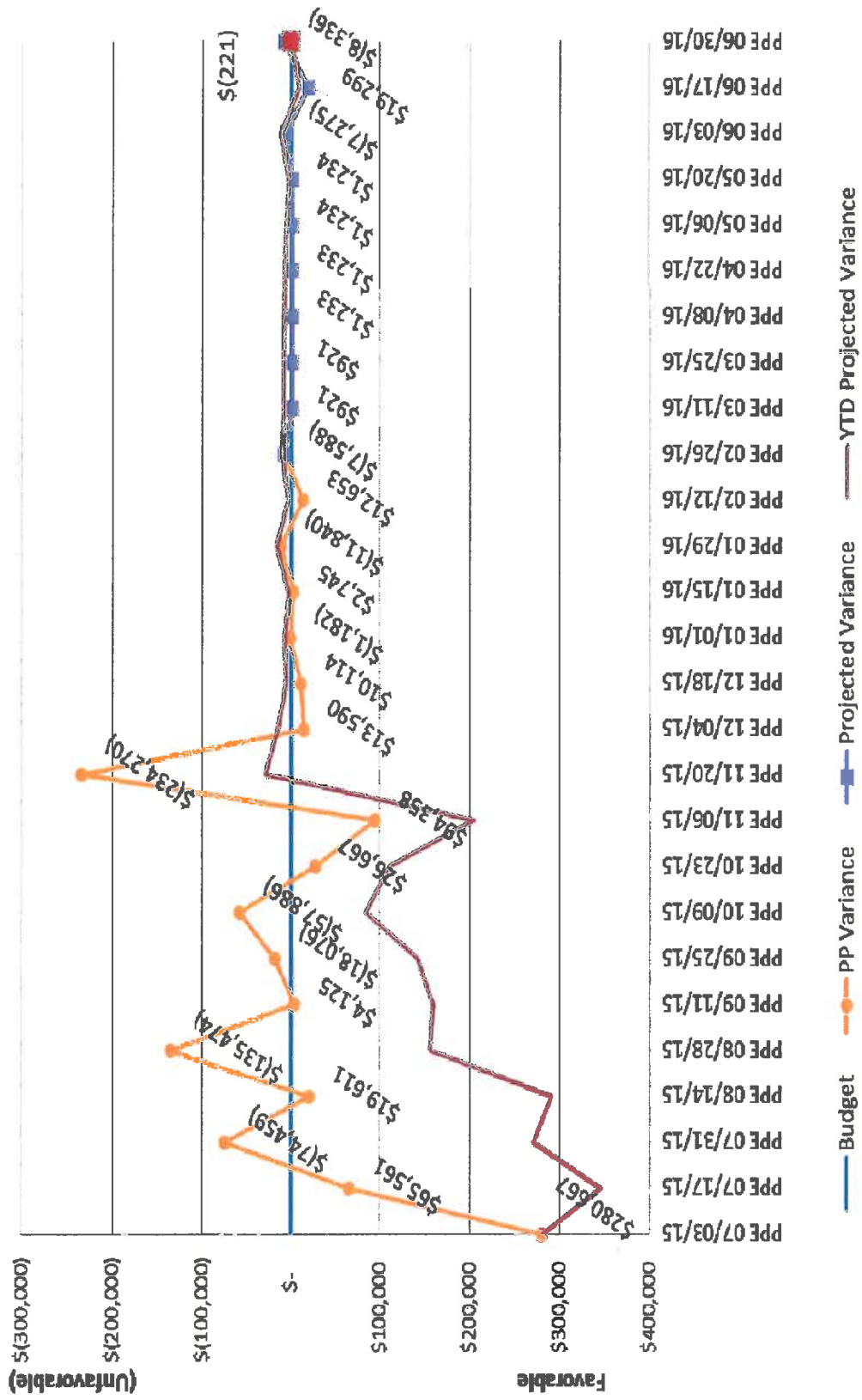
Maria De Vera (Feb.)

Tai Quach (Mar.)



Events and
Recognition

FY15-16 Variance Between Salary Expenditure and Budget by Pay Period (PP) and Year to Date (YTD)



Laguna Honda Hospital
STATEMENT OF REVENUE AND EXPENSES
 Period Ending: December 31, 2015
 (In Thousands of Dollars)
Health Commission Report

YEAR-TO-DATE					ANNUAL				
	Projection	Budget	Fav/(Unfav) Variance	% Var		Projection	Budget	Fav/(Unfav) Variance	% Var
	NET PATIENT SERVICE REVENUE:								
1	62,580	60,449	2,131	3.5%	1	148,956	144,209	4,748	3.3%
2	3,799	4,214	(414)	-9.8%	2	9,058	10,052	(994)	-9.9%
3	78	147	(69)	-46.9%	3	185	350	(165)	-47.1%
4	-	-	-	0.0%	4	-	-	-	0.0%
5	66,457	64,810	1,648	2.5%	5	158,200	154,611	3,588	2.3%
6					6				
7					7				
8	-	-	-	n/a	8	-	-	-	n/a
9	-	-	-	n/a	9	-	-	-	n/a
10	-	-	-	n/a	10	-	-	-	n/a
11	-	-	-	n/a	11	-	-	-	n/a
12	-	-	-	n/a	12	-	-	-	n/a
13	-	-	-	n/a	13	-	-	-	n/a
14	-	-	-	n/a	14	-	-	-	n/a
15	-	-	-	n/a	15	-	-	-	n/a
16	-	-	-	n/a	16	-	-	-	n/a
17	-	-	-	n/a	17	-	-	-	n/a
18	464	352	112	31.9%	18	1,113	844	269	31.9%
19	96	96	(0)	0.0%	19	230	230	(0)	0.0%
20	4,232	4,341	(110)	-2.5%	20	10,156	10,419	(264)	-2.5%
21	4,246	4,246	-	n/a	21	10,189	10,189	-	n/a
22	9,037	9,034	2	0.0%	22	21,688	21,682	6	0.0%
23					23				
24	75,494	73,844	1,650	2.2%	24	179,887	176,293	3,594	2.0%
25					25				
26					26				
27	50,607	50,477	(130)	-0.3%	27	130,394	130,263	(131)	-0.1%
28	21,960	21,839	(121)	-0.6%	28	56,359	56,359	-	n/a
29	2,764	5,189	2,426	46.7%	29	12,455	12,455	-	n/a
30	7,506	9,363	1,857	19.8%	30	22,471	22,471	-	n/a
31	(1,062)	861	1,923	223.4%	31	2,065.23	2,065	-	n/a
32	-	-	-	n/a	32	-	-	-	n/a
33	6,852	6,852	-	n/a	33	16,445	16,445	-	n/a
34	-	-	-	n/a	34	-	-	-	n/a
35	2,917	2,917	-	n/a	35	7,000	7,000	-	n/a
36	625	625	-	n/a	36	1,500	1,500	-	n/a
37	3,017	1,302	(1,714)	-131.6%	37	3,126	3,126	-	n/a
38	95,186	99,426	4,240	4.3%	38	251,815	251,684	(131)	-0.1%
39					39				
40	(19,692)	(25,582)	5,890	23.0%	40	(71,928)	(75,391)	3,463	4.6%
41					41				
42					42				
43	25,582	25,582	-	n/a	43	75,391	75,391	-	n/a
44	25,582	25,582	-	n/a	44	75,391	75,391	-	n/a
45					45				
46	5,890	0	5,890		46	3,463	0	3,463	

**Laguna Honda Hospital and Rehabilitation Center
Gift Fund
Draft Statement of Changes in Fund Balance
as of December 31, 2015**

Grant Code	Description	Program Monitor	Purpose/Infrnt	Beginning Balance 7/1/2015	Revenue (Donations & Interest/ Dividends) (+)	Expenditures (-)	Ending Balance 12/31/2015
1	HLACTH	Director of Therapeutic Activities	Activity Therapy program related expenses	15,981	200	-	16,181
2	HLADDY	LHH Adult Day Health Center	Adult Day Health Center program related expenses, e.g. special food and beverages, flowers and sundries for participants	1,428	-	-	1,428
3	HLAIDF	Nursing Director for Positive Care program	Positive Care program related expenses, e.g. special food and beverages, flowers and sundries for residents	5,583	-	2,350	3,233
4	HLASIA	Nursing Director for Chinese language focus program	Chinese language focus program related expenses, e.g. special food and beverages, Chinese newspaper, flowers and sundries for residents	2,932	-	-	2,932
5	HLDTIA	Nursing Director for Memory Care program	Memory Care (Dementia) program related expenses, e.g. special food and beverages, flowers and sundries for residents	31,666	281	2,008	29,940
6	HLGSHF	Director of Therapeutic Activities	Resident related expenses, e.g. special events, special food and beverages, flowers and sundries for residents	4,908	1,085	-	6,003
7	HLKNGT	Director of Therapeutic Activities	Resident related expenses and activities, e.g. musical entertainment, cultural celebrations, holiday meals, and outings to ballgames, concerts, and other civic events.	508,456	-	9,858	498,600
8	HLHSPC	Nursing Director for Palliative Care program	Palliative Care program related materials and supplies, e.g. special food and beverages, flowers and sundries for residents	35,778	400	5,978	30,198
9	HLMGFT S4	Director of Therapeutic Activities	South 4 resident related expenses, e.g. special events, special food and beverages, flowers and sundries for residents	1,008	-	-	1,008
10	HLMGFT SA	Chief of Psychiatry	SATS program related expenses, e.g. special food and beverages, flowers and sundries for residents	2,821	-	588	2,233
11	HLMHQ	Director of Therapeutic Activities	Resident related expenses, e.g. special food and beverages, flowers and sundries for residents	54,125	-	8,946	45,179
12	HLNEIL	Chief Financial Officer	Donations in the name of our patient Robert F. Neil at CES.	4,223	-	-	4,223
13	HLRFWY	Chief Dietitian	1. Senior Cooking w/Kids Program 2. Cultural Nutrition Program	14,755	-	-	14,755
14	HLTBIG	Chief of Psychiatry	Traumatic Brain Injury Group related expenses, e.g. special food and beverages	512	-	-	512
15	HLXPRF	Director of Therapeutic Activities	Bus trips for residents, evening and weekend outings (majority funded by The Friends of Laguna Honda)	72,088	31,303	28,738	74,634
16	HLROLS	Nursing Director for Palliative Care program	To benefit end-of-life programs hospital-wide	400,248	-	-	400,248
17	HLTECH	Assistive Technology Programs	To purchase assistive technology services and equipment for residents	-	100,000	-	100,000
18A	HLMISC	Miscellaneous Gift Fund	Resident related expenses, e.g. special events, special food and beverages, flowers and sundries for residents	52,130 *	11,464	23,805	39,789
18	HLLENA	William Lenahan	Donated stocks and earned interests/dividends	1,263,723	31,870	-	1,295,592
19	HLMLWS	Marie Lewis	Donated stocks and earned interests/dividends	237,523	87,552	-	325,075
				TOTAL	2,709,862	82,288	2,891,769
					(145,710)		
				Unrealized Gain/Loss (2)			
				GRAND TOTAL (including Unrealized Gain/Loss (2))	118,455	82,288	2,891,769

(1) FAMIS Book Value: Donated stocks recorded at their fair market value at the date of the gift.
(2) Unrealized Gain/Loss was the difference between FAMIS Book Value of the gift fund stocks and their fair market value as of June 30 of each fiscal year.
The accounting entries for Unrealized Gain/Loss are usually made on June 30 and reversed on July 1 of each year.

**Laguna Honda Hospital and Rehabilitation Center
Gift Fund**

**Draft Report by Revenue Source and Expense Type
as of December 31, 2015**

Revenue Summary:	
Dividends / Interests	\$ 9,746
Gain on Sale of Stock	\$ 116,495
Donations from Friends of Laguna Honda	\$ 31,303
Other Donations	\$ 106,622
TOTAL	\$ 264,165

Expenditure Summary:	
Art With Elders	\$ 9,856
Ball Games	
Entertainment	\$ 8,946
Hospital wide Special Events	\$ 12,279
Miscellaneous for Patients' Benefit	\$ 2,191
Outings - Restaurants, Movies, Admission Tickets	\$ 9,254
Palliative Care Program Events	\$ 5,978
Positive Care Program Events	\$ 2,350
SATS Program	\$ 588
Special Food & Beverages provided w/ Resident Activities	\$ 9,335
Neighborhood Money Program	\$ 14,984
Supplies, Game Prizes	\$ 4,500
Memory Care Program	\$ 2,008
TOTAL	\$ 82,268



Laguna Honda Campus IT/IS Accomplishments for 2015

IT Projects Oversight Committee Charter: To compile, prioritize, track, problem solve barriers and provide support for successful implementation of information technology/systems at the Laguna Honda campus.

Plan:

In 2015, an opportunity existed to realign interdepartmental team members' effort by working together on prioritized IT/IS projects, thus creating synergy and coordinating schedules to accomplish prioritized tasks. The IT Projects Oversight Committee is comprised of representatives from IT, Nursing, Operations, Administration and other City or DPH departments as needed. The committee meets twice a month, with ad hoc meetings scheduled when needed. An IT Project Manager is assigned to the committee, who tracks and coordinates the projects and resources.

The following list is a summary of IT/IS projects completed in 2015:

2015 Projects	Description	Benefit/Impact
Call Center	<ul style="list-style-type: none"> ● Rolled-out and assisted in Call Center opening. First-ever Call Center for DPH and VoIP System at LHH. Consolidation of five clinics' call centers into one Call Center. 	Priority for SFHN, provides customer service for SFHN clients
Spectralink Phones	<ul style="list-style-type: none"> ● Managed deployment of 100 Spectralink phones 	Provides for staff satisfaction, as nursing staff were sharing phones; supports prompt customer service
Server Improvements/ Replacements	<ul style="list-style-type: none"> ● Migrated NurseCall Liaison Server to new server ● Completed LHHSIEM-APOGEE – Stabilized the building management system ● Completed ADT server rebuild and Applications move over ● Completed Cluster Servers “Microsoft” printer driver’s decreasing outages and decreased disruptions to Operations ● Completed OAI Server and Switch port reconfiguration ● Completed Server equipment inventory ● Completed JCI-METASYS220 server build – Stabilized the building management system 	Enhancements of servers provides systems stability, increasing server performance, reducing disruptions in patient care and operations

2015 Projects	Description	Benefit/Impact
Dental Clinic	<ul style="list-style-type: none"> Implemented LHH Dental Clinic Pano Xray 	Provides for better care experience and reduced costs from sending LHH patients to SFGH for dental pano xrays
Renovation and Relocation (Coordination of IT components/ activities)	<ul style="list-style-type: none"> Renovated and relocated Social Services – Managed the IT tasks for 35 people Relocated Computer Lab (A-300) to the New Computer Lab (H Wing); Set-up Temporary Training Rooms (B102 and old Computer Lab); – Contributed to the training needs of 500 employees for eCW implementation. Set-up Temporary Training Rooms at B-102 & B-104 - Contributed to the training needs of 500 employees on eCW implementation Managed New Computer Lab relocation - Contributed to the training needs of 500 employees on eCW implementation Coordinated Payroll Department move Managed renovation and relocation of Nutrition Services to B-400 Managed relocation of LHH Command Center – Contributed to LHH emergency disaster preparedness Managed Volunteer’s Room renovation Coordinated renovations of A-203, A-204, and IT Conference Room for IT Field Services 	Provides for improved workspace and workstations for staff, including a refreshed computer training center and the campus’ command center
Other Technology Projects	<ul style="list-style-type: none"> Coordinated wiring from E-3 to A-3211 IDF and C-5 to C-2 – Improved desktop and network connectivity and performance Moved A-200 Core Switch to H-3 – Reduced disruptions to operations and reduce footprint, simplify remodel of old hospital and eliminated the need for large UPS. Completed Multi-Function Device (MFD) 20 Printer Rollout 	Provides for improved desktop, network connectivity and performance, and workflows for staff

Active team members include the following: Liz Vonderheiden (Project Manager), Michelle Fouts (CMIO), Madonna Valencia, Craig Chandler, Diana Kenyon, Monique Decharat, Wai Tsui, John Grimes, Jeff Jorgenson, Debbie Tam, Jan Voorsluys, Frank Gines and Mivic Hirose.

Act:

There was great benefit in the realignment and collaboration of interdepartmental resources for managing and achieving completion of IT/IS projects. The IT Projects Oversight Committee will continue as part of Laguna Honda’s management system in delivering project implementation results.

Submitted by Liz Vonderheiden, PMP, ITIL, Six Sigma Green Belt, Information Systems and Michelle Fouts, PharmD, BCPS, CGP, Pharmacy Director and Chief Medical Informatics Officer. February 26, 2016



Laguna Honda Hospital and Rehabilitation Center 2015 Residents Council Meetings Summary Report

Residents' Council Charter: The Activity Therapy Department is primarily responsible for facilitating Residents' Council meetings to ensure that concerns about policy and operational issues affecting resident care and life at Laguna Honda are addressed. The Residents' Council's purpose are to: 1) to provide an effective forum for residents to participate in policy and operational decisions that affect resident care and life at Laguna Honda and 2) to assist Residents' Council through their meetings to be an effective voice that promotes the maintenance or enhancement of each resident's quality of life.

Plan:

The LHH Residents' Council (RC) is an activity that is mandated by Title 22, but dynamically supported by the hospital in several ways. RC meets monthly in the art studio and officers are selected via votes in an annual basis. In addition to the RC meetings, LHH has implemented neighborhood meetings. Each neighborhood (unit) meets with residents and staff at least once a month to address neighborhood/community concerns and provide education or follow up on issues/concerns raised at the meetings. Minutes from these meetings are reviewed by the RC to see if any issues should be addressed at a higher level during the council meeting. Quarterly, the officers of the council are invited to meet with the executive staff to review any outstanding issues and problem solve solutions.

Staff support each council meeting by attending and we'd like to acknowledge Jacky Spencer-Davis and Donna D'Cruz for their participation. Through the leadership of Cho Tai, the Activity Therapy Supervisor, who acted as the council's facilitator, has assisted in developing residents leadership abilities, the hospitals overall support to the residents and improved communication between neighborhoods, the council, and administration. In 2015, the council lost a long standing officer. He was a strong presence on the board and leaves behind a big pair of shoes to fill.

2016 is lined up to be a transitional time for the council. A new facilitator, Emeterio Garcia, Activity Therapy Supervisor and a number of new board members to be voted in come the summer, there will be room for growth. Residents have demonstrated interest in educational projects and increasing participation in the council.

The following list is a summary of Residents' Council issues that the RC participants and hospital staff worked on collaboratively in 2015:

Parking	Call Lights	Consistent Float Staff	Library and Café Grill	Education
The campus parking policy and procedure was revised.	Nursing department prioritized hiring vacant positions.	Nursing department has implemented small tests of changes at various neighborhoods to provide consistent assignments on the neighborhoods.	Library carpet was scheduled on a quarterly basis. Carpet was replaced in January 2016.	Resident room and relocations policy and procedure was reviewed at the RC meeting.
Parking permits for staff were updated.	Storage increased by benefited time off, mandatory training for process transitions		The daily newspapers will be attached to "sticks" to reduce the likelihood of them being taken by visitors out of the library.	Resident mail handling and process was reviewed at the RC meeting.
Visitor parking was increased.	Spectralink phones upgrades were listed on the IT/IS Projects list.		Café grill was reopened after a short closure related to operations.	Resident WiFi Access procedure was reviewed at the RC meeting. Waxing schedules were reviewed at the RC meetings. MUNI schedule info, especially weekends, were reviewed at the RC meeting.

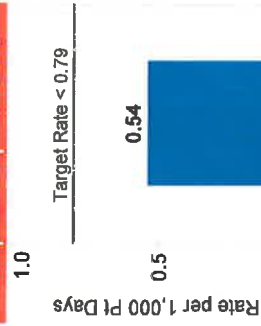
Submitted by Christine Hanson, Director of Wellness and Therapeutic Activities

February 26, 2016

LHH SAFETY DASHBOARD

Fiscal Year 2014-2015 Summary

Hospital-Acquired UTIs

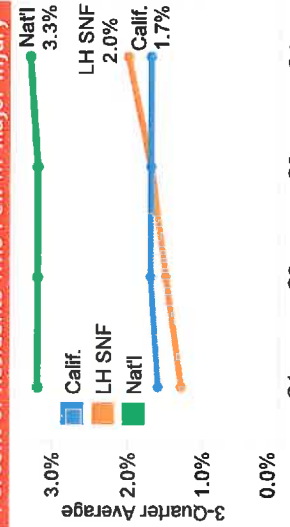


Target was met. Target is last FY's rate.

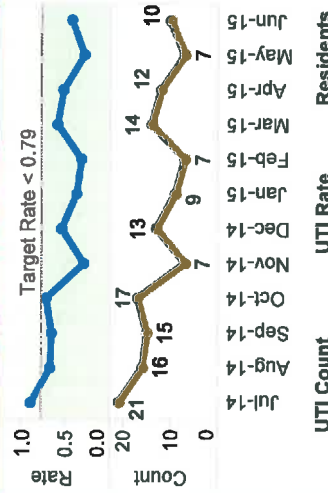
Recordable Injury Rate



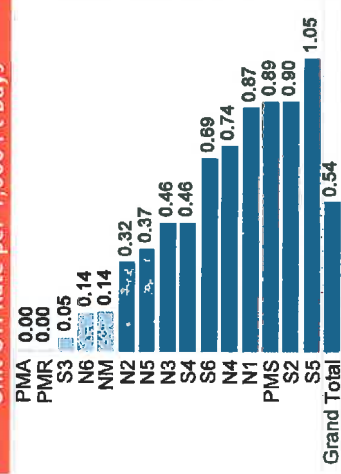
Percent of Residents Who Fell w/ Major Injury



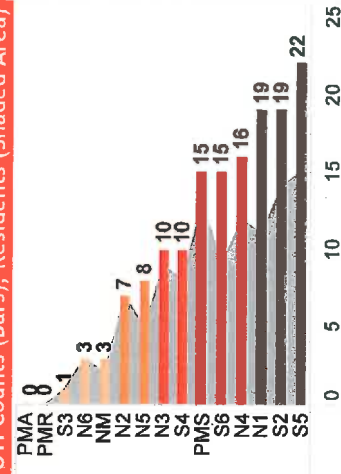
UTI Rates & Counts



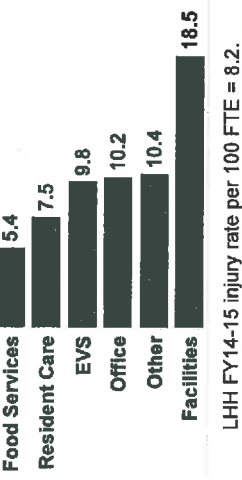
Unit UTI Rate per 1,000 Pt Days



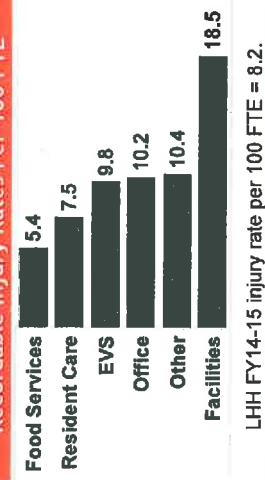
UTI Counts (Bars); Residents (Shaded Area)



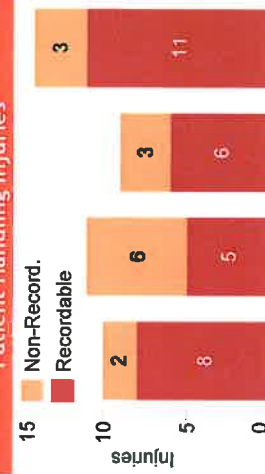
Employee Injuries



Recordable Injury Rates Per 100 FTE



Patient Handling Injuries



Workplace Violence Reports



Employee Injury Counts

Recordable	Non-Recordable	Grand Total
102	119	221

Employee Injury Counts

Verbal	Physical	Grand Total
4	37	41

Note: Recordable injury rates are calculated using productive FTE based on the OSHA definition of 2,000 work hours per year. Dashboard last updated: March 4, 2016