



# Laguna Honda Hospital and Rehabilitation Center

ANNUAL REPORT

FISCAL YEAR 2016-2017



San Francisco Health Network  
Laguna Honda Hospital  
and Rehabilitation Center

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# ABOUT LAGUNA HONDA

## Our Mission

To provide a welcoming, therapeutic, and healing environment that promotes the individual's health and well-being.

## Our Vision

To build healthier lives as the leader in post-acute care.

## Our Strategic Goals



Communication



Cultural Humility



Centers of Excellence



Philanthropy



Technology

## Our Values

Resident Centered Care  
Compassion  
Professionalism  
Competency  
Teamwork  
Collaboration  
Integrity  
Communication

## San Francisco Health Network

Laguna Honda Hospital and Rehabilitation Center is part of the San Francisco Health Network, the Department of Public Health's integrated delivery system of care. The San Francisco Health Network was launched July 2014 as San Francisco's first complete system of care with the goal of improving value of services provided to patients, staff and all San Franciscans.

The mission of San Francisco Health Network is we provide high quality healthcare that enables all San Franciscans to live vibrant healthy lives.

The vision of San Francisco Health Network is to be every San Franciscan's first choice for healthcare and well-being.

# EXECUTIVE ADMINISTRATOR MESSAGE

## Leader of the PAC

Laguna Honda Hospital and Rehabilitation Center (Laguna Honda) is a civic icon located in the heart of the City. Our organization represents an unwavering public health commitment to provide care for the elderly and senior adults since 1866. 2016 was truly special, as the hospital celebrated 150 years of dedicated and compassion service. The sesquicentennial anniversary afforded residents, staff, volunteers, public officials and most importantly, the City's public members, an opportunity to reflect on the humble beginnings of Laguna Honda as an almshouse while looking forward to our future as the leader in post-acute care.

There were 1,179 residents who received specialized skilled nursing care and or rehabilitative therapy services at Laguna Honda this past year. All residents come from diverse backgrounds and have different clinical needs. But through the hard work of more than 1,600 clinical, operational and administrative staff working in interdisciplinary teams, the residents are positioned to achieve their desired outcomes. This is made possible by our philosophy of having a healing environment, where the entire living and working community is welcoming and inclusive with one another.

Beyond the walls of the hospital community, there remains uncertainty on healthcare legislation that will undoubtedly impact Laguna Honda. What we do know is that emphasis on value is now higher than ever. That is why we have embarked on a Lean Transformation using effective management and operating principles to enhance the delivery of clinical programs and services. More importantly, this journey allows us to becoming a learning organization seeking ways to continuously improve and uphold our mission and vision.

This report highlights our accomplishments related to clinical delivery, campus events, and operational excellences during fiscal year 2016-2017.

On behalf of the Laguna Honda community, I am honored and privileged to contribute as part of the San Francisco Health Network and the Department of Public Health. We are all public stewards of the City's resources and are committed to building a robust system of care for all San Franciscans. I am thankful for our partnering city agencies and philanthropic partners for their collaboration with Laguna Honda. Lastly, I want to acknowledge the people of San Francisco for their support over the last 150 years and going forward. Your support of our work and trust in our organization to lead post-acute care for our city motivates us to be the best.

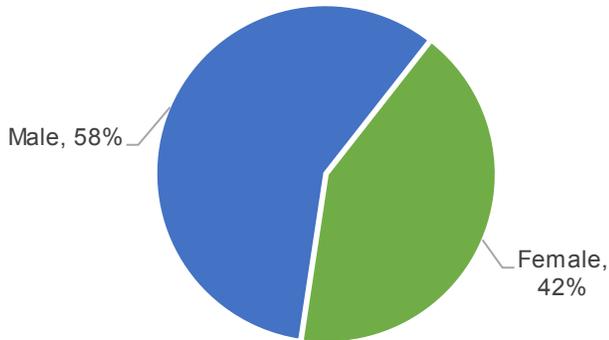


**Mivic Hirose, RN, BSN, CNS**  
**Executive Administrator**

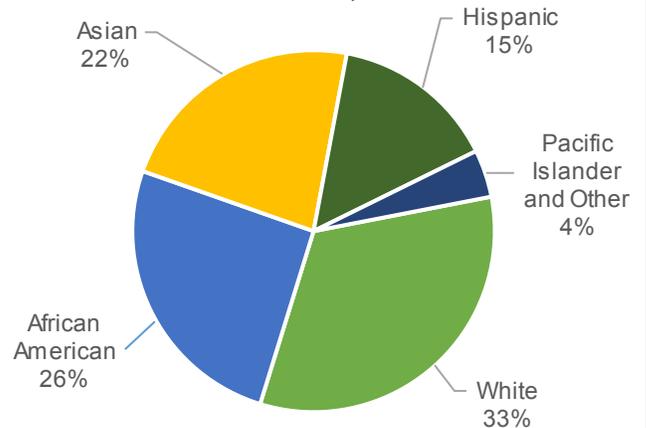
A handwritten signature in black ink that reads "Mivic".

# RESIDENT DEMOGRAPHICS

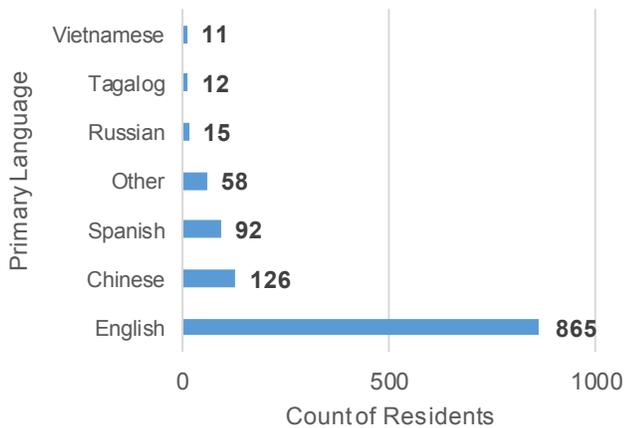
**Residents by Gender**  
n=1,179



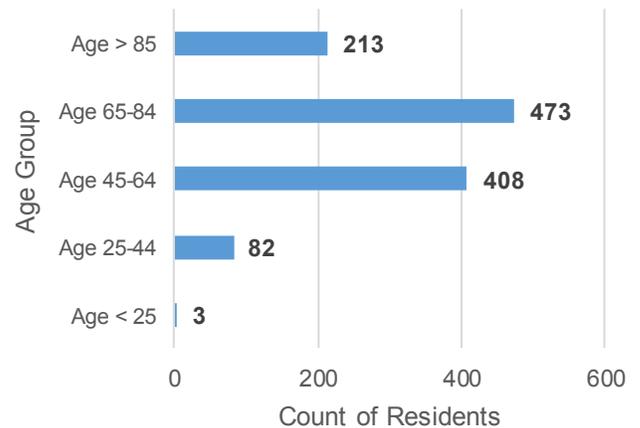
**Residents by Race**  
n=1,179



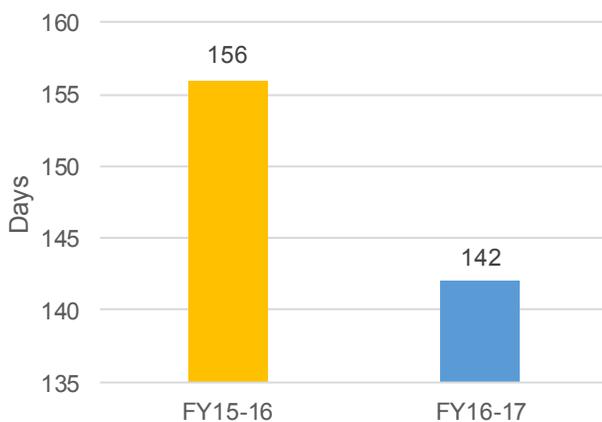
**Residents by Primary Language**  
n=1,179



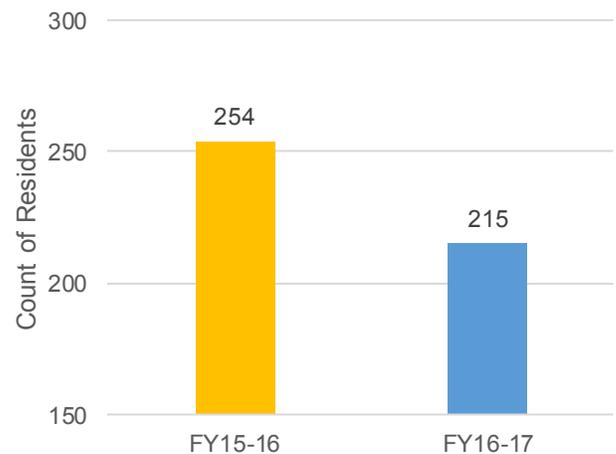
**Residents by Age Group**  
n=1,179



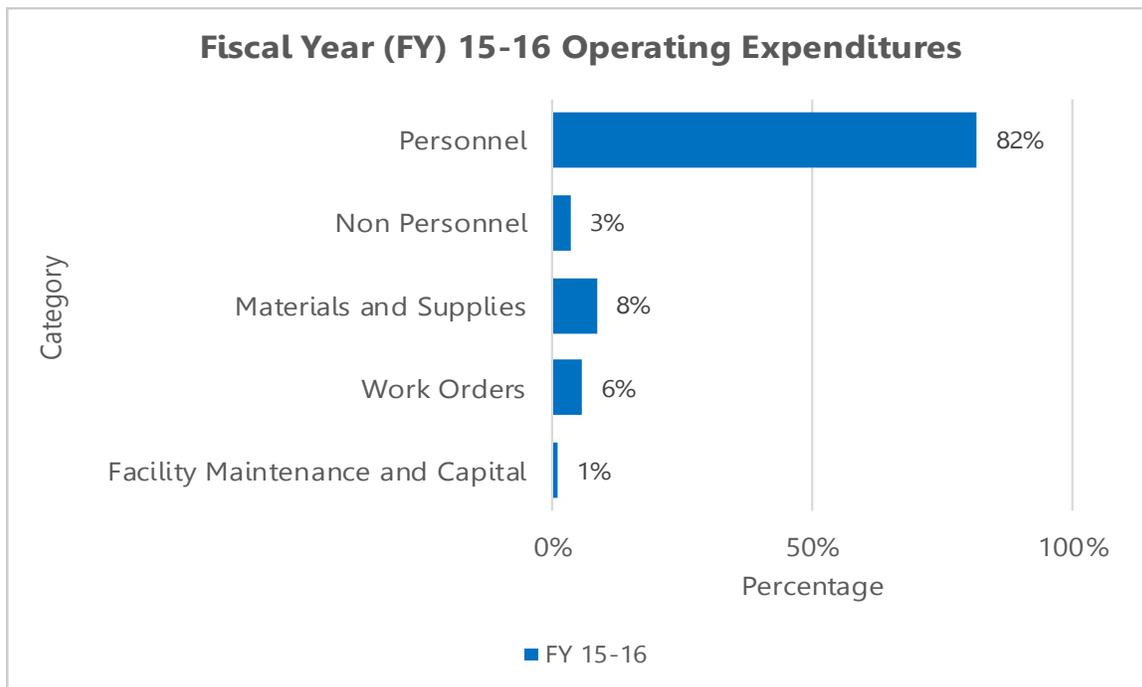
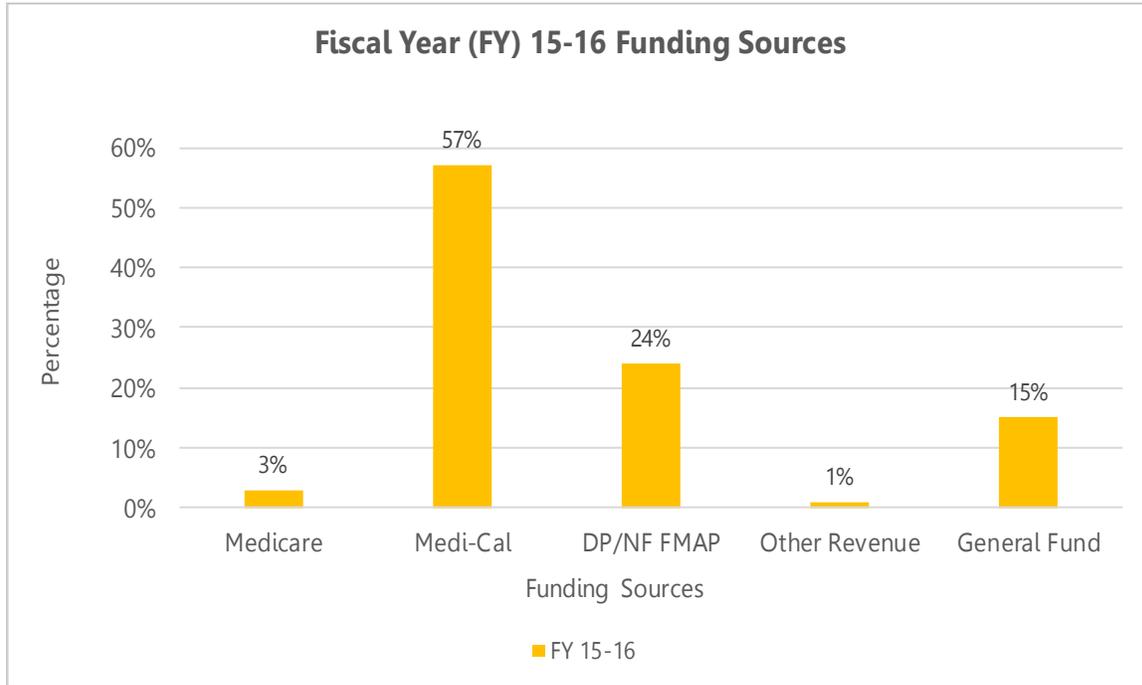
**Average Length of Stay for Community Discharges**  
n=298



**Community Discharges**  
n=469



# FINANCIAL STATEMENT



Categories	Facility Maintenance and Capital	Work Orders	Materials and Supplies	Personnel	Non Personnel	Total
<b>FY 2015-2016</b>	\$1,999,421	\$13,059,424	\$19,475,672	\$187,779,643	\$7,956,897	<b>\$230,271,057</b>

# HIGHLIGHTS FROM FISCAL YEAR 2016-2017

## CARE DELIVERY

### Real Initiative

Laguna Honda is participating in the Race, Ethnicity and Language (R.E.A.L.) initiative, which began on January 31, 2017. This initiative will help Laguna Honda provide culturally and competent care services to all San Franciscans by continuing to better understand who we serve. The Admissions and Eligibility Department staff have operationalized this effort by proactively asking residents and patients to voluntarily provide these demographic information at the point of admission. All collected information remains private and declining to answer does not impact the quality of care received. Display signs have been translated into the Language Access Ordinance's identified 5 threshold languages to notify the public of this effort.

### Ambassadors Program

One of the hospital's strategic goals is to build a successful and sustainable philanthropy program. As part of that effort, Laguna Honda plans to increase the number of Laguna Honda community members who are ambassadors and promote the mission, vision and values of Laguna Honda.

This approach was utilized back in 2010 to help disseminate information to the staff about the move to the new Laguna Honda. The ambassadors program is being brought back, this time to spread the word about the good work happening at Laguna Honda. While all of staff represent the hospital, the Ambassadors program will be an organized and on-going program. Training will be provided to staff who want to be part of this program to familiarize them with all aspects of the hospital's operations so that they can answer any question. Once trained, those staff will be called upon to conduct special hospital tours and to make presentations to community groups and businesses. The Ambassadors will interact with staff, residents, visitors, and members of the general public on an informal basis. William Frazier is the first ambassador and will be leading the efforts along with support from Jennifer Carton-Wade and Quoc Nguyen.

### Medical Clown Project

The Smithsonian Institution Folklife Website featured the Bay Area's Medical Clown Project. The Medical Clown Project began providing services on dementia focused units at Laguna Honda Hospital in 2013. The Medical Clown Project provides medical clown services at hospitals, long-term care facilities and elder day programs

throughout the bay area. The medical clowns have extensive clowning experience and specialized training in therapeutic medical clowning. The clowns are able to connect with the residents through music, humor, acrobatics and more. They bring joy and laughter that lasts far beyond the actual clowning visit. We have been fortunate to partner with the Medical Clown Projects as Laguna Honda residents with memory impairment have truly benefitted from their services.



*Medical Clowns at Laguna Honda Hospital*



*Medical Clowns Performing in Gerald Simon*

# HIGHLIGHTS FROM FISCAL YEAR 2016-2017

## **Dental Clinic goes Live with eCW**

Michelle Fouts, Crystal Figlietti and the IT Clinical Applications Team have been working with the Laguna Honda Dental Clinic group for several months for the transition to eCW. The Dental Clinic went live on the morning of May 16.

The expansion of dental to eCW is a step forward in having clinical information for Laguna Honda residents/SFHN clients available in once place. The Laguna Honda Primary Care providers and Dental providers have both been enthusiastically awaiting this expansion.

## **Resident Education Series**

As a new initiative this fiscal year, Nursing is coordinating a new education series for residents with ongoing sessions every Friday at 2pm in the Art Studio. Nursing and other care providers, including clinical nutrition, activity therapy, rehabilitation services (physical and occupational therapy) will be providing education to residents, guests and their families on a variety of topics to enhance their stay at Laguna Honda and to equip them with knowledge and skills in preparation for their discharge back to community.

This is an opportunity for participants to gain a better understanding of health and wellness related issues that impact their well-being while simultaneously encouraging a positive and healthy life-style. These unique sessions are designed to address resident centered care focused on their needs. The series began in July 2016 and has included a variety of topics such as hydration, diabetes and smoking cessation. Since the series began, residents have provided positive feedback as well as ideas for future topics.

# HIGHLIGHTS FROM FISCAL YEAR 2016-2017

## CAMPUS AND COMMUNITY

### Wheel-a-Thon Fundraising Event

The Activity Therapy Department sponsored a fund raising table outside of the Laguna Honda Café and hosted a Wheel-a-Thon event in Sutro Meadow on August 17, 2016, to raise funds for the Alzheimer Association. The Wheel-a-Thon participants included approximately 30 willing residents, hospital staff, family members and leadership students from Azusa Pacific University. All participants wheeled around Sutro Meadows at least twice before returning for refreshments and a souvenir Wheel-a-Thon button. This year's event raised \$735.00 for the Alzheimer's Association. Thank you to all of the residents, families, friends, and staff who participated and financially supported our Wheel-a-Thon this year.



*Wheel-a-Thon event in Sutro Meadow*

### 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.

### San Francisco AIDS Walk

Laguna Honda's Positive Care Unit residents on South 2 braved the cold weather on July 17 to participate in the annual San Francisco AIDS Walk. They were joined by Laguna Honda staff and volunteers where the team was able to raise more than \$1,100 for the SF AIDS Walk. This event benefits Project Inform, Ward 86 at ZSFG, Project Open Hand and HIV/AIDS programs and services throughout the Bay Area.



*Residents and Staff Participating in the AIDS Walk*

### Kansas State University Architecture Students Visit

On November 4th, a group of students from the Kansas State University Graduate School of Architecture came to visit the Laguna Honda Hospital. The students received a tour of the whole campus, with a special focus on how the design elements of the campus contribute to the holistic healing atmosphere of the hospital. Students enjoyed seeing the fusion of the old and new architecture and how the different art pieces contribute to the campus. They plan to bring what they learned at Laguna Honda into their future Architecture practices.



*Kansas State University's Student Visit*

# HIGHLIGHTS FROM FISCAL YEAR 2016-2017

## Library on Wheels

Once a month, the San Francisco Public Library (SFPL) sends their Library on Wheels Bookmobile to Laguna Honda to provide a variety library services to our residents and staff. This particular Bookmobile is wheelchair-accessible and allows our residents to board the vehicle to browse their collection of books, DVDs, music CDs, audiobooks, etc. If a resident is not able to find what they're looking for, they have the option of ordering books online through SFPL and having the Bookmobile deliver their order the following trip. The Library on Wheels Bookmobile visits Laguna Honda every 1st Wednesday of the month from 10:30am – 11:30am and can be found at the main entrance of the new hospital.



*Inside the Library on Wheels Bookmobile*



*The Library on Wheels Bookmobile*

## The Labyrinth

A new digital labyrinth was unveiled in Gerald Simon Theater. Designed by Scottish artist, Jim Buchanan, the labyrinth will serve as a resource for residents, staff and visitors. It can be used to bring relaxation, enhance mindfulness and provide other health and wellness benefits. All staff members and residents are encouraged

to visit to understand how the labyrinth can play a positive role on care experience at Laguna Honda.



*Jim Buchanan explaining the Labyrinth*



*The Labyrinth in Gerald Simon*

## 2017 Pride Parade

The 2017 Pride Parade took place on Sunday, June 25th, 2017. Laguna Honda had several staff members and residents who marched and shuttled along the parade route as part of the Department of Public Health contingent.



*Pride Parade Bus*

# HIGHLIGHTS FROM FISCAL YEAR 2016-2017

## University of California, San Francisco Nursing Student Exchanges Come to LHH

Three nursing student exchange groups, two from South Korea (Chung Am and Ulsan Universities) and one from Japan (SOKA program) visited Laguna Honda in February and early March. All programs are affiliated with the UCSF School of Nursing program. In addition to tours of the facility, including the farm, the nursing students were treated to lectures from nurse leaders in the following areas: Geriatrics, Dementia Care, Palliative Care, Infection Control, and Chronic Disease Management. As a part of the exchange, nurse leaders were surprised to learn from the Chung Am University students that family members, not Nursing Assistants, were responsible for the bathing, dressing, and change of linens for their hospitalized loved ones. All participants were grateful for the time spent together and learning about different approaches to



*Nursing Students from Japan visit LHH*



*Nursing Students from South Korea visit LHH*

nursing care in both South Korea and Japan.

## Friends of Laguna Honda Holiday Show—December 9, 2016

The Friends of Laguna Honda Holiday Show returned for a second consecutive year in December 2016. Over a 100 residents, their families and Laguna Honda community attendees were treated to a variety of singing, dancing and other talent acts as well as a visit from Santa Claus himself.

The show kicked off the holiday season at Laguna Honda for residents, who were also treated to gifts of new clothing items and electronic devices, also courtesy of Friends of



*Friends of Laguna Honda Holiday Show*

Laguna Honda. Planning has already started for next year's show.

## Chinese New Year Event

At the Chinese New Year Festival, in front of a circle of Laguna Honda residents, two fierce dragons danced to a group of percussionists beating a drum and clanging cymbals all around a banner that reads, "SFDP Lion Dance Team: Gung hay fat choy!" ("Happy New Year!"). The dragons finished their performance by chasing a pole with a piece of kale and a gold envelop while they weaved in and out of happy, clapping staff and residents.

A traditional, melodic guzheng was plucked expertly to the delight of the crowd while a woman danced out to the center of the floor and banged on a gong to lure in more dancers including a woman draped in a gold dress and cape, another woman in all red with a large fan made of red feathers, and an assembly of women tap dancers wearing white tuxes and top hats keeping the rhythm alive with their feet. A magician came next pulling out meters and meters of scarves from a small top hat and then poured liquid into a newspaper only to later wring it out into a martini glass. The residents were enthralled and the event welcomed in the Chinese year of the rooster with lots of excitement.

# HIGHLIGHTS FROM FISCAL YEAR 2016-2017

## OPERATIONAL ENHANCEMENTS

### eMerge PeopleSoft ELM Upgrade Completed

As of September 1, 2016, HealthStream has been replaced by Enterprise Learning Management (eLM). eLM is used for online training for hospital-wide staff. Laguna Honda was the first DPH organization to transition to eLM and this was made possible through the collaborative work of DPH HR staff and Laguna Honda Nurse Educators.

The transition to eLM took place in the month of August where staff attended a 30-minute mandatory introductory training session that was held in the computer lab. The goal of the mandatory log-in sessions is to have a seamless transition from HealthStream (our former online training) to eLM. From August 2nd through August 31st, over 75 sessions were held.

### Lean Engagements: 5S

There were two 5S projects which focused on Laguna Honda's pharmacy as well as nursing stations on three separate neighborhoods. The pharmacy project was initiated by Director of Pharmacy, Michelle Fouts, and led by fellow pharmacists from ZSFG, David Smith and Swati Patel, who served as co-workshop leaders. Over the course of 3 days, a team helped carry out the principles of sorting, setting in ordering, shining, and standardizing through the entire pharmacy space. The reaction from pharmacy staff have been overwhelmingly positive and the team is sustaining the work through quality checks such as daily 5S audits led by Supervising Pharmacist, Susan Rosenberg.



Five Steps of 5S

The nursing station project was led by Ed Guina and nurse managers for South 2 (Sheryl Ronquillo), Pavilion Mezzanine SNF (Rowena Patel) and North 3 (Susan Duong). The team was aided by Rona Consulting as they worked to create a more efficient and less cluttered workspace that has high impact for both staff and resident satisfaction. This included labeling items and designating return spaces to help maintain a familiar working environment for staff who may float on multiple neighborhoods. This was a planned two-phase project that will resume in June 2017. It is anticipated that the three neighborhood nursing stations will become a model for other neighborhoods moving forward.

### Value Stream Mapping

Between November 28th and December 2nd, Laguna Honda Hospital took part in its first Value Stream Mapping exercise led by Rona Consulting Group. This Lean management approach included analysis of the current state of new admissions processes from start to end. Members of the Lean workshop observed five new admissions, followed 62 staff members and completed 24 interviews. These observations took place in 19 different departments.



Value Stream Mapping Team #1

After finishing the observations, the team made two different maps. The first on how the process works now and the second is an ideal future state of this process. The team identified potential wastes during this process and brainstormed different ways to solve them. By mapping our future state, the team created three kaizen-rapid improvement workshops, to focus on specific changes in the admission process which was presenting hospital-wide during the report out that Friday. The maps are available for hospital-wide viewing in Laguna Honda's visibility room, located on the third floor of Administration Building, across from Moran Hall.



Value Stream Mapping #1 Report Out in Moran Hall

# HIGHLIGHTS FROM FISCAL YEAR 2016-2017

## Kaizen #1– Pre-admission

The first Kaizen took place on February 6-10 when a small team, led by sponsor and Chief Nursing Officer Madonna Valencia, took a deep dive into the pre-admission process.



*Team Members from Kaizen #1-Pre-admission*

During the week-long workshop, the focus was “taking apart” a process and “making it better.” The Pre-admission process includes all activities that need to be completed before a patient arrives and is admitted at Laguna Honda. Throughout the week, we looked at our current processes and did rapid tests of change to find a better way of doing things. The team, consisting of staff from Nursing, Admissions and Eligibility, Medicine, Pharmacy, and Administration presented their accomplishments and plan of action to the Laguna Honda community as a report out on the last day.

Outcomes include:

1. A new admission application with admission criteria guidelines for skilled nursing;
2. Standardized screening process which allows for the screener to review applications sooner;
3. Standardized responses for referents with the status of the application; and,
4. Electronic notifications and shared electronic folders to help with internal communication.

## Kaizen #2– Clinical Assessment

The second Kaizen took place on April 17-21 with the Chief Medical Officer, Michael McShane as the sponsor. The rest of the team comprised of Resident Care Team (RCT) representatives including staff from Nursing, Rehabilitation, Activity Therapy, Clinical Nutrition, Social Services, Pharmacy and Medicine along with workshop leader Vincent Lee and team leader Mivic Hirose. The team performed Gemba walks (going to where the work happens) to observe care providers and residents in their natural settings. It became apparent that the current state process for conducting clinical assessments on new admissions took too long and featured too many different wastes. The team ran multiple experiments and came up with solutions that will help provide more value to new residents upon their admission.

This includes:

1. Sequential order and specific time frames for each RCT discipline to complete all clinical assessments within 48 hours.
2. Pharmacy completing initial chart prep prior to admission so that medications can be ordered and filled more quickly.
3. Creation of admission and resident kits to have commonly used items available.
4. Standard work write-ups for notifying teams of new admissions via page groups and improving the flow of shared information through huddles.

## Kaizen #3– Room Readiness

The third Kaizen took place on June 12-16 focusing on Room Readiness. With a high demand for beds, the organization decided it was necessary to review our processes of preparing rooms/beds for new admissions. The workshop was sponsored by Chief Operations Officer, John Grimes and was facilitated by workshop leaders Mivic Hirose and Elizabeth Schindler, along with team leaders Kate Durand and Vincent Lee. Other team participants included staff from Facilities, Environmental Services, and Nursing. During the week-long workshop, the team conducted waste walks in the neighborhoods and determined that the lack of standards and interdepartmental communication resulted in too many process delays when preparing vacant rooms.



*Team Members from Kaizen #3 in A3219*

Various tests were conducted throughout the week, and the team was able to develop the following solutions to help improve the process:

1. Created a new email distribution list with standard work to improve interdepartmental communication so that all appropriate departments would be notified when a discharge has occurred.
2. Created the future state work flow with standard work for Facility Services, EVS, and Nursing that outlined a clear sequence of steps to prepare a vacant room.
3. Developed a “Room Readiness” checklist that would be signed off by appropriate departments to ensure that a room was ready for a new admission and free of defects
4. Created visual cues for staff to recognize the status of a vacant room.

# RESIDENT STORIES

## Senator Al—the Caregiver

Born in Browerville, MN as the youngest of 12 children, Al joined the National Guard at 15 as a way to see the world and to serve his country. Shortly after enlisting, he was honorably discharged for being too young. He waited two years to re-joined the Air Force at 17. He served with the Military Chaplain in country which included the Korean War.

Finding his way into business after his military service, Al was very civic minded. His most notable contributions were helping to establish a food and clothing bank and serving on the board of North Hennepin Community College, one of Minnesota's largest and most diverse community colleges. His business and civil acumen were noticed and he was recruited to run for the state senate and won election.

As a Minnesota State Senator, Al says that he's proudest of four bills he sponsored and passed: rubella immunization of children, providing free throat cultures in schools, laws protecting consumers against banks' usury (i.e. high interest rates), and non-smoking laws that included banning smoking in the state capital building and establishing indoor non-smoking areas.

Later in life, Al focused his time and energies being a loving caregiver to his family including his mother-in-law Alice, wife Catherine, and son Bruce. After the sudden death of his son Bruce he came to San Francisco to join his son Markus, who sees Al at Laguna Honda three or four times a week.



## Robin and the Healing Power of Music

In the summer of 2017, Robin an English teacher with a lovely British accent, rediscovered soul music and a mindfulness technique to defend against his illness. Before bringing music back into his life, he relied on prescription medications that he said would work temporarily and then waver off. Now he uses music as an additional tool to combat his illness and restore a deeper sense of self and a reprieve from suffering.

Robin sang in elementary school and has always loved to sing.

Because of his past fondness for music, he connected with a music therapist intern Dorit. Together through 60 minute music therapy session, in which Dorit plays the guitar and Robin sings, Robin found himself enlivened in the present and able to block out unwanted distractions. Robin says that the singing restores his sense of self.

Because of the success of the music therapy, he discovered that he can use the healing power of music even during times when Dorit is unavailable, by inserting and singing along with a CD.

His favorite music is soul music including artists Lionel Richie and Luther Vandross. Dorit suggested to Robin that they could use and share their sessions with other residents and perform at the South 2 Luau in October. Robin agreed and performed five songs (two by Richie and three by Vandross). The duo plans to take their show on the road to perform for other neighborhoods and events in the future.

# RESIDENT STORIES

## IN MEMORIAM

### Virginia Leishman

Ms. Leishman, the hospital's former Chief Nursing Officer, was an important pioneer in Laguna Honda's history. Ms. Leishman began her career with the hospital in 1954 as a Director of Nursing. She led the Nursing Department with strong leadership, a vision for high quality of care, and voice of advocacy for resident quality of life.



Having a passion for animals, Ms. Leishman initiated and supported the development of a farm and garden on hospital grounds during the 1980s. In 2013, Ms. Leishman generously donated to enhance The Virginia Leishman Farm in its current location. Her generosity ensures that residents and families have continued access to our animal therapy and horticulture program.

Ms. Leishman retired from the Department of Public Health and Laguna Honda in 1997. Of the 44 years in her role as a public nurse leader, Ms. Leishman shepherd nursing care to thousands of San Franciscans needing post-acute care, and whose ages ranged from as young as 10 to over 100 years old.



A memorial celebrating the life of Virginia Leishman was held on September 21, 2017 in Moran Hall with all current and former staff who've worked with Ms. Leishman.

Virginia Leishman passed away on September 2, 2017.

### Dr. Isakson

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.

# STAFF RECOGNITION



# VOLUNTEER RECOGNITION



**STELLA CAO** is a staff member here at Laguna Honda Hospital and for the past 2 years has been a NODA (No One Dies Alone) Volunteer. NODA volunteers are on call and have a unique role as a volunteer, in that they come in and sit with people, when they are

dying. Many of our residents are at the end of life, here and no longer have family or friends to be with them at the final stage of their lives. Stella has been an outstanding volunteer and her story is touching. She was actually hesitant when she first decided to be a volunteer with the NODA program. As she has stated she needed to get over a fear that dying people were unlucky to herself and her family. She soon realized that this was actually a blessing in disguise and that she had a profound change within herself, that she no longer took herself or her health or others for granted in the same way. Being part of a persons' final journey was a beautiful experience. NODA volunteers go through the normal process to become a volunteer, but also get additional training through our Spiritual Care Department on how to sit with people and allow them to keep their integrity and dignity intact right up until the end. Stella is a valued volunteer and we really appreciate the huge responsibility she has undertaken here for our residents. Volunteer Services is dedicated to the quality of life for residents at Laguna Honda Hospital.



**ROBERT GONZALES** has been a volunteer at Laguna Honda Hospital for about 14 years. Robert has worn many hats here as a volunteer. Robert helps out on the community outings (Bus Trips), Art with Elders, Transporting residents to and from medical appointments in the Clinic, the Wellness Center, etc. He has also been a huge

help with our Holiday Gift Program, organizing inventory, pulling presents for the Holiday Parties here as well as helping organize the thousands of gifts we purchase. Robert also is a Neighborhood volunteer on North 2, helping the activity therapist, with scheduled activities. Just recently Robert and another volunteer Bea Gunn, have stepped up to the plate to help us implement our revised Clothing Distribution Program. Volunteer Services will work to bring needed clothing to the residents, in conjunction with several other disciplines in the hospital, Social Work, Nursing as well as the Activity Department and bring clothing to the residents to their neighborhoods. Robert is one of those rare individuals who is not only selfless, but has been available to the residents needs over the many years he has volunteered here. So whether, Robert is transporting a resident to an activity program, such as Art with Elders, or bringing someone to the Wellness Center for a Physical Therapy appointment, helping translate for a Spanish Speaking resident, helping organize and sort Holiday presents for our Holiday Gift program, we could not do what we do without volunteers like Robert.

## Volunteer Appreciation Luncheon

The annual luncheon was hosted by the Friends of Laguna Honda for all volunteers and their guests in April 2017. Approximately 200 guests enjoyed a healthy meal in Gerald Simon Theater and awards and raffle prizes were distributed. As an artistic touch, all guests contributed their fingerprints to the Laguna Honda community tree poster. A big thanks to Jan Doyle and Cherrylyn Fernandes, our volunteer coordinators, for making this event a success.



*The Annual Volunteer Luncheon held in Gerald Simon Theater*

# VOLUNTEER RECOGNITION



**PEGGY DA SILVA** is a neighborhood volunteer on the Spanish Focus neighborhood for the past 6 years. Peggy started by reading to people in Spanish and playing games through the activity department. Nursing saw a need for one of the residents who was quite reclusive and tended to isolate herself from the community. They approached Peggy to see if she was interested

in sitting and talking with her on a one to one basis to see if they clicked. She started first by getting to know her and they talked, then she brought in her Chinese checkers because the resident enjoyed playing checkers, and they started bonding. The resident at the time was 96 years old. Peggy has been visiting this woman now for 6 years, she is now 102 years old. When Peggy travels, she sends postcard to the places she has travelled to remind her she has not forgotten her, and to share the outside world with her. They have a special bond and Peggy has celebrated all her birthdays since they started visiting. Seeing the need, being there for the individual is part of what Volunteer Services does. Our volunteers do not have to run to meetings, or stop and write notes, they can be present for the person, attentive to them and probably most important, listen. The quality of life for one person is important to us in Volunteer Services. Spending two hours a week visiting with a person, helping them get to the library, down to the farm or just chatting is invaluable when you are a resident and no longer have regular visitors. It's hard to measure something like the quality of life for a person, each person's meaning of that is different like the residents we serve.



**BEATRICE GUNN**, and Robert Gonzales have stepped up to the plate to help us implement our revised Clothing Distribution Program. Volunteer Services will work to bring needed clothing to the residents, in conjunction with several other disciplines in the hospital, Social Work, Nursing as well as the Activity Department and bring needed

clothing to the residents to their neighborhoods. Traditionally the clothing room, which is stocked through generous donations from people in the community, is located in the administrative building and has proven to be difficult for residents to get to access to, to supplement their clothing needs. Staffing issues and availability has proven a barricade to residents having access to the clothing room. Volunteer services will now implement a program of bringing clothes to residents to their neighborhoods. Bea is a retired nurse from Laguna Honda for over 20 years. She has been volunteering for over 8 years. Like Robert, Bea has worn many hats in Volunteer Services. She is currently volunteering at the North Mezzanine neighborhood a secure dementia neighborhood, she also has recently started working with several other volunteers in bringing gardening to this neighborhood. North Mezzanine can be a very challenging neighborhood and those resident rarely get to go on outings, or outside their neighborhood given the severity of their diagnosis of dementia. So it is especially important that they have a more normalizing experience like gardening. Bea's experience here as a nurse for 20 years and as a volunteer for 8 years is invaluable. Her gentle but firm ways allow her an ability to both address the residents' needs as well as listen to them thoughtfully. Bea is also one of those volunteers that helps out on numerous occasions when we need help for hospital wide activities.

## BY THE NUMBERS

275,026

• Total Resident Days

672

• Average Length of Stay

446

• New Admissions

1179

• San Franciscans Served

166

• Residents Discharged Back Into the Community

231

• New Hire Appointments

98

• Percentage of Performance Evaluations Completed

95

• Percentage of Staff Who Received Flu Vaccination

33,591

• Hours Completed by Volunteers

# JOINT CONFERENCE COMMITTEE



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PMHCNS-BC  
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**LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER**

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