Strategic Goal
Technology

The Laguna Honda Community
Laguna Honda Hospital and Rehabilitation Center
Health at Home

“A time of renewal for the next 150 years.”
Mission, Vision and Strategic Goals

**Mission:** We provide a welcoming, therapeutic and healing environment that promotes the individual’s health and wellbeing.

**Vision:** Building healthier lives as the leader in post-acute care.

**Strategic Goals:**

1. Centers of Excellence  
2. Communication  
3. Cultural Humility  
4. Technology  
5. Philanthropy
Upgrade phone system software

• Interdepartmental collaboration
• Impact
  • Patient Experience
  • Staff Experience
  • Safety
• Standardization with ZSFG
• Target Completion April 2017
Wi-Fi

*LHH_Patient* (Resident Wi-Fi)

- Hosts an estimated 284 devices.
- Completes over 25,000 connection requests per month.
- Serves an average of 97.5 unduplicated users per month.
Wi-Fi

**DPHguest** *(Visitor Wi-Fi)*

- Released in April 2016.
- Provides instant access to LHH family and guests.
- Has reduced resident Wi-Fi requests by 59%*
- Usage is expected to grow when signage is posted in all threshold languages.

*Based on 4/1/15-11/1/2014 to 4/1/16-11/1/16 comparison.*
Electronic Health Record

- Planning and preparation
  - Collaboration
  - Staff Readiness
  - Infrastructure
  - Facilities
  - Communication

- Identify Metrics
  - Patient Safety
  - Revenue
  - Productivity
  - Compliance
Electronic Health Record

- Crystal Figlietti, RN, DNP
Questions, Comments, Suggestions

We look forward to delivering on the Laguna Honda’s Strategic Goals and San Francisco Health Network’s True North Metrics.

“Leading the way in service excellence!” – from an employee