



Facility Assessment

Laguna Honda Hospital and Rehabilitation Center

January 9, 2018

Joint Conference Committee

Regina Gomez, Director of Quality

Quoc Nguyen, Assistant Hospital Administrator

CMS Phase 2 Requirements – November 28, 2017

Skilled Nursing Homes are required to conduct an annual **Facility Assessment** report to determine the necessary resources required to care for residents competently during normal day-to-day operations and emergencies.

Assessment areas include:

- Resident population served and care needs based on physical and cognitive disabilities
- Staffing and competencies on services provided
- Risk analyses for systems and resources in North and South residence towers and hospital buildings spanning more than 500,000 square foot



Services Provided

Fiscal year 2016-2017 resident care services provided by Laguna Honda

North Tower Residence	Care Focus
North 1	Integrated Wellness
North 2	Memory Care
North 3	Memory Care
North 4	Latin Culture
North 5	Asian Culture
North 6	Memory Care
North Mezzanine	Memory Care (Secured)

South Tower Residence	Care Focus
South 2	Palliative Care
South 3	Positive Care (HIV/AIDS)
South 4	Enhanced Support
South 5	Enhanced Support
South 6	Enhanced Support
Pavilion Mezzanine	Acute Medical and Acute Rehab

Care Requirements of Resident Population

Fiscal year 2016-2017 top 10 resident diagnoses

Rank	Diagnoses
1	Human Immunodeficiency Virus (HIV) disease
2	Alzheimer's disease (AD)
3	Unspecified dementia without behavioral disturbance
4	Cognitive deficits following unspecified cerebrovascular disease
5	Hemiplegia and hemiparesis following unspecified cerebrovascular disease affecting unspecified side
6	Hemiplegia and hemiparesis following unspecified cerebrovascular disease affecting right non-dominant side
7	Disorder of brain, unspecified
8	Quadriplegia, unspecified
9	Hemiplegia and hemiparesis following cerebral infarction affecting left non-dominant side
10	Hemiplegia and hemiparesis following cerebral infarction affecting right dominant side

Care Requirements of Resident Population

Fiscal year 2016-2017 RUG-IV summary

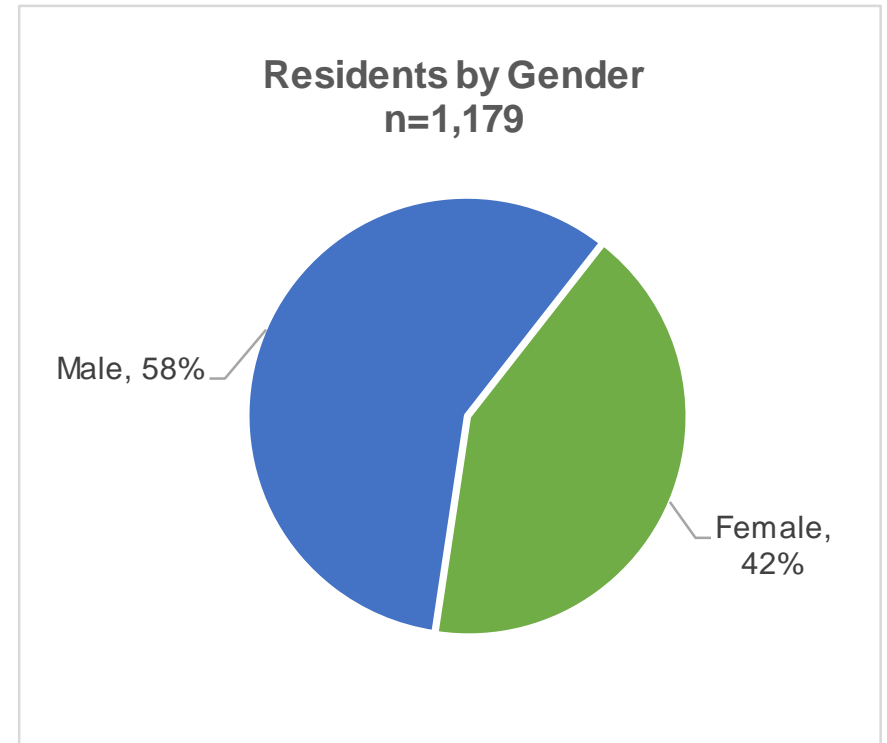
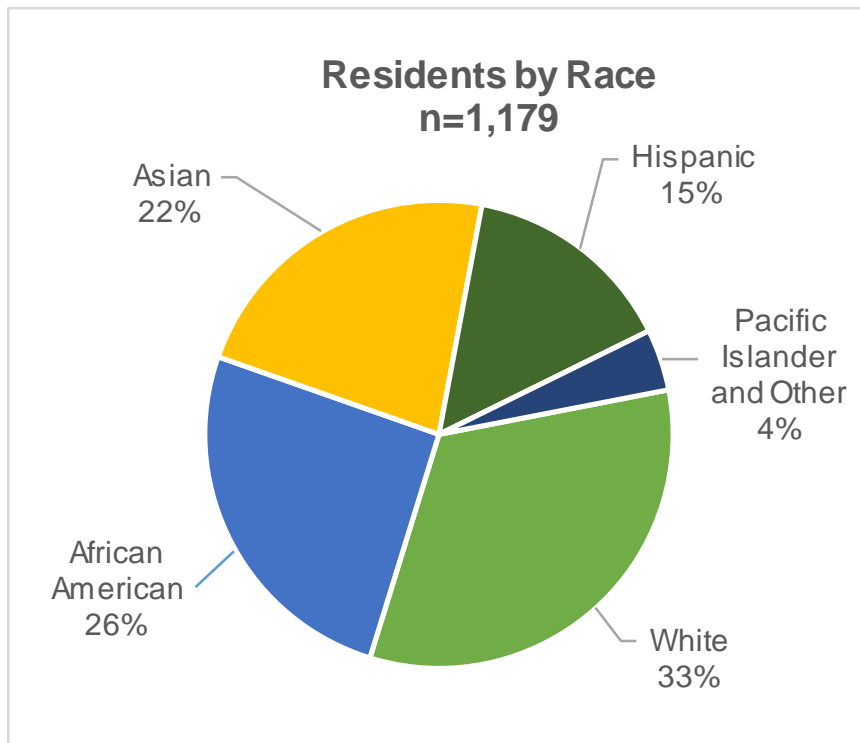
Resource Utilization Groups are classifications for residents based on MDS (Minimum Data Set) documentation.

RUG-IV Number	RUG-IV Category Description	Count of Residents
1	Rehabilitation Plus Extensive Services	1
2	Rehabilitation	41
3	Extensive Services	11
4	Special Care High	53
5	Special Care Low	144
6	Clinically Complex	234
7	Behavioral Symptoms and Cognitive Performance	114
8	Reduced Physical Function	317

Data represents 813 unique residents between the period of April – June 2017

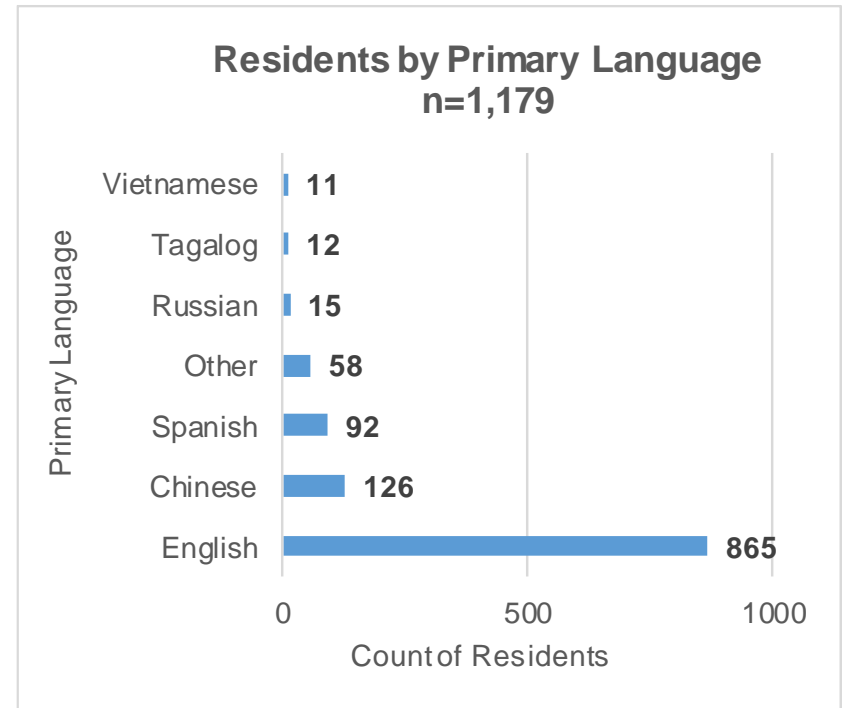
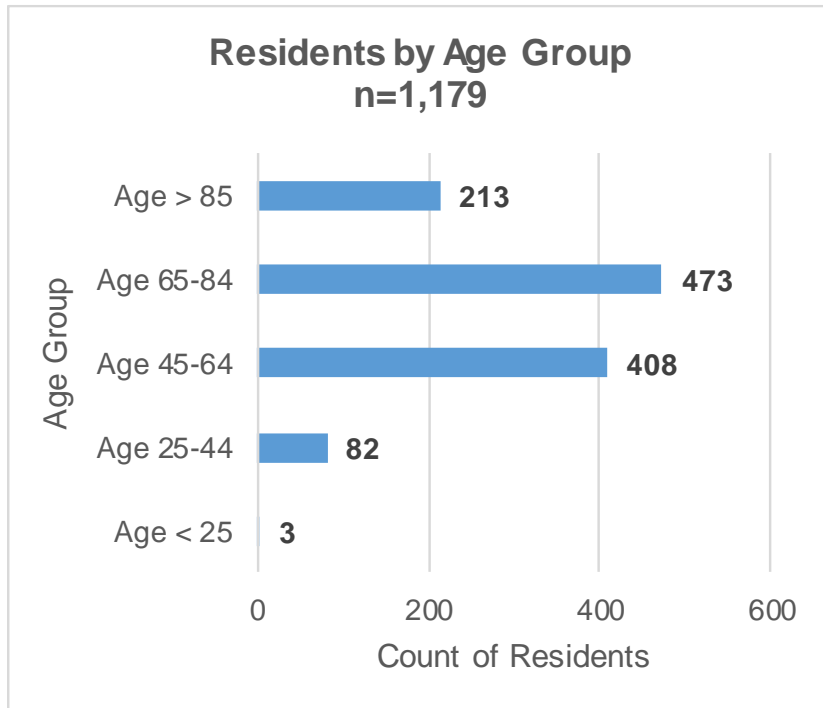
Resident Population Served

Fiscal year 2016-2017 residents by gender and race



Resident Population Served

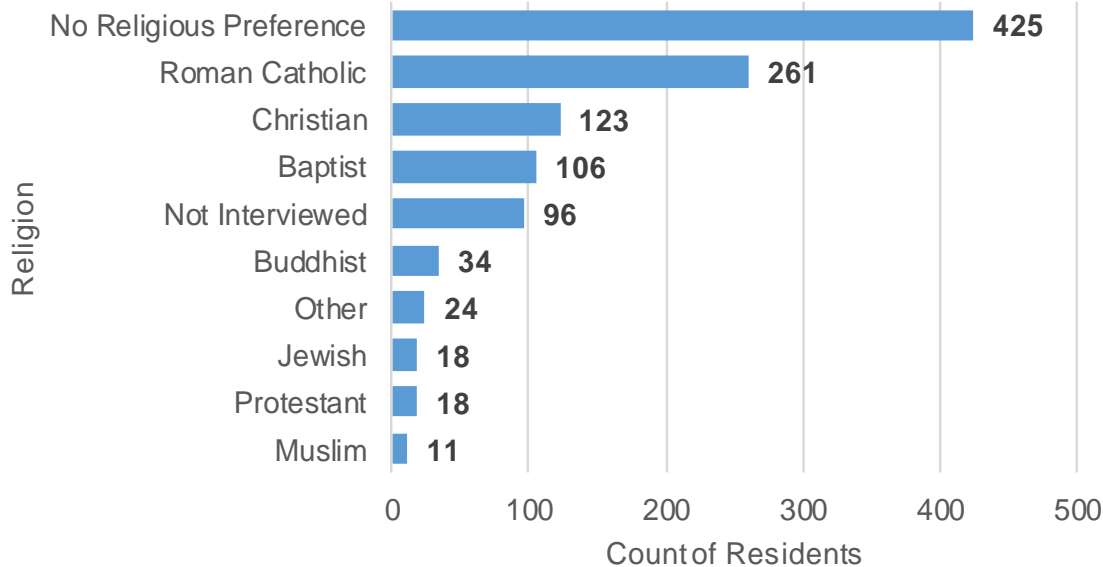
Fiscal year 2016-2017 other resident demographics



Resident Cultural Needs

Fiscal year 2016-2017 staff skills to meet resident ethnic and cultural needs

Top 10 Resident Religion



Language	Total Bilingual Staff
Amharic (Ethiopia)	1
Burmese	2
Chinese	37
Spanish	23
Tagalog (Philippines)	62
Thai	1
Vietnamese	1
Total	127

Facility Staffing and Competency

Fiscal year 2016-2017 staffing by department

Department	Full Time
Accounting	18
Activities Therapy	40
Admissions & Eligibility	11
Behavioral Health Services	6
Central Supply	5
Clinical Nutrition	12
Compliance and Privacy	1
Education and Training	3
Environmental Services	114
Executive Administration	14
Facilities Management	36
Health at Home	45
Health Information Services	26
Laboratory	10
Materials Management	9
Medicine	13
Nursing	802
Nutrition Services	72
Outpatient Medical Clinic	5
Patient Financial Services	10
Pharmacy	21
Quality Management	15
Rehabilitation Services	25
Social Services	21
Workplace Safety and Emergency Management	1
Grand Total	1,335

Department	Part Time	As Needed
Behavioral Health Services	5	0
Central Supply		1
Clinical Nutrition	1	0
Education and Training	0	2
Environmental Services	0	13
Executive Administration	1	0
Facilities Management	1	4
Health at Home	4	8
Health Information Services	1	0
Laboratory	0	2
Medicine	19	29
Nursing	9	197
Nutrition Services	35	23
Outpatient Medical Clinic	1	2
Pharmacy	4	8
Quality Management	0	2
Rehabilitation Services	2	7
Social Services	1	0
Grand Total	84	298

Facility Staffing and Competency

Fiscal year 2016-2017 resident care staffing competency standards

All Hospital Staff

Trauma Informed Systems and SMART	Active Shooter Training	Compliance, Privacy and HIPAA	Prevention and Control of Infection	Emergency and Disaster Preparedness	Quality Assurance Performance Improvement
Problems of the Aged, Chronically-ill and Disabled	Fire Prevention and Safety	Residents' Rights and Civil Rights	Accident Prevention and Safety Measures	Cardio Pulmonary Distress and Choking	Interpersonal Relationships and Communication

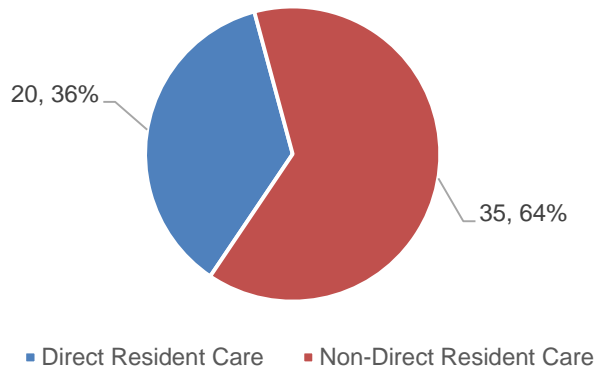
Direct Resident Care Staff

Crisis Prevention (CPI)	Code Blue (and all updates)	Nutritional Need of the Elderly	Diabetes and Sepsis	SNF Quality of Care	Therapeutic Communication
Annual Skills Day (Acute and SNF)	Pressure Injury (Ulcer Prevention and Management)	Nursing Care Relevant to Body Systems and Diseases	Pain Management in Long and Short Stay Residents	Observing, Reporting and Documenting Conditions	Plan of Corrections

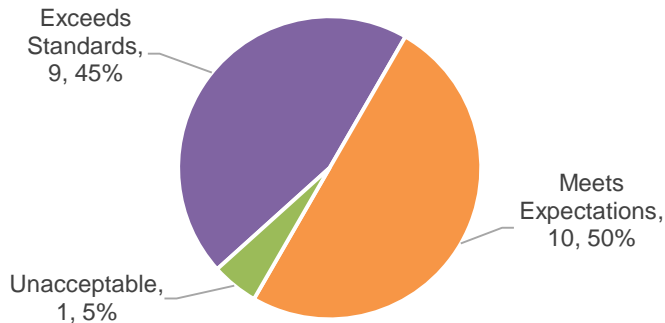
Third-Party Services Provided

Fiscal year 2016-2017 direct and non-direct resident care services provided through contracts and agreements

LHH 3rd Party Agreements
(n=55)



Performance of Direct Care Vendors
(n=20)



Contractor	Primary Department
Eldergivers	Activity Therapy
Labyrinth of Light (James W. Buchanan)	Activity Therapy
R T Z Associates	Administration
Semax Enterprises	Admissions
Protransport	Admissions
Crothall Laundry Services, Inc.	Facilities
Stryker	Facilities
JCI	Facilities
JCI	Facilities
Kone Elevator	Facilities
U.S. Foodservice Inc.	Food and Nutrition Services
Universal Hospital Services	Materials Management
UCSF (SF Campus Orthopaedic Trauma Institute)	Medicine
UCSF (Specialty Medical Services)	Medicine
UCSF School of Dentistry (The Regents of UC)	Medicine
Nor-Cal Medical Temps	Pharmacy
Supplemental Health Care	Rehab
Hearing & Speech Center of Northern California	Rehab
Preferred Healthcare Registry Inc.	Rehab
Community Music Center (Latin Choir)	Social Services

Hazard Vulnerability Assessment

Fiscal year 2016-2017 hazard and vulnerability findings

Laguna Honda Workplace Safety and Emergency Management department completed Hazard and Vulnerability Analysis (HVA) across the following threat events based on probability (how likely) and severity (how damaging):

Natural (Risk=21%)	Technological (Risk=28%)	Human (Risk=33%)	Hazmat (Risk=23%)
Earthquake	Communications Failure	Terrorism or Explosives	Chemical Spill/Exposure
Epidemic Infectious Outbreak	Electrical Failure (Commercial Power or Campus Delivery System)	Assault With a Deadly Weapon and or Bomb Threat	Chemical or Radiological Terrorism

To plan for all types of hazards, a Continuity of Operations Plan was developed with the following information:

Continuity of Operations Plan (COOP)

To plan for all types of hazards, a Continuity of Operations Plan was developed with the following information:

- Leadership succession
- Priority and essential services
- Systems and resources needed to carry-on priority and essential services
- Alternative care facilities and emergency communications

*Risk: Probability x Severity

Care Improvement Priorities and Opportunities

Care Requirement Needs

- Provision of Residents' ADL needs
- Pain management
- Behavioral healthcare needs
- Linguistic needs
- Prevention of contractures
- Bowel and bladder programs
- Use of antipsychotics, evaluate need for antidepressants
- Use of assistive devices

Plans for Education, Training, QA and PI

Education and Training: ADL provisions, Care for Residents with Intellectual Disability, Prevention of Contractures/ROM

Quality Assurance: Individualized behavioral healthcare care plans, Residents needing Bowel and/or Bladder training programs, Residents needing assistive devices with meals, Residents needing access to assistive technology gift fund, Prevention of and/or Care for Residents with rash, Residents with contractures

Performance Improvement

- Activities for Residents mostly in chairs, with Intellectual Disability;
- Pain Management A3
- Behavioral Health Services A3
- Linguistic Needs of Residents with LEP A3
- Restorative Care A3



Summary and Next Steps

The Facility Assessment:

- Needs to be reviewed by Hospital Executive Committee members as appropriate for their department information
- Needs to be updated whenever there is a change in the skilled nursing facility's operations that would require a substantial modification in the assessment or at least on an annual basis

Facility staff must assess and document the facilities' capabilities in providing care that allows each resident to attain and maintain their highest practicable physical, mental and psychosocial well-being and that reflects the individuality of the facility.