MINUTES
JOINT CONFERENCE COMMITTEE MEETING FOR
LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER
JULY 10, 2018, 4:00 p.m.
Administration Building, Conference Room B102
375 Laguna Honda Boulevard
San Francisco, CA  94116-1411

1. CALL TO ORDER

Present: Commissioner David J. Sanchez, Jr., Ph.D., Chair
Commissioner Tessie Guillermo

Excused: Commissioner Edward Chow MD, Member

Staff: Mivic Hirose, Barbara Garcia, Lisa Hoo MD, Michael McShane MD, Regina Gomez, ChiaYu Ma, Madonna Valencia, Wilmie Hathaway DO, John Grimes, Arnulfo Medina, Loretta Cecconi, Angela Pownall-Elizalde, Nawzaneed Talai, Peter Rosel, Jackie Spencer-Davies

The meeting was called to order at 4:02pm.

2. APPROVAL OF MINUTES FOR MEETING OF JUNE 12, 2018

Action Taken: The minutes were unanimously approved.

3. GENERAL PUBLIC COMMENT:

There was no general public comment.
4. **ADMINISTRATOR’S REPORT**
Mivic Hirose, Executive Administrator, presented the item.

**Commissioner Comments:**
Commissioner Guillermo asked for information regarding which LHH staff members participate on the Resident Care Team. Dr. McShane stated that Physical Therapy, Occupational Therapy, Activity Therapy, Attending Physician, Dietitian Nursing, and Social Work staff participate on the Resident Care Team.

Commissioner Guillermo asked for more information regarding how disputes between Environment Services and Nursing staff are resolved in regards to room preparation. Mr. Grimes stated that supervisors of the staff provide guidance on how to resolve the specific incident; systemic issues are discussed by Mr. Grimes and Mr. Spencer-Davies.

Commissioner Sanchez stated that the most important goal is the quality of care for the patients.

5. **2018 SAN FRANCISCO FELLOWS PROJECT; DESIGNING A VISUAL BOARD FOR NURSING HUDDLES**
Monica Casanova, Ariel Bolingbroke, Emily Vontsolos, San Francisco Fellows, and Quoc Nguyen, Assistant Hospital Administrator, presented the item.

**Commissioner Comments:**
Commissioner Guillermo asked if the Visual Boards have been implemented. Ms. Bolingbroke stated that the project has been implemented and will continue to be revised.

Commissioner Guillermo asked if the staff has given any feedback on the Visual Boards. Ms. Valencia stated that the staff appreciate the weekly aggregated data.

Commissioner Sanchez thanked the presenters for the innovative work.

6. **LAGUNA HONDA LEAN TRANSFORMATION UPDATE: DISCHARGE CARE PLANNING KAIZEN IMPROVEMENT**
Quoc Nguyen, Assistant Hospital Administrator; Irin Blanco, Nursing Director; Susanna Meneses, Admissions & Eligibility Supervisor; Janet Gillen, Social Services Director; Nawzaneen Talai, Senior Administrative Analyst, presented the item.

**Public Comment:**
Dr. Derek Kerr, presented and submitted the following written comment:

Kaizen workshops bring inputs from many stakeholders, enhance teamwork, and seem to democratize decision-making. But these groups are management-centric rather than patient-centered. That's because their agendas are determined by managers rather than caregivers. For example, the Kaizen on Discharge Care Planning. Success is defined by streamlining paperwork, shortening huddles and standardizing procedures - all to cut lengths of stay and boost discharges. What about the suitability of the discharge for the patient? How do you safeguard against patient dumping? Apparently, if the discharge is fast it’s a success - regardless of patient experiences or outcomes. Why not include a follow-up call a week post-
discharge? Patient-centered Kaizens would address hospital meals that have disappointed surveyed patients for years. Or the AWOL/AMA departures that signal patient dissatisfaction, waste resources, and remain at historical highs.

Commissioner Comments:
Commissioner Sanchez thanked the presenters and stated that he looks forward to updates tracking the progress on this initiative.

7. RESIDENT AND FAMILY SATISFACTION SURVEY
Nawzaneen Talai, Senior Administrative Analyst; Quoc Nguyen, Assistant Hospital Administrator, presented the item.

Commissioner Comments:
Commissioner Sanchez thanked the presenters for the excellent information.

8. CONSIDERATION OF HOSPITAL-WIDE POLICIES & PROCEDURES
Nawzaneen Talai, Quality Management Senior Administrative Analyst, presented the item.

Commissioner Comments:
Commissioner Sanchez thanked Ms. Talai for presenting the item.

Action Taken: The Committee unanimously approved the policies and procedures.

9. CLOSED SESSION

MEDICAL STAFF CREDENTIALING

A) Public comment on whether to convene in closed session and all matters pertaining to the proposed closed session.

B) Discussion and vote in open session on whether to conduct a closed session.

C) [Possible closed session pursuant to California Health and Safety Code § 1461, California Evidence Code §§ 1156, 1156.1, 1157, 1157.5, 1157.6 and 1157.7; San Francisco Administrative Code § 67.5; and California Constitution, Article I, Section 1.)

D) Reconvene in open session
The Committee voted unanimously to conduct a closed session to consider Medical Staff Credentialing. The closed session began at 5:26pm and the Committee reconvened in open session at 5:31pm.

Action Taken: The Committee voted to disclose that it had approved the Credentials Report.

10. ADJOURNMENT
The meeting was adjourned at 5:32pm.