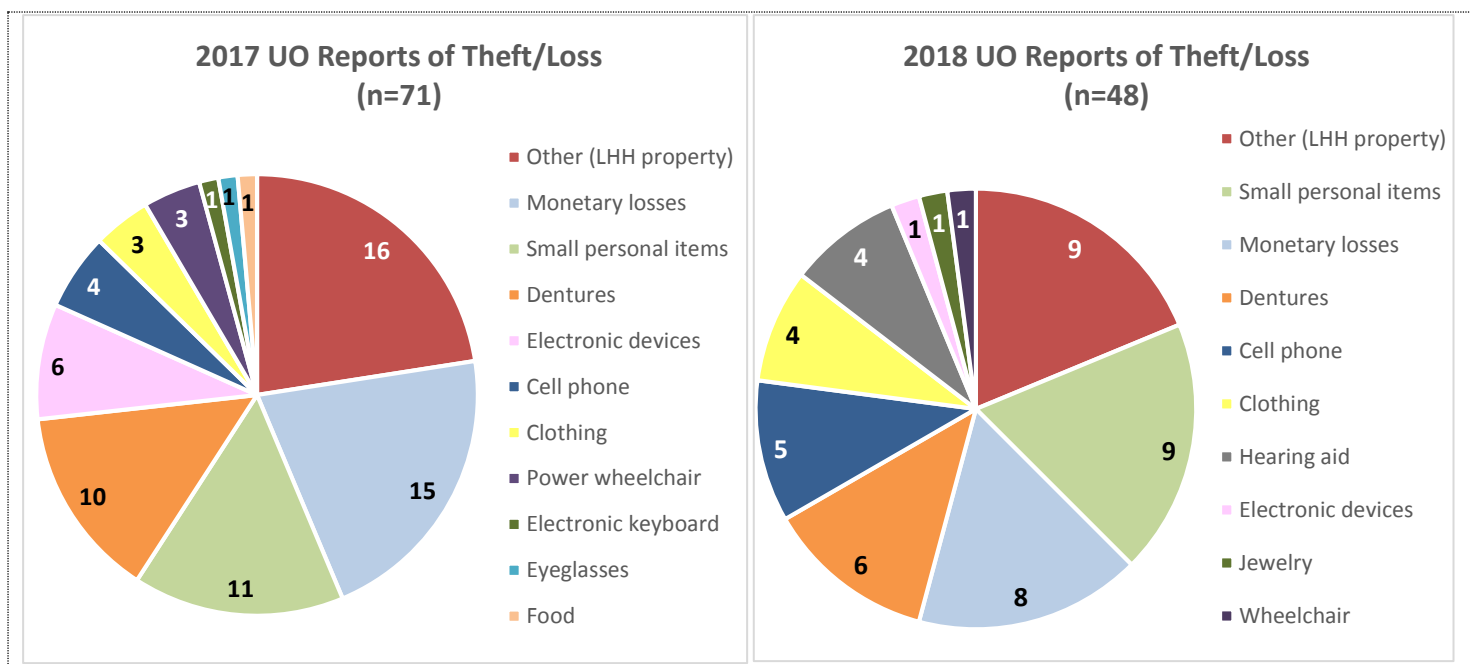


Laguna Honda Hospital and Rehabilitation Center
 San Francisco, California
 Quality Council: April 2, 2019

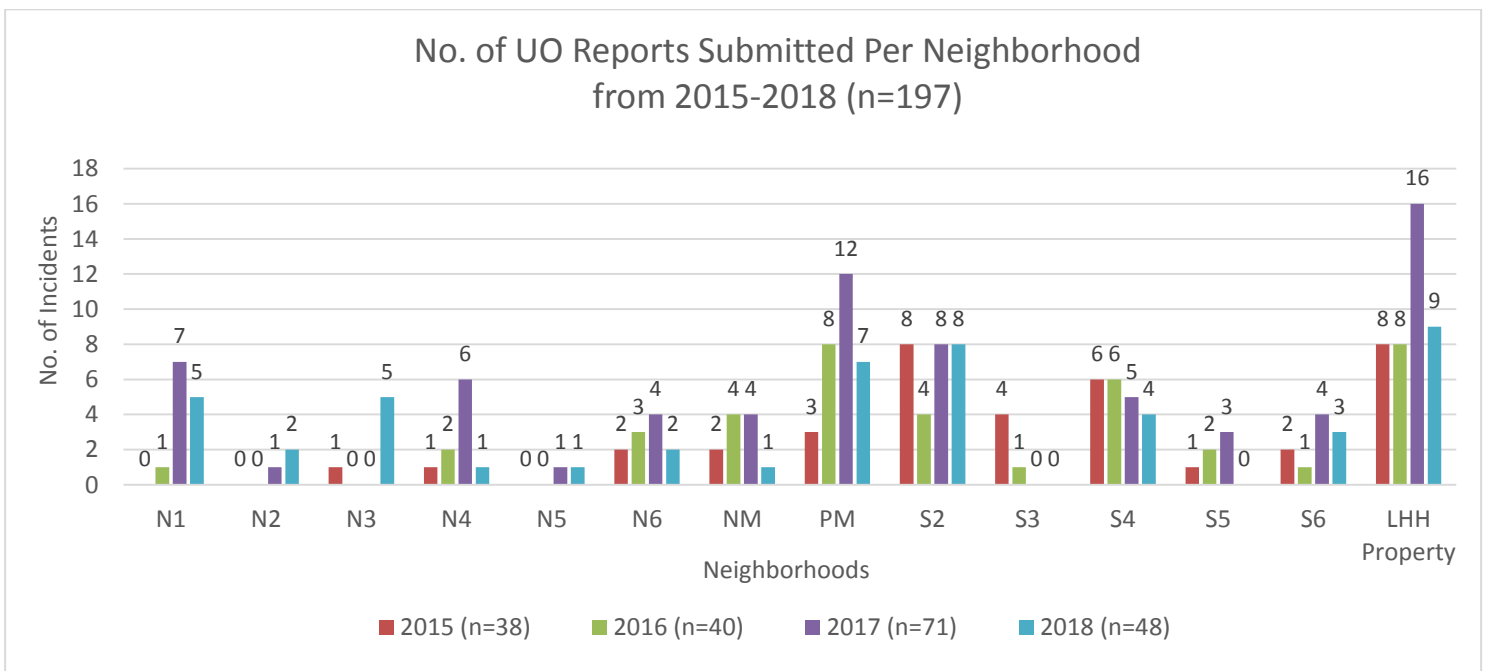
This report covers calendar years 2017 and 2018.

- 1. Problem:** From 2016 to 2017, there was a 72% increase in theft/loss reports of resident property, and 100% increase in facility property at Laguna Honda Hospital; many bedside drawers with locks were not working properly due to broken locks or missing keys. In 2017, 23% of the total theft/loss reports were LHH property, and the most commonly reported theft/loss items of LHH residents included (1) money; (2) dentures and (3) small personal items.
- 2. Aim:** For fiscal year 2017-2018 the established goal is to reduce the number of theft/loss incidents by 10% by June 30, 2018; and for the calendar year 2018, the established goal is to reduce the number of incidents by another 10% by December 31, 2018.
- 3. Intervention(s):** a) All bedside drawers were checked to see if drawer locks were working (100% completed by 10/2017), b) Work orders were submitted to Facility Services to repair broken locks, c) Dentures were checked by nursing staff for proper labeling with resident’s name. Dentures that were without labeling were sent to the Dental Clinic for engraving.
- 4. Measures/Indicators:** The number of UO reports filed were used to track the incidence of theft/loss.
- 5. Results/Analysis:**
 - For fiscal year end 2017-2018, there was a 10% increase in theft/loss incidents from FY 16-17 (n=62) to FY 17-18 (n=68) (goal was not met).
 - For calendar year 2018, there was a 32% decrease in theft/loss incidents from 2017 (n=71) to 2018 (n=48) (goal was met). The type and number of items reported as missing is shown below.



* "Other" includes the items in the following table:

Year	LHH Property (Theft/Loss)	Location
2017	Aeroscout test tag	S5
2017	Artwork	1st floor elevator kiosks
2017	Break room & medical record keys	S5
2017	Cell phone, driver's license, credit cards	N2
2017	Craft scissors	AT Office
2017	Galley knife	N6
2017	iPad; box of movies	Kanaley Center (Arts & Crafts closet)
2017	Med cart key	Unknown
2017	Orange key tag	C5
2017	Roho cushion	S2
2017	Spectralink phone	PMS
2017	Staff ID badge; office key	S4
2017	Storage key	S5
2017	Survey binders	Resident library
2017	Wheelchair & Roho cushion	Resident's family's house
2017	Wireless headset	Acute Rehab
2018	Alexa device cord	S2 Activity Therapy (AT)
2018	Cisco phone (2)	S2
2018	Employee ID badge (access to multiple rooms)	Unknown
2018	iPad on loan to S2 resident (found)	S6 resident in LHH main lobby
2018	iPad with HDMI connector	N5 iPad last seen with AT staff
2018	Karaoke set	N3 activity cabinet
2018	Med cart key	PM
2018	Tea bags (worth \$50)	N1 cabinet in Galley



- S3 has had two consecutive years from 2017-2018 with no incidents of lost/stolen items
- S5 had no incidents of lost/stolen items in 2018

- N3 had no incidents of lost/stolen items in 2017, but had an uptick in 2018 (resident items included: dentures, eyeglasses, and hearing aid)
- PM had an uptick in lost/stolen items in 2017
- In 2017, the most commonly lost/stolen resident items were money, small personal items, and dentures. Recovered items: 10 resident items and 4 facility-owned items were recovered (resident items included: small personal items, money, dentures, and cell phone; LHH property included: Spectralink phone, staff ID badge, storage key, and a galley knife)
- In 2018, the most commonly lost/stolen resident items were small personal items, money, cell phones, and dentures. Recovered items: 15 resident items and 1 facility-owned item were recovered (resident items included: cell phones, money, prepaid VISA card, wallet, clothing, hearing aids, portable speaker, and miscellaneous personal items; LHH property included an iPad loaned to resident).
- Nursing recent dental QA showed 25% of dentures required engraving (n = 29/115 dentures do not have label).
- Claims report for 2017 and 2018 remains pending from the City Attorney's Office.
- There was a change in CMS Regulation (F-602 Misappropriation/Exploitation) that requires allegations of theft to be reportable to CDPH. The following shows the number of reported incidents per quarter:

FY/Quarter	# of reported Theft incident to CDPH	FY/Quarter	# of reported Theft incident to CDPH
FY18-19 Q4	--	FY17-18 Q4	5
FY18-19 Q3	16	FY17-18 Q3	1
FY18-19 Q2	4	FY17-18 Q2	6
FY18-19 Q1	0	FY17-18 Q1	6

6. Lessons Learned:

- Completing inventory of resident's belongings upon admission, re-admission, and relocation is key in ensuring that resident's belongings are accounted.
- Securing money with locked bedside drawers helps to safeguard resident's money.
- Educating our staff and residents on how to safeguard their personal belongings was helpful in reducing the number of reported theft/loss incidents.
- Searching missing items promptly especially with dentures increases the chances of finding missing items.

7. Recommendations for Next Steps:

- Resident property:
 - Frequent reminders to residents on safeguarding their money by locking up in bedside drawers or place in trust account.
 - Nursing to continue monthly denture checks for the next 3 months to reach a goal of 100% labeling, and subsequently reduce the frequency of denture checks to annually, but continue monthly for newly admitted residents.
 - Nursing to revise LHHPP 22-05 Handling Resident's Property and Prevention of Theft and Loss to reflect the following changes (1) complete annual inventory check for electronic and small devices; (2) complete annual inventory for residents who frequently obtain new items; and (3) include new CMS regulations (F-790 Dental Services).
 - Two times per year, RCT to continue discussion on safeguarding residents' property during neighborhood community meetings.
- LHH Property: Daily neighborhood counts of LHH-owned electronic devices, Cisco phones, and med cart and storage keys.
- Quality Management will continue to monitor UO reports for theft/loss quarterly trends, and notify neighborhoods of upticks in theft/loss (greater than 67% increase per quarter or increased theft/loss reporting for two consecutive quarters).

Submitted by: Geraldine Mariano, QM Nurse Manager, April 1, 2019

Graphs prepared by: Lena Yue, Administrative Analyst