

Joint Conference Committee

Laguna Honda Hospital and
Rehabilitation Center

Administrator's Report

March 10, 2020



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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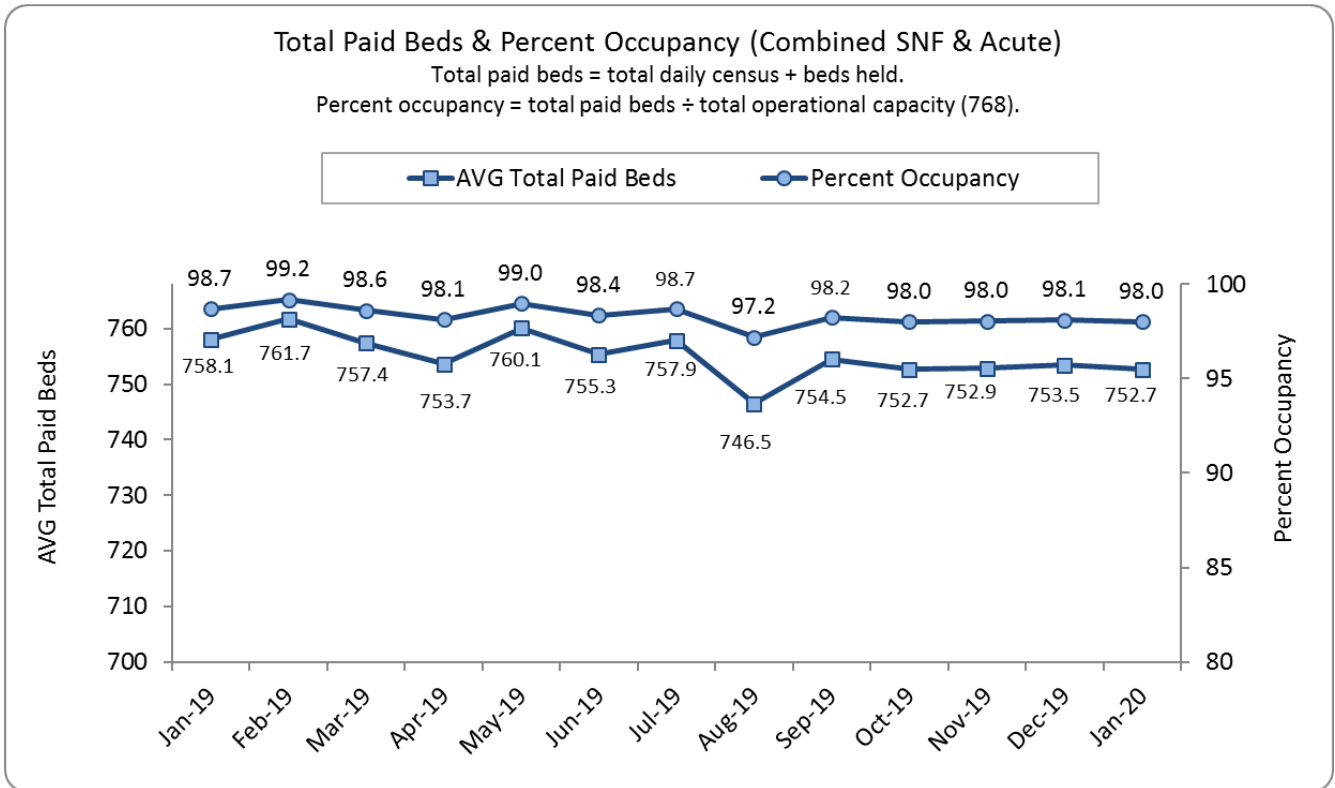
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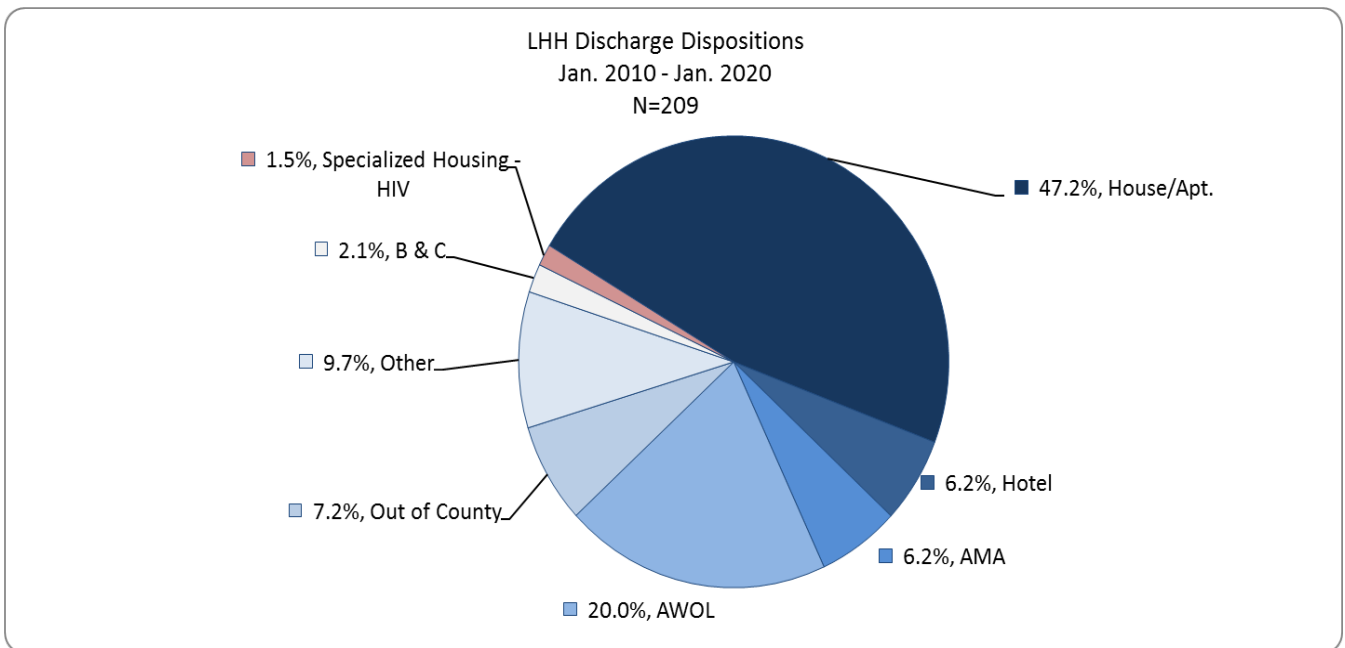
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- Presentation: Epic Update
- Presentation: Security Management Plan
- Hospital-Wide Policies and Procedures for Approval

1/01/19 - 1/31/20	749.59	3.94	753.53	.54	1.09	751.23	755.14	98%
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Paid Beds and Occupancy by Month (1/01/2019 to 1/31/2020)



Community Discharge Dispositions (1/01/2019 to 1/31/2020)



For the 13-month period above:

1. Analysis of out-of-county are as follows: 7.2% (n=14) individuals were discharged to out-of-county placements. Of those, 9 residents went to live with family, 3 residents returned to their previous residence and 2 residents went to Board and Care Homes that could best accommodate the residents' needs.
2. A resident is discharged Against Medical Advice (AMA) when he/she chooses to leave Laguna Honda Hospital against the advice of their physician. For the patients/residents discharged as AMA (n=12), Laguna Honda's policy is that a physician discusses with the patient/resident the risk of leaving AMA.

AWOL (1/01/2019 to 1/31/2020)

1. Analysis of absent without leave (AWOL) are as follows: there were a total of 39 AWOL incidents during this 12-month period. Of the incidents, 30 (77%) residents returned to Laguna Honda to continue receiving services and 9 (23%) stayed away.

AWOL Analysis for 1/01/2019 to 1/31/2020	
Count of AWOL residents who returned to continue services	30
Count of AWOL residents who stayed away	9
Total Count of AWOL incidents	39

2. Of the 45 AWOL incidents, the Social Services Team was able to contact 27 and 12 have not been heard from.

AWOL Analysis for 1/01/2019 to 1/31/2020	
Count of AWOL residents Social Services have been able to contact	27
Count of AWOL residents Social Services have not been able to contact	12

3. The 39 total incidents of AWOL for this period is an increase of 5 incidents when compared to the same period 1 year prior (1/01/2018 to 1/31/2019) when there were 34 AWOL incidents total.

Staffing Report

Laguna Honda's current vacancy rate is 6.7%. A detailed vacancy report, along with the new hires and separations report, is attached.

Budget and Finance

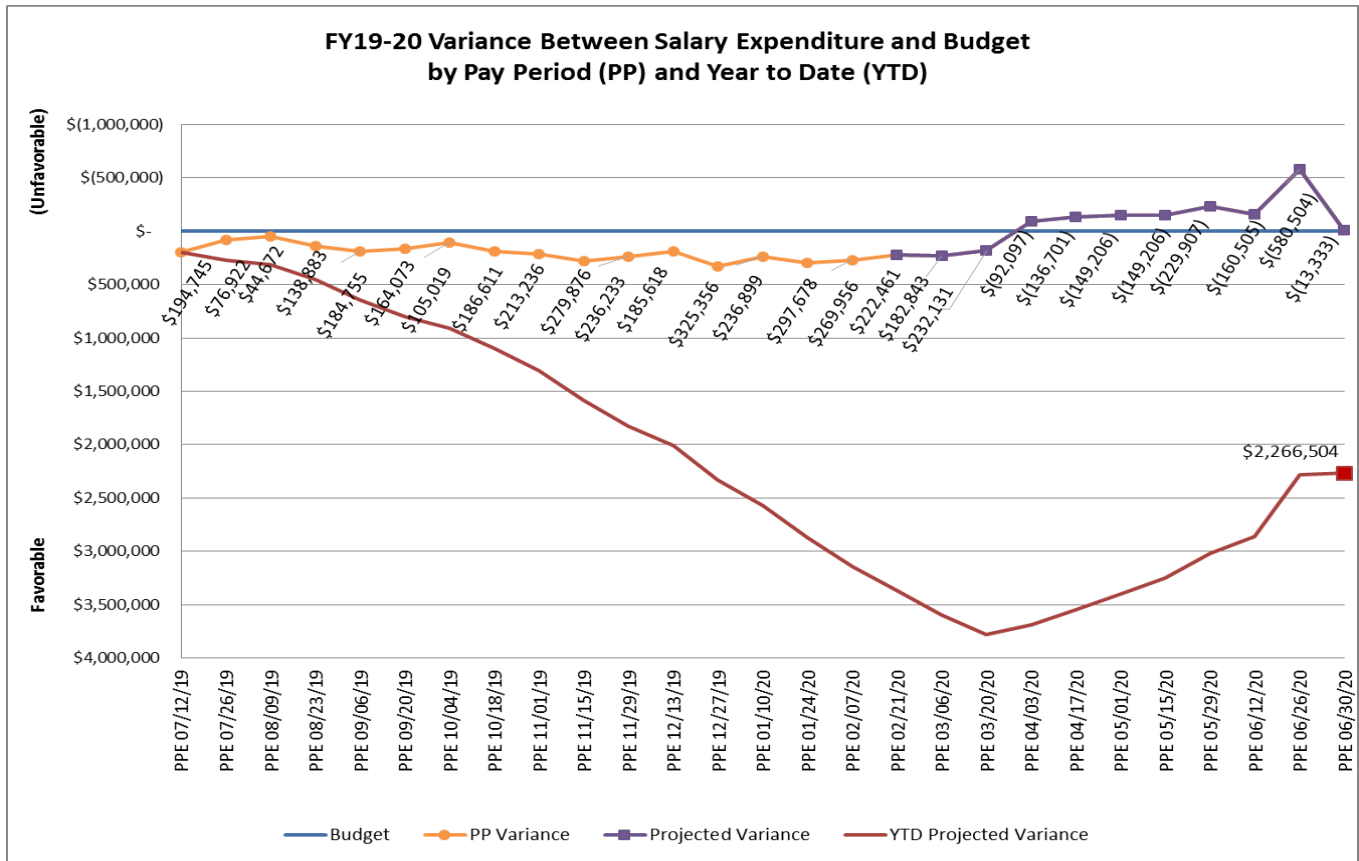
Financial Report

The FY2019-2020 2nd quarter financial report is attached. The annual projection shows overall expenditures within budget, and a favorable variance of \$9.32 million in patient service revenues mainly due to Medi-Cal rate increase.

Salary Variance Report

For Fiscal Year 2019-2020 year to date variance through Pay Period Ending (PPE) Feb 07, 2020, Laguna Honda Hospital has a favorable variance of 3.36% / \$3,140,532 under budget.

We are currently projecting an overall salary expenses surplus of \$2.2 million by year end. This is higher than the previous projected \$1.78 million shown in the 2nd quarter financial report through December 31, 2019. The positive variance is mainly due to actively filling vacant permanent and temp as-needed positions to maintain and to control overtime usage.



Gift Fund Report

The FY2019-20 2nd quarter Gift Fund Balance Report is attached.

Initiatives and Milestones

Care Experience

Combined Charities Campaign Awards Ceremony – February 11, 2020

Max Brand, Laguna Honda's steward for the Combined Charities Campaign this past year participated in a city-wide award ceremony on February 11th. He represented DPH in an event that featured Mayor London Breed. The Department of Public Health was awarded two honors; third place for Most Online Donations and third place for Increased Campaign Contributions. Altogether, employees at Laguna Honda and DPH combined to contribute more than \$47,000 dollars.

Black History Month – February 2020

Laguna Honda completed a month-long celebration for Black History Month. Features of the month were creatively compiled by a special committee led by John Grimes, Chief Operations

Officer. There were events every week, including special musical and poetic performances by the hospital's very own staff such as Sonia Gaddies-Fonseca and Chauncey Jackson. In addition, the committee also encouraged staff to participate in wearing designated colors every Friday to pay homage to traditional colors. The kitchen also contributed by changing their menus to provide the Laguna Honda community with vibrant tastes that brought good vibes to people's soul.

Social Work Month – March 2020

March is Social Work Month. Laguna Honda honors our social work team who play an integral role in the delivery of care to residents every day. They ensure that residents needs are met to prepare them for adjustments to live in a skilled nursing facility, and for residents who are able, reintegration back into the community. The Social Work Department is led by Janet Gillen, Director of Social Work.

Campus Community Activities and Events

Coffee with a Cop – February 27, 2020

On February 27th, the Sheriff's Department at Laguna Honda provided an opportunity for staff and other community members to connect with them and engage in open dialogue. This provided for questions to be asked without an agenda. It also allowed staff from the Sheriff's Department to be more visible on campus and learn more about the community which they help protect and keep safe every day.

DPH Black History Month Event – February 28, 2020

For the third consecutive year, Laguna Honda humbly hosted the Department of Public Health's special event honoring Black History Month. This year, Joy DeGruy, renowned speaker and author on the intersection of race, trauma and violence, was the key-note speaker. She provided an impactful talk on *Self Care for African Americans: Taking Care of Ourselves to Take Care of Our Communities*, sharing strategies for resilience in the face of multiple barriers and constraints affecting healthcare. The event was widely attended and featured special guests from DPH/SFHN and City leadership.

Recognition

Employees of the Month

The Employee of the Month program is a staple of Laguna Honda's staff recognition and the Hospital's service excellence programs. Employees of the Month are nominated by residents, visitors, volunteers, and staff and are approved by the Hospital's Executive Committee.

February 2020 Employee of the Month

Lena Yue is the February 2020 Employee of the Month. She has been an integral part of the Quality Management (QM) department for the past three years. In her time at LHH, Lena has

streamlined the Performance Improvement Patient Safety (PIPS) committee reporting process, as well as improved the policy and procedure approval and communication process. She is extremely dependable and works well with her colleagues throughout LHH. Lena not only supports QM on a day-to-day basis, but provides analytical support to various departments throughout LHH, and she does so without hesitation and always with kindness and a genuine desire to help.

Lena works to improve resident-centered care through her work with the Falls Committee, the Pressure Ulcer (PU) Committee, the Patient Safety Committee, and the PIPS Committees. She is respectful and a valued team player.

Lena was born in San Francisco and raised in South San Francisco. She attended UC Santa Cruz, where she completed two baccalaureate degrees in Business Management Economics and Legal Studies. When she is not traveling the world to some of her favorite countries (Japan, Italy, Australia, Fiji), she enjoys calligraphy and lettering or her newest hobby of baking homemade sourdough bread. When asked what she enjoys the most about working at LHH, Lena says the most rewarding part of her role is the impact she helps make on people's lives. Lena also enjoys and appreciates the "QM Family Culture" that exists in her unit.

March 2020 Employee of the Month

Michael Lilagan is the March 2020 Employee of the Month. Michael started as a Cook with Laguna Honda Hospital in June 2019. He is dependable and always goes the extra mile for his customers and coworkers. Michael has a terrific personality for the job. He works equally well on his own, or with others. He gets along well with coworkers and is never late or absent without cause. He is conscientious about completing tasks so as not to leave work for those coming on shift after him.

Michael was born in a small province in the Philippines. He moved to the United States in 1990 and served in the Navy as a culinary specialist from 1994 to 2014. Michael moved to San Francisco in 2015, where he attended Le Cordon Bleu College of Culinary Arts to learn the art of patisserie baking. Additionally, he earned an associate degree in culinary arts from the Culinary Arts Institute of California.

Michael's passion for cooking is what drove him to work at LHH. Cooking for others makes me happy, when I am at LHH it does not feel like work because I enjoy cooking, says Michael. Michael enjoys cooking so much that during his free time, he also likes to cook for his friends and family, who always ask him to cook his famous barbecued ribs using his own recipe.

When he is not cooking, Michael also likes to play golf. If you spot Michael at LHH throughout the month, please join us in thanking him for all his hard work and being selected as March's Employee of the Month.

Performance Improvement

Lean 3P Workshop: Working Together to Deliver Safe Care – February 24, 2020

An interdisciplinary team came together for a Lean workshop during the week of February 24th. The workshop was designed to be a 3P exercise, with a focus on preparation, production and plant, or physical structures. Together, the team was asked to tackle the issue of patient and staff safety. More specifically, how can Laguna Honda reduce resident handling injuries sustained, as well as reduce overall injuries that take in the workplace at the hospital?

As with any Lean workshop, team members were able to absorb relevant data and information and then go out to the Gemba, or where the work happens, to observe their peers and residents in the purest setting. This allowed for the team members to take notes and identify opportunities for improvement.

The team was led by Rona Consulting Group in their effort and completed the week by hosting a report out of their work to the rest of the hospital. There were three end products resulting from the week, including a templated white board for every resident room, co-located equipment and supplies cart for every household in resident care towers, as well as a new conceptual household-based care team staffing model that will be trialed over the next few months for impact and feasibility.

The week was an important milestone for Laguna Honda as the hospital begins to complete work that will contribute to a culture of safety.

Quality Council Meetings

Attached are the Quality Council meeting minutes for February 2020.

Attachments

- New Hires and Separations Report
- Vacancy Report
- Financial Report
- Salary Variance Report
- Gift Fund Report
- Quality Council Minutes for February 2020
- Regulatory Affairs Report
- Presentation: Epic Update
- Presentation: Workplace Safety and Emergency Management Update
- Hospital-Wide Policies and Procedures for Approval