

Joint Conference Committee

Laguna Honda Hospital and
Rehabilitation Center

Administrator's Report

January 14, 2020



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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State of the Hospital

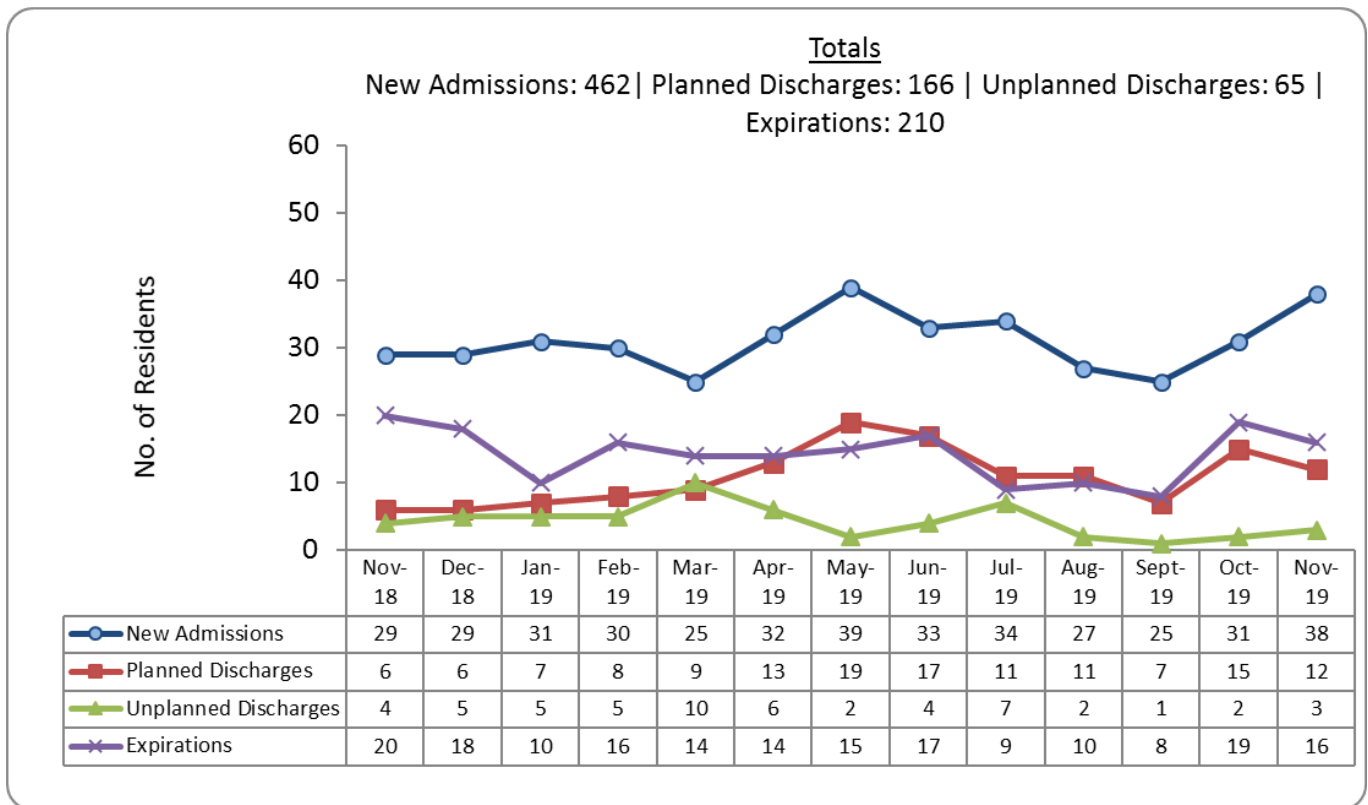
Wait List

Average wait time in days from referral date to decision approved date (11/01/2018 to 11/30/2019): pending report build in Epic system

Average wait time in days from decision date to admission date (11/01/2018 to 11/30/2019): pending report build in Epic system

Number of people on waiting list as of 1/7/2020: 13

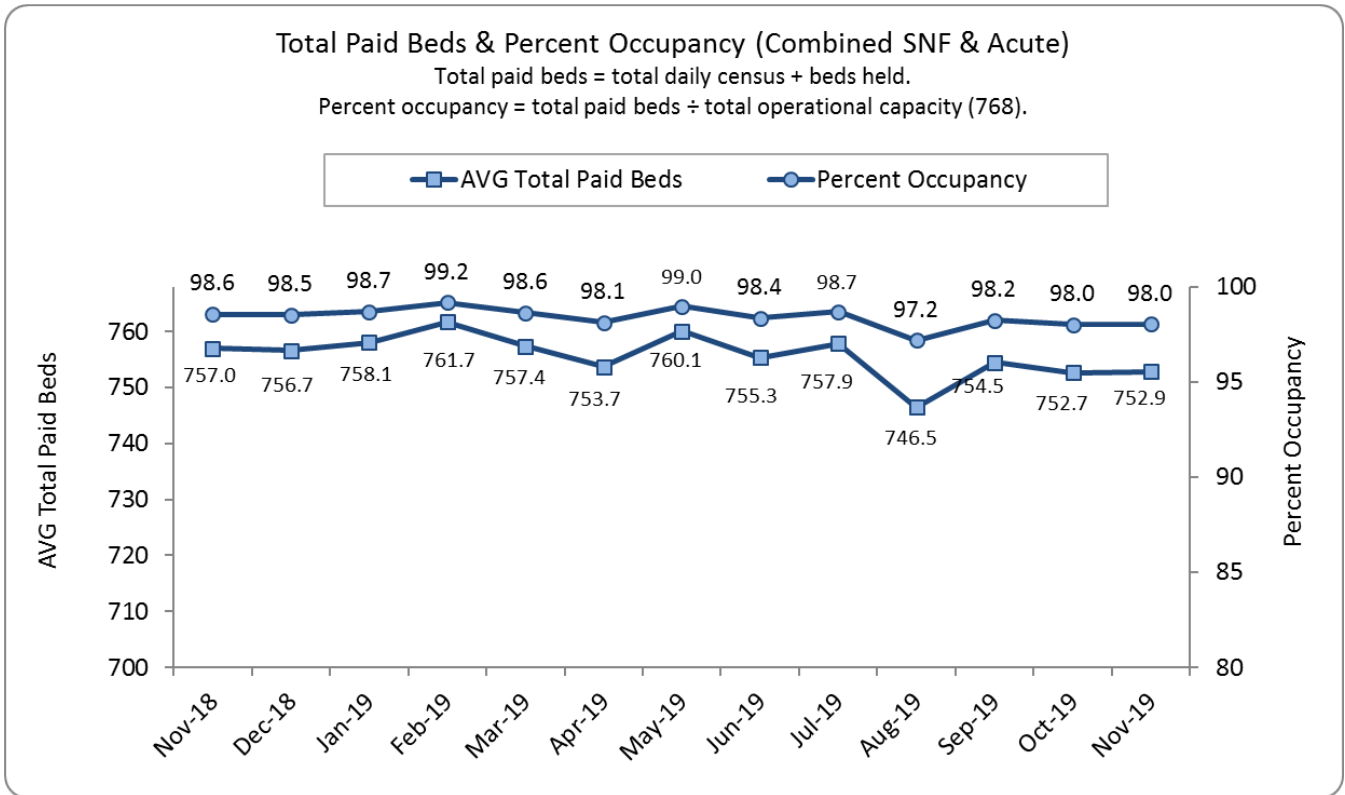
Admissions, Discharges, and Expirations by Month (11/01/2018 to 11/30/2019)



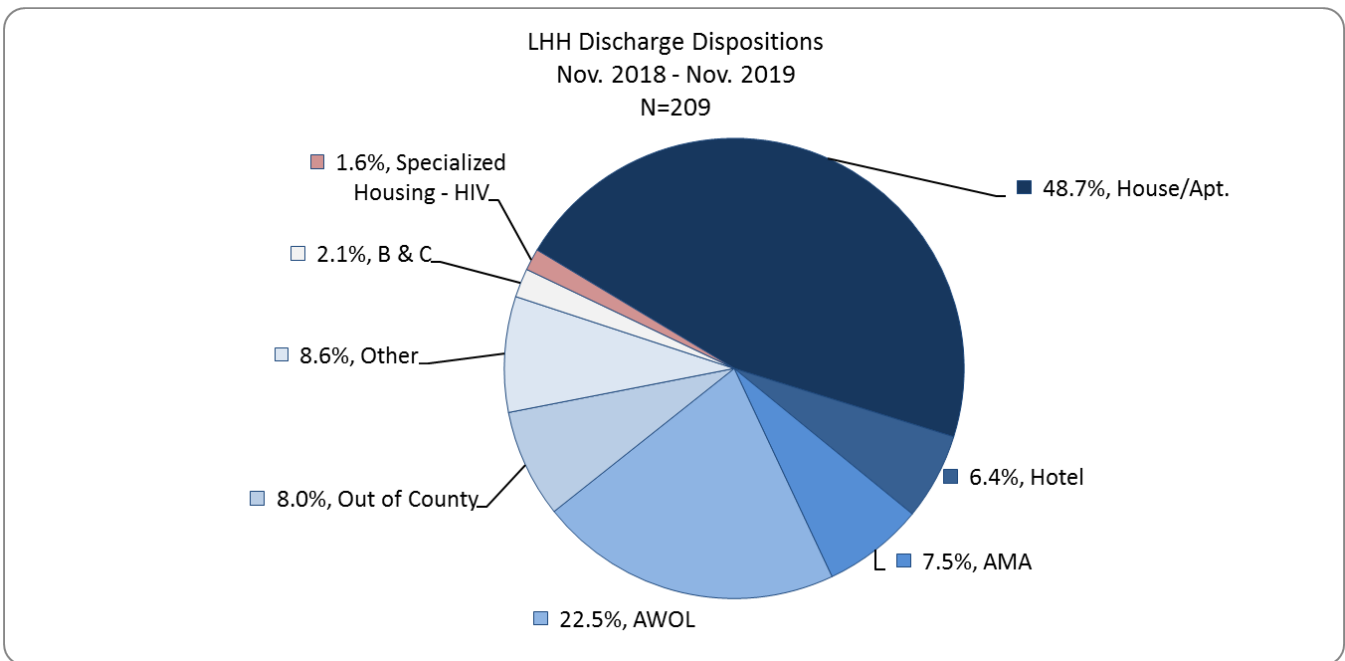
Average Daily Census (11/01/2018 to 11/30/2019)

Period	SNF Occupied	Beds Held	Total SNF Census	Acute Medical Census	Acute Rehab Census	Total Daily Census	Total Paid Beds	Percent Occupancy
11/01/18 - 11/30/19	749.79	4.59	754.38	.33	1.03	751.15	755.71	98%

Paid Beds and Occupancy by Month (11/01/2018 to 11/30/2019)



Community Discharge Dispositions (11/01/2018 to 11/30/2019)



For the 13-month period above:

1. Analysis of out-of-county are as follows: 8.0% (n=15) individuals were discharged to out-of-county placements. Of those, 11 residents went to live with family, 2 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=14), Laguna Honda's policy is that a physician discusses with the patient/resident the risk of leaving AMA.

AWOL (11/01/2018 to 11/30/2019)

1. Analysis of absent without leave (AWOL) are as follows: there were a total of 42 AWOL incidents during this 12-month period. Of the 42 incidents, 10 (24%) residents returned to Laguna Honda to continue receiving services and 32 (76%) stayed away.

AWOL Analysis for 11/01/2018 to 11/30/2019	
Count of AWOL residents who returned to continue services	10
Count of AWOL residents who stayed away	32
Total Count of AWOL incidents	42

2. Of the 45 AWOL incidents, the Social Services Team was able to contact 30 and 12 have not been heard from.

AWOL Analysis for 11/01/2018 to 11/30/2019	
Count of AWOL residents Social Services have been able to contact	30
Count of AWOL residents Social Services have not been able to contact	12

3. The 42 total incidents of AWOL for this period is an increase of 9 incidents when compared to the same period 1 year prior (11/1/2017-11/30/2018) when there were 33 AWOL incidents total.

Staffing Report

Laguna Honda's current vacancy rate is 7.6%. A detailed vacancy report, along with the new hires and separations report, is attached.

Budget and Finance

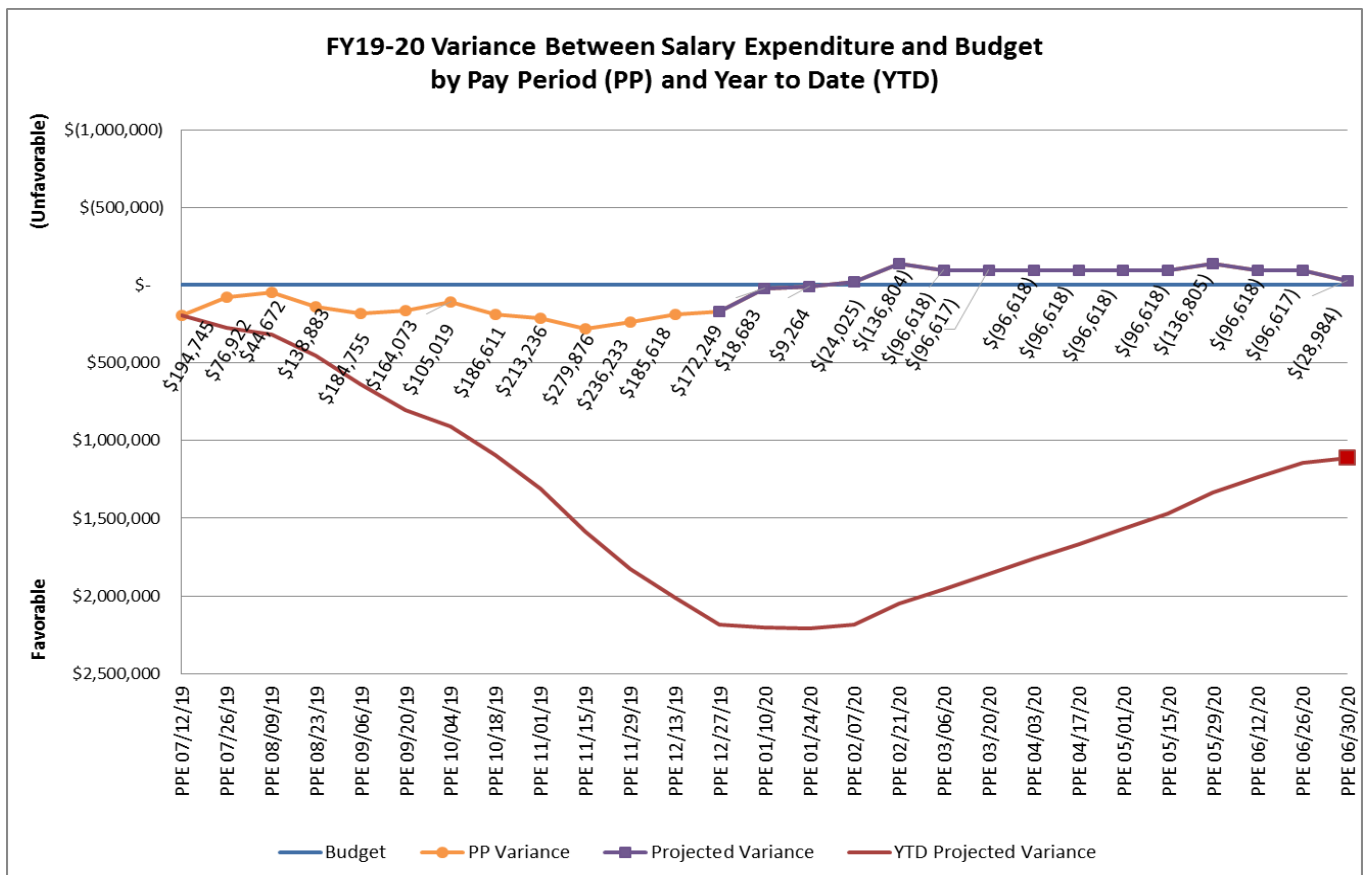
Financial Report

Fiscal month 6 of FY2019-2020 has not been closed, therefore the 2nd quarter financial report will not be available until next JCC meeting in March.

Salary Variance Report

For Fiscal Year 2019-2020 year to date variance through Pay Period Ending (PPE) December 13, 2019, Laguna Honda Hospital has a favorable variance of 2.89% / \$2,010,643 under budget.

We are currently projecting an overall salary expenses surplus of \$1.1 million by year end. The positive variance is mainly due to salary structural correction and actively filling vacant permanent and temp as-needed positions to maintain and to control overtime usage.



Gift Fund Report

Fiscal month 6 of FY2019-2020 has not been closed, therefore the second quarter Gift Fund Balance Report will not be available until next JCC meeting.

Initiatives and Milestones

Care Experience

Department Specific Celebratory Weeks – September and October

Laguna Honda completed week-long celebrations for multiple departments during September and October. Environmental Services kicked things off on the week of September 9th and held an annual fall barbeque to recognize the hard work of the hospital's porters, utility workers and more. In October, the hospital recognized Food Services on the week of October 6th and Pharmacy, Respiratory Care and Facility Services during the week of October 20th.

Flu Season Campaign – Oct 1st

The flu season officially kicked off on October 1st with the Medical Clinic providing access to flu vaccinations to all staff and volunteers. This campaign meets federal and state requirements for health workers as well as ensures that staff and residents are equally safe and protected against influenza during the next few months where risk is high. For those opting out and signing a declination form, mandatory masking period started on November 1st.

Pumpkin Patch and Halloween Party – October 16th and October 31st

Residents celebrated the festivities of the Fall season in October. The Activity Therapy Department made for a fun-filled month with a pumpkin patch day in the Virginia Leishman farm as well as a Halloween themed hospital-wide celebration. Both events were a success as residents enjoyed themselves and were able to wear costumes and or see others dressed up in fictional characters.

Annual Resident Holiday Gift Program – December 17th

Volunteer Services was hard at work during the holiday season to ensure that all residents received a gift from the hospital. Over two months, Michael Ford and Ketkesone Siharath collaborated with the Activity Therapy Department to identify resident wish lists. They also organized volunteer days with volunteer support to package items that were gifted to residents during each neighborhood's holiday parties. Each resident received items that will enhance their quality of life at the hospital. This program is made available due to the generous support from Friends of Laguna Honda.

Campus Community Activities and Events

Laguna Honda Network Trail Ground Opening – September 28th

San Francisco Urban Riders and Laguna Honda, in collaboration with Supervisor Norman Yee's office held an exclusive ground-breaking ceremony for the newly minted network of trails behind Laguna Honda's campus. The event drew a sizable crowd of more than 80 people who were provided guided trail hike tours to explore the area. President of the Board of Supervisor Norman Yee was in attendance, along with Laguna Honda leadership to welcome neighbors and community groups in opening this new set of trails.

Years of Service Recognition Dinner – October 25th

Laguna Honda staff who reached milestones of between 5 to 30 years of service were recognized during a dinner at Patio Espanol. The event celebrated more than 100 staff members from across multiple departments. Honorees were provided a certificate recognizing their number of service years at the hospital and given a special pin to commemorate the occasion. The dinner featured singing, dancing and a photobooth to help honorees and their friends and family celebrate in with extra fun heading into the weekend. A big thank you to Janet Chen, SF Fellow, Nawzaneen Talai, Manager of Administration and Jennifer Carton Wade, Assistant Hospital Administrator for planning the successful event.

Medical Clowns Grand Rounds – November 2nd

The Medical Clowns are an organization that Laguna Honda has partnered with to provide supplemental therapeutic activity for residents diagnosed with dementia or other memory care needs. On select days, the Medical Clowns dress up in fun costumes and perform their humorous acts on resident neighborhoods. The laughter they draw from residents have been beneficial to the overall care plan for many individuals. On November 2nd, they held their fourth annual Grand Rounds fundraiser in Gerald Simon Theater. Proceeds from the event go towards helping them sustain their mission of helping residents of the hospital continue to laugh and enjoy life.

Annual Holiday Show Presented by Friends of Laguna Honda – December 6th

Residents enjoyed another wonderful holiday show lineup in historic Gerald Simon Theater this year. The show, sponsored by Friends of Laguna Honda, featured various musical acts and comedic performers that drew laughs from the residents in attendance. There was also a special appearance from Santa Claus, much to the residents' delight. This year's event represented the 5th consecutive time the show has been back on stage and the hospital looks forward to continuing next holiday season.

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.

October 2019 Employee of the Month

Laguna Honda Epic Super Users and Core Super Users are October's Employees of the Month.

The super users became the backbone of our pre-go-live preparation and go-live implementation. They provided support to all the end users by working collaboratively with the Epic CSI consultants and leadership.

Laguna Honda Hospital was only able to recruit 53% of the needed super users, and despite this low recruitment, the support that all the Core and Regular Super Users gave was over 100%. They worked long hours to provide the at the elbow support and assisted with workflows that are needed and/or needed refinement. We are fortunate to have this great group of individuals with this Epic milestone.

December 2019 Employee of the Month

Rose Huang is the December 2019 Employee of the Month.

Rose is a delight to anyone that knows her. She brings a warmth and genuine positivity to A/B wings of the Administration building and throughout the hospital on a regular basis. Regardless of the day or time, she has a cheerful greeting for her peers as well as a pleasant disposition.

Rose is equally dedicated to her work as the designated porter for the tenants on the fourth floor, where she is based. They can always count on Rose to gently remind them to evacuate the premises so she can complete her duties to ensure the work environment is clean and immaculate. She's always willing to do things with a smile.

January 2020 Employee of the Month

Olivia Thanh is the January 2020 Employee of the Month. She began her career at Laguna Honda in 2015 but has served in her current role as an Administrative Analyst with the Strategic Performance Management team for the past two and half years. Olivia is deserving of Employee of the Month award for many reasons. She is hardworking, dedicated and always willing to step in and help where she can.

Olivia has earned the reputation of being Laguna Honda's resident Lean expert and has played an instrumental role in operationalizing the hospital's Lean transformation. Since Epic implementation, she has taken on additional responsibilities as the Advanced Reporting Administrator for Laguna Honda. She manages data analytics and reporting efforts for the hospital by following up on departmental requests, organizing working meetings with subject

matter and technical experts across the hospital and Department of Public Health, and ensuring that Laguna Honda leadership has the appropriate information to make critical decision. Her constant professionalism and attention to detail has proven that she is a huge asset to Laguna Honda.

Olivia is a native San Franciscan and is currently finishing up the final semester of her Master of Public Administration program at University of San Francisco. When she's not at work or writing papers, she enjoys throwing iron around at the gym and spending time with her family. Another one of her other true passions is traveling abroad.

Performance Improvement

Quality Council Meetings

Attached are the Quality Council meeting minutes for October 2019.

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