

**Laguna Honda Executive Committee Minutes
Quality Council
April 2, 2019**

Attendees: Quoc Nguyen, Jennifer Carton-Wade, Nawz Talia, Eric Benzal, Angela Pownall-Elizalde, Kate Durand, Michael McShane, Chauncey Jackson, Garrett Chatfield, Lena Yue, Geraldine Mariano, ChiaYu Ma, Heather Rudolph, Janet Gillen, Vicky Lau, Michelle Fouts, Regina Gomez, Arnulfo Medina, Madonna Valencia, Olivia Thanh, Alyah Allen, Mivic Hirose

Co-Chairs: Michael McShane and Quoc Nguyen

<u>ITEM</u>	<u>DISCUSSION</u>	<u>ACTION</u>
CALL TO ORDER	Meeting was called to order at 10:01am.	
Minutes Approval	3/5/19 minutes were reviewed and approved.	4/2/19 Quality Council meeting minutes were approved.
Discharges Back to the Community A3 – Catchball	Jennifer discussed left side of A3: LHH started short stay program in 2016. The goal of the program is to identify and prioritize short stay residents and to improve the discharge planning process to return residents to the community. Despite efforts, the percentage of discharges have declined over the past 2 years. LHH's discharge rates for 3 rd quarter 2017-2018 was 33.97%, and 4 th quarter 2017-2018 27.45%. The national average is 56.10%, and California average is 56%. The goals and targets for the end of FY 19-20 are: Develop a process that ensures inclusion of Medicare A patients in the short stay program monitoring. Increase discharges to the community for all by 10%.	Quality Council thanked Jennifer for presenting.
Patient Flow A3 – Catchball	Nawz presented the Patient Flow A3: From FY 15-16 to FY 17-18, new admissions have decreased by 21% and community discharges have decreased by 26%. To improve patient flow, LHH completed Kaizen workshops. The workshops developed countermeasures to streamline the pre-admission process, complete timely clinical assessments, and improve room readiness. LHH still faces many challenges related to: housing, decreased availability of SNF beds, limited access to shelter beds/DAH beds/SROs, increased average length of stay (ALOS), homeless admissions/residents, and increased # of referrals. The goals and targets are to decrease the # of patients on wait list by 50% by June 30, 2020. Develop a streamline report for patient flow at LHH by December 30, 2019. Identify data source(s) and ensure data integrity by December 30, 2019.	Quality Council thanked Nawz for presenting. Suggestion was made to broaden scope and look at how Laguna Honda can internally improve the patient flow process. More data will be needed to complete analysis.
Theft and Loss Report Out	Geraldine presented the storyboard on Theft/Loss at LHH for calendar years 2017 and 2018. From 2016 to 2017, there was a 72% increase in theft/loss reports of resident property, and 100% increase in facility property at LHH; many bedside drawers with locks were not working properly due to broken locks or missing keys. For FY 17-18 the established goal is to reduce the number of theft/loss incidents by 10% by June 30, 2018. All bedside drawers were checked and broken ones were fixed. Dentures were checked and labeled by Dental Clinic. The number of UO reports were used to track the theft/loss incidents. Completing inventory of resident's belongings upon admission, re-admission, and relocation is key to ensuring that resident's belongings are accounted. Educating our staff and residents on how to safeguard their personal belongings was helpful in reducing the number of reported theft/loss incidents. Recommendations are frequent reminders to residents on safeguarding. Nursing to continue monthly denture check to reach goal of 100% labeling. 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	Quality Council thanked Geraldine for presenting.

	devices; (2) complete annual inventory for residents who frequently obtain new items; and (3) include new CMS regulations. Two times per year, RCT to continue discussion on safeguarding. Daily neighborhood counts of LHH-owned electronic devices and Cisco phones. QM will continue to monitor UO reports for theft/loss quarterly trends, and notify neighborhoods of upticks in theft/loss.	
Next Meeting	Meeting adjourned at 11:02am	