

Laguna Honda Hospital Medical Services

September 14, 2021

Dr. Wilmie Hathaway, Chief Medical Officer

Medicine

Overview

- Primary focus is on providing continuity of exemplary medical care for the resident population of LHH.
- Medical Services department provides 24-7 medical evaluation and care for all LHH residents.
- PCPs attend to the primary care needs of the residents, as well as urgencies and emergencies.
- Medical care is provided for residents on all 13 SNF units as well as the LHH Medical Acute unit.
- The Dept. collaborates with other Clinical Services to provide holistic, individualized, and equitable care for all LHH residents.
- Adherence to regulatory and compliance standards.

Medicine

Staffing

- 24.4 FTEs – Primary Care Physicians
- Vacancies
- As Needed

Medicine

Challenges

- Starting March 2020, only DPH staff was allowed on campus. This put a hold on students, residents and fellow rotations
- Staffing shortages (retirement, leaves, etc)
- Burnout / Wellbeing
- Adjusting to changes of med ops during COVID (AOU, resident testing, COVID unit, etc)

Achievements

- Resumption of training site –
 - UCSF Family Medicine PGY2 and PGY3 will incorporate LHH as part of their Geriatric Continuity of Care curriculum
 - Palliative Care Fellows
 - Addiction Medicine Fellows
- COVID Ops workgroup (Mitigation and prevention, PPE, IT, Ethics)
- Minimal disruptions with patient flow
- Joint Medicine – Psychiatry Case Conference (monthly)

Physical Medicine and Rehabilitation

Overview

- Oversees care for Acute and SNF Rehab residents
- Residents with physical impairments which interfere with the ability to function. Must require the supervision of nursing 24 hours daily in one or more of the following:
 - Training in B/B management
 - Training in self care
 - Training or instruction in safety precautions
 - Cognitive functioning training
 - Behavioral modification and management
- Must be capable of fully participating with rehab program and must demonstrate the ability to progress towards measurable functional goals.

Physical Medicine and Rehabilitation

Staffing

- 1.6 FTEs –
Physiatrists

Inpatient

- Acute Rehab : 5 beds
- SNF Rehab: 49 beds

Outpatient

- LHH Physiatry Clinic
- Electrodiagnostic
Studies (EMGs)
- Botulinum Toxin
Injections

Physical Medicine and Rehabilitation

Challenges

- Underutilization of Acute Rehab Unit
- Community disposition challenges upon completion of rehab treatment

Goals

- Increase census/improve utilization of acute rehab
- Meeting Inpatient Rehab Facility Patient Assessment Instrument (IRF PAI) documentation standards in EPIC
- Resume teaching (Ortho PGY-1 and Medical Students)

Psychiatry

Staffing

- 13.8 FTEs (Psychiatry, Neuropsychologist, Psychiatric Social Workers, STARS counselors, Behavioral specialists)
- Vacancies

Psychiatry

- Clinical Services

- Obtained through e-referrals or urgent and on-call mechanisms
- Provided either on LHH neighborhood or in LHH outpatient clinic
- Individual and group therapies

- *Mental health* - including assessment, counseling, individual and group therapies)
- Substance use
- *Behavioral health* – behavioral consultation and planning, LH Premier Club, Health and Behavior services)
- *Behavioral risk screening* (Pre-admission screening) - chart review, in-person assessment
- Neuropsychological assessment and testing

Psychiatry

- Non-Clinical Services
 - Behavioral expertise to support Resident care teams (RCTs), medical staff committees, taskforces, staff education, teaching and supervising trainees, and PI projects (ex. Behavioral Management work group, controlled substance work group).

Psychiatry

Challenges

- Staffing Shortages
- Covid Disruptions
- Increased pre-admission screening volume
- EHR issues

Achievements

- Hiring recruitment efforts
- Covid response: warm line, S5 enhance support, enhanced individual outreach, key member in code home response
- Established behavioral rounds on S5, N1, S2 and PM
- Managing increased pre-admission screening

Outpatient Clinic Services

- Overview

There are multiple specialty clinics available for evaluation and treatment of residents by appointment in the Outpatient Clinics. All Outpatient Clinic referrals are done by e- Referral.

Outpatient Clinic Services

Services

- Cardiology
- Dental
- Physiatry
- Podiatry
- Plastic Surgery
- Hand Surgery
- Pulmonary
- Rheumatology
- Heme/Onc
- Pain Management
- Orthopedics
- Dermatology
- Endocrinology
- Infectious Disease
- Nephrology
- Neurology
- OHNS (ENT)
- Optometry
- Gastroenterology
- Anti-Coagulation
- Lymphedema
- Occ Health
 - PPD
 - Annual Exam

Outpatient Clinic Services

Challenges

- Clinic services were decreased during the pandemic.
- Closed March 2020 and reopened in Sept 2020 with reduced capacity; limited services (5 clinics only)

Achievements

- Able to re-open all but 2 clinic by March 2021

Statistics

- # of patient visits: 3925
- # of employee visits - 5520