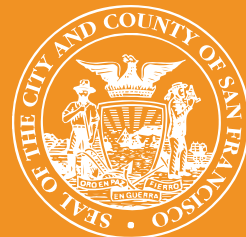




San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital Executive Team Report

July 11, 2023



Leadership Updates

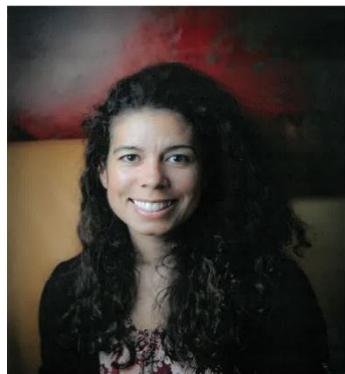


A New Era of Leadership

- We are pleased to share that the following key personnel have officially started their roles at Laguna Honda Hospital:
 - **Sandra Simon**, Nursing Home Administrator and Chief Executive Officer
 - **Jennifer Carton-Wade**, Assistant Nursing Home Administrator for Care Experience
 - **Diltar Sidhu**, Assistant Nursing Home Administrator for Support Services
 - **Greg Chase**, Executive Director of Facilities, Engineering, Fire Life Safety and Capital Projects



Sandra Simon, LNHA, MBA



*Jennifer Carton-Wade, MOT, OTR/L
ANHA, Care Experience*



Diltar Sidhu, LHNA, MBA



Greg Chase



Hiring Updates



Active Recruitment for Key Leadership Positions

- We are continuing the recruitment and search processes for the following roles:
 - Director of Nursing Services
 - Medical Director
 - Director of Emergency Management and Disaster Preparedness
- The leadership positions that have been filled, as well as those we are actively recruiting for, will align Laguna Honda with top performing skilled nursing facilities.



Status Update



The Path to CMS Recertification

- In April 2022, the Centers for Medicare and Medicaid Services (CMS), terminated Laguna Honda's participation in the Medicare and Medicaid Provider Participation Programs.
- Laguna Honda is dedicated to successful recertification in Medicare and Medicaid to continue providing care to our residents and bring long-term stability to our community.
- We continue to work hard to meet all regulatory requirements and make rapid improvements to prepare for recertification.
- This includes long-term operational, institutional, and cultural changes needed to achieve recertification and to ensure the long-term success of the hospital.
- Between the Laguna Honda staff and our expert consultants, we are confident we have the team in place for a successful recertification.



Status Update



Settlement Agreement with CDPH and CMS

- On November 10, 2022, the City and County of San Francisco signed the Settlement and Systems Improvement Agreement with CMS and the California Department of Public Health.
- On May 18th we received the good news that CMS agreed to our request to continue the pause of involuntary resident transfers until September 19, 2023.
- CMS also extended payments for the care of our residents through March 19, 2024.



Path to Recertification



90-Day CMS Monitoring Surveys

- As part of the settlement agreement, CMS will conduct monitoring surveys every 90 days.
- **The third CMS 90-Day Monitoring Survey took place between June 5 and June 9 .**
- As part of the settlement agreement, we are reviewing the survey and corresponding root cause analysis. We are in the process of reviewing and developing an Action Plan due by July 12.





Survey Readiness

During 2023, we will host more extensive surveys and we will host surveys more frequently. We will take on new projects to better align our facility with CMS regulations and skilled nursing facility best practices. These projects, which include ongoing Facilities and Capital Projects, will contribute to more successful surveys. Survey readiness includes daily clinical observation rounds and weekly executive staff leadership rounds.



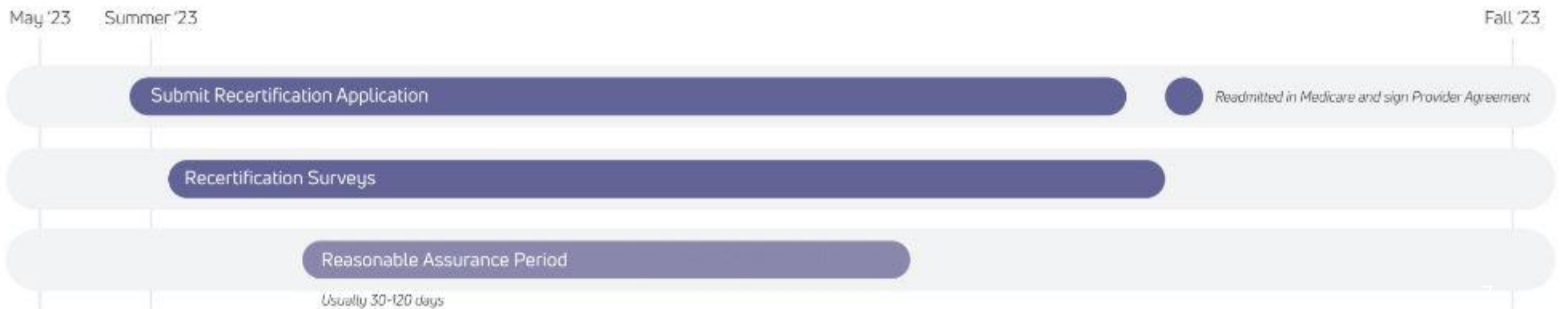
Action Plan

The Action Plan is our blueprint for how we will accomplish recertification and remain successful over the long term. The Action Plan was developed in response to the Root Cause Analysis, prepared by the Quality Improvement Expert. This was required as part of the settlement agreement.



Recertification Process

Once we are successful in completing our Action Plan, and have a strong performance in our third Monitoring Survey, we will be in a position to apply for recertification.



Our Restraint Free Journey

► Bed Improvements for a Restraint Free Laguna Honda

- We have made great strides in our restraint free journey and have reduced restraints considerably over the last 6 months
- Right now, we are partnering with every resident to have their bed exchanged with an equivalent one.
- The equivalent beds will have rails removed or will come equipped with mobility devices for assistance in bed, or assistance for getting out of bed, based on each resident's individual needs.



Our Restraint Free Journey



Bed Improvements for a Restraint Free Laguna Honda

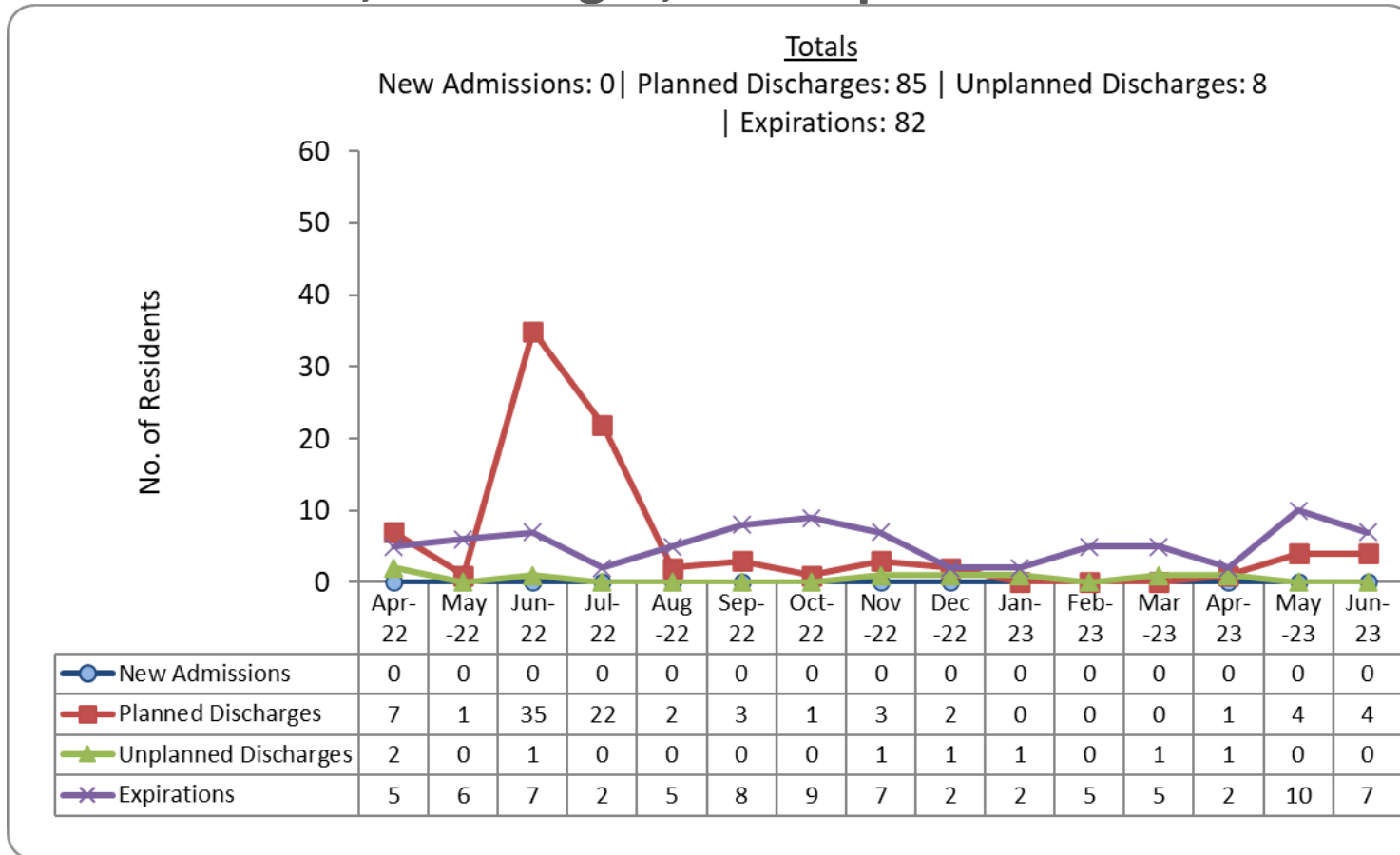
- The bed improvements will be critical in helping residents maintain their independence, as and enhancing their quality of life.
- We are continuing to educate residents and staff on the importance of minimizing the use of restraints.
- A CDPH Technical Expert assigned to LHH recently held a Town Hall attended by over 80 LHH leaders to answer questions they had regarding this important industry expectation to be restraint free.



State of the Hospital



Admissions*, Discharges, and Expirations



June 2023 average daily census was 511

**New admissions are currently on hold.*





San Francisco Health Network Laguna Honda Hospital and Rehabilitation Center

