



San Francisco Health Network  
Laguna Honda Hospital  
and Rehabilitation Center

# Laguna Honda Hospital Recertification Progress Update

August 15, 2023



# Recertification Status Update



## Our Application for Medicaid Recertification

- On August 1, a resolution authorizing Laguna Honda to apply for recertification as a Medicare/Medicaid provider was approved by the San Francisco Health Commission.
- Laguna Honda Hospital has submitted an application for Medicaid recertification. This initial application will allow for recertification into the Medicaid provider program.
- Over 95% of residents are supported by Medicaid.
- As part of the recertification application process, we may have another survey at any time and without prior notice.



# Recertification Status Update



## Fire Life Safety and Emergency Preparedness Survey

- Last week, the California Department of Public Health (CDPH) conducted our Fire Life Safety and Emergency Preparedness survey.
- CDPH informed us that there were very few, and minor, preliminary findings.
- This outcome is the result of the hard work and dedication of the entire staff at LHH.



# Recertification Status Update



## Action Plan Update

- The Centers for Medicare and Medicaid Services (CMS) 90-Day Monitoring Survey #3 took place in June and there was significant progress from the first full monitoring survey that took place last year.
- On July 12, we submitted our proposed Action Plan in response to the June survey, as well as other non-monitoring-survey findings, to CMS.
- The proposed Action Plan includes 290 milestones for Monitoring Survey #3 and 85 milestones for non-monitoring-survey findings
- The work to complete all Action Plan milestones is currently underway.
- Our goal is to have all Action Plan milestones completed by September 1 so that Laguna Honda is recertification ready.



# Recertification Education Fair



## Action Plan Related Trainings

- The Action Plans require a significant amount of facility-wide education.
- To ensure compliance, Laguna Honda hosted its third Recertification Education Fair.
- Topics included abuse and grievance response, linen handling, meal delivery processes, creating a homelike environment for residents, resident mobility, and medication administration.



# Abuse Prevention Coordinator



## Role of the Abuse Prevention Coordinator

- Prevention and response to allegations of abuse and neglect is critical to the safety and wellbeing of our residents.
- Creating robust systems to investigate and respond to allegations of abuse is necessary for this purpose.
- Sandra Simon, LNHA, MBA, Nursing Home Administrator and Chief Executive Officer has been named as the Abuse Prevention Coordinator.
- The Abuse Prevention Coordinator is responsible for overseeing abuse screening, training, prevention, identification, investigation protection, reporting and response for all allegations of abuse, neglect, misappropriation and exploitation.
- The Abuse Prevention Coordinator is the central point of contact among all departments involved in resident care to ensure that allegations of abuse will be responded to in a thorough, urgent, and timely manner.



# Abuse Awareness Campaign

## Identifying Abuse

Residents have the right to be free from abuse, neglect, and exploitation. If you see any signs of abuse or if a resident reports abuse has occurred, notify your supervisor immediately.

**ABUSE** is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish.

**NEGLECT** is the failure to provide goods and services to a resident that are necessary to avoid physical harm, pain, mental anguish, or emotional distress.

**EXPLOITATION** means taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats, or coercion.

**MISAPPROPRIATION** of resident property means the deliberate misplacement, exploitation, or wrongful, temporary, or permanent use of a resident's belongings or money without the resident's consent.

**REPORTING ABUSE**

**ALL LHH STAFF, CONTRACTORS, & VOLUNTEERS ARE MANDATED REPORTERS**

Mandated reporters shall immediately respond to and report observed or suspected incidents of abuse.

**HOW TO REPORT ABUSE REPORT IMMEDIATELY (WITHIN TWO HOURS)**

- CDPH 415-330-6353
- Ombudsman 415-751-9788
- Nursing Ops 415-327-1902

## Abuse Procedures

ESTABLISH RESPONSIBILITY	KNOW WHAT TO REPORT	KNOW TO WHOM TO REPORT	PROTECT AND INVESTIGATE	FINAL REPORT
Designate an abuse coordinator and make staff aware that all are responsible for reporting abuse.	Report all allegations and observations of abuse, any suspicion of a crime, and any indicators of abuse.	Establish procedures for in-house reporting from supervisors to administrator, reporting to law enforcement, and reporting to State Survey Agency.	Protect the resident involved and any potential resident from additional abuse. Investigate all allegations.	Report the results of all investigations to the State Agency within 5 working days of the incident.

## Dementia and Abuse Prevention

UNDERSTAND DEMENTIA	COMMUNICATION STRATEGIES	UNDERSTAND BEHAVIORS AND ACTIONS	STOP CHAIN OF EVENTS	RESPOND TO ABUSE
Persons with dementia are thought to be at greater risk of abuse and neglect. Understand that residents with dementia can't help their behaviors.	Communication is a two way street. Persons with dementia can't change the way they communicate, so we must change ours.	Consider behaviors of a person with dementia as actions and reactions that are forms of communication. Evaluate possible reasons behind the actions and reactions.	Respond to resident actions in such a way that might prevent a negative series of actions and reactions that can lead to abuse.	Consider the SAFE acronym when responding to abuse: Safe, Alert, Friend, Emergency.



San Francisco Health Network  
Laguna Honda Hospital and Rehabilitation Center



# Smoke and Tobacco Free Environment Policy Update

## Resident Safety Update

- Laguna Honda is a smoke and tobacco free environment.
- Some residents may be allowed to smoke in a designated smoking area if it is in line with the individualized care plan developed by their Resident Care Team.
- We want to make sure that residents who are allowed to smoke in the designated smoking area are doing so in a safe environment.
- Moving forward, residents who smoke in the designated smoking area will be assessed by the Resident Care Team for their need to wear a smoker's apron.
- The aprons enhance resident safety to prevent smoking material debris from landing on the individual who is smoking.





# Resident & Family Survey



## We Want to Hear From Our Residents & Families

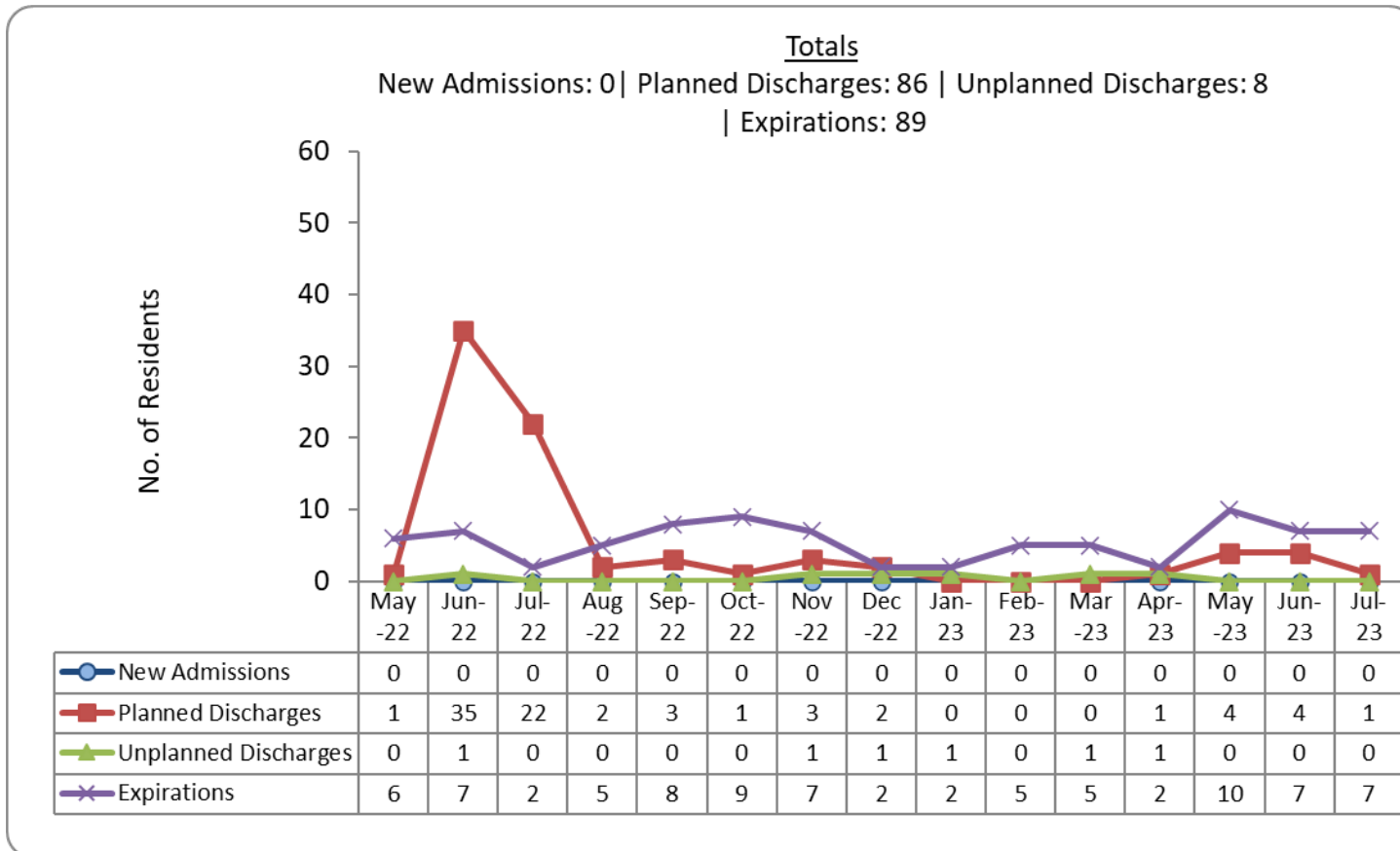
- Laguna Honda is passionate about the quality of care our residents receive, as well as their day-to-day experience.
- The best insight we can receive comes from Laguna Honda's residents and families.
- We are currently distributing a survey to residents and families so we can receive more feedback on how we are doing, what we do well, and what can be improved.
- We look forward to reviewing the results of the survey and incorporating feedback.



# State of the Hospital



## Admissions\*, Discharges, and Expirations



July 2023 average daily census was 499

*\*New admissions are currently on hold.*





# San Francisco Health Network Laguna Honda Hospital and Rehabilitation Center

