

San Francisco Health Network Laguna Honda Hospital and Rehabilitation Center

Laguna Honda Hospital Executive Team Report

November 14, 2023



Recertification Status Update

Action Plan and Survey Update

- LHH has now submitted all milestones from the Monitoring Survey #3 and Non-Monitoring Survey Action Plans.
- Action Plans are our blueprint for how we will accomplish recertification and remain successful over the long term.
- A total of 461 milestones were submitted. The milestones touched critical areas of the hospital, including Abuse and Neglect, Quality of Care, Behavioral Health, Resident Rights, and Homelike Environment.
- The Quality Improvement Expert (QIE) is reviewing all milestone submissions for final approval.
- Following the submission of our application for Medicare recertification in September, we are now subject to a full survey by CMS, which could happen at any time, and without notice.



Earthquake Safety



Preparing for the "Big One"

- LHH participated in the "Great California Shakeout" on October 19, by conducting a facility-wide earthquake response drill.
- During the drill, LHH tested its communication systems, performed an evacuation using stair chairs, and set-up a medical surge tent.
- We thank all staff who contributed to the success of this important safety drill.







Family Council Relaunch



Increasing Family Engagement

- LHH Family Council returned for its first meeting since the COVID-19 pandemic on October 18.
- Founded in 1990, the Family Council is a space for family, friends, and representatives to come together to support one another and discuss topics related to Laguna Honda and the care of their loved ones.
- Family, friends, and representatives organize and run Family Council. However, Laguna Honda staff provide support and Laguna Honda leaders join as guests, as directed and approved by the members.
- The next meeting is scheduled to take place on Wednesday, November 15.



Sustained Cultural Change

Evolution of Change

SPRINT (May - Sept 2022) PREPARE APPROACH



- Define Success
- Define Impact
- Define Approach
- •Staff and leadership meet and exceed improvements required by the CMS recertification plan and engage with each other to support improvement in their work teams/units.

IMPLEMENT (OCT - DEC 2022 MANAGE CHANGE

- Plan and Act
- Track Performance
- Adapt Actions
- •Staff consistently sustain improvements implemented during CMS recertification efforts and are accountable to each other in maintaining improvement as interdisciplinary work teams.
- •Leadership supports a culture of continuous quality improvement and empowered engagement through visible presence, transparent communication, and promotion of "Together we Can" culture.

TRANSFORM (JAN 2023 onwards) SUSTAIN OUTCOMES

Review Performance

- Activate Sustainment
- •Transfer Ownership
- •Staff are frontline problem solvers, empowered to regularly identify, share and test improvement opportunities as a team. Staff continue to improve the quality of the organization towards longterm goal of CMS 5-star rating.
- •Leadership sustains and promotes culture of empowered engagement, celebration, accountability, open and transparent communication, and collaborative problemsolving.

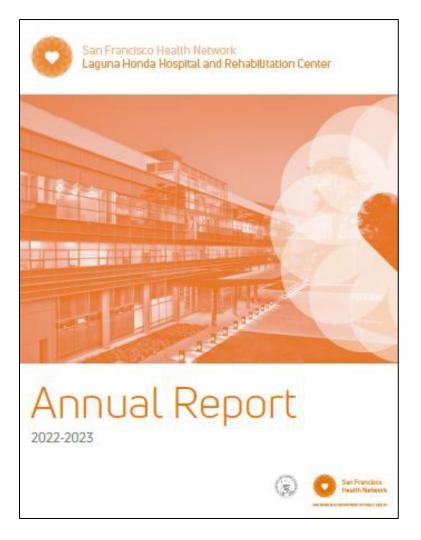


Draft Annual Report



Draft Annual Report for Fiscal Year 2022-2023

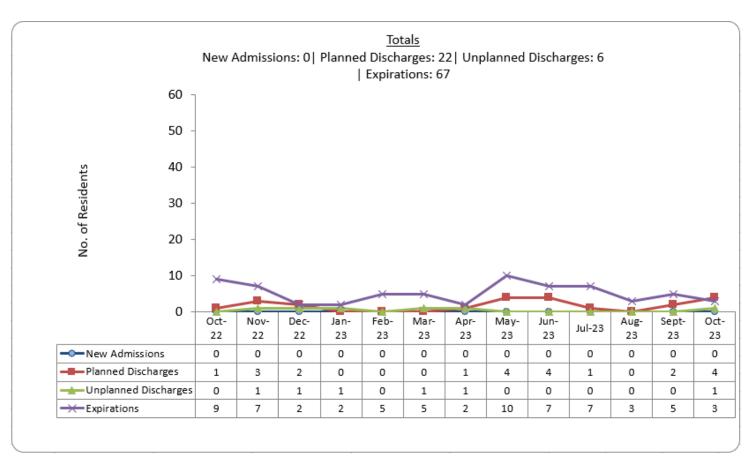
- We are pleased to present the Draft Annual Report for Fiscal Year 2022-2023.
- The report outlines the remarkable progress made towards our goal of recertification.
- The report also shows that the spirt of LHH remains intact, and its future remains bright.





State of the Hospital

Admissions*, Discharges, and Expirations



October 2023 average daily census was 471.90

*New admissions are currently on hold.



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