



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

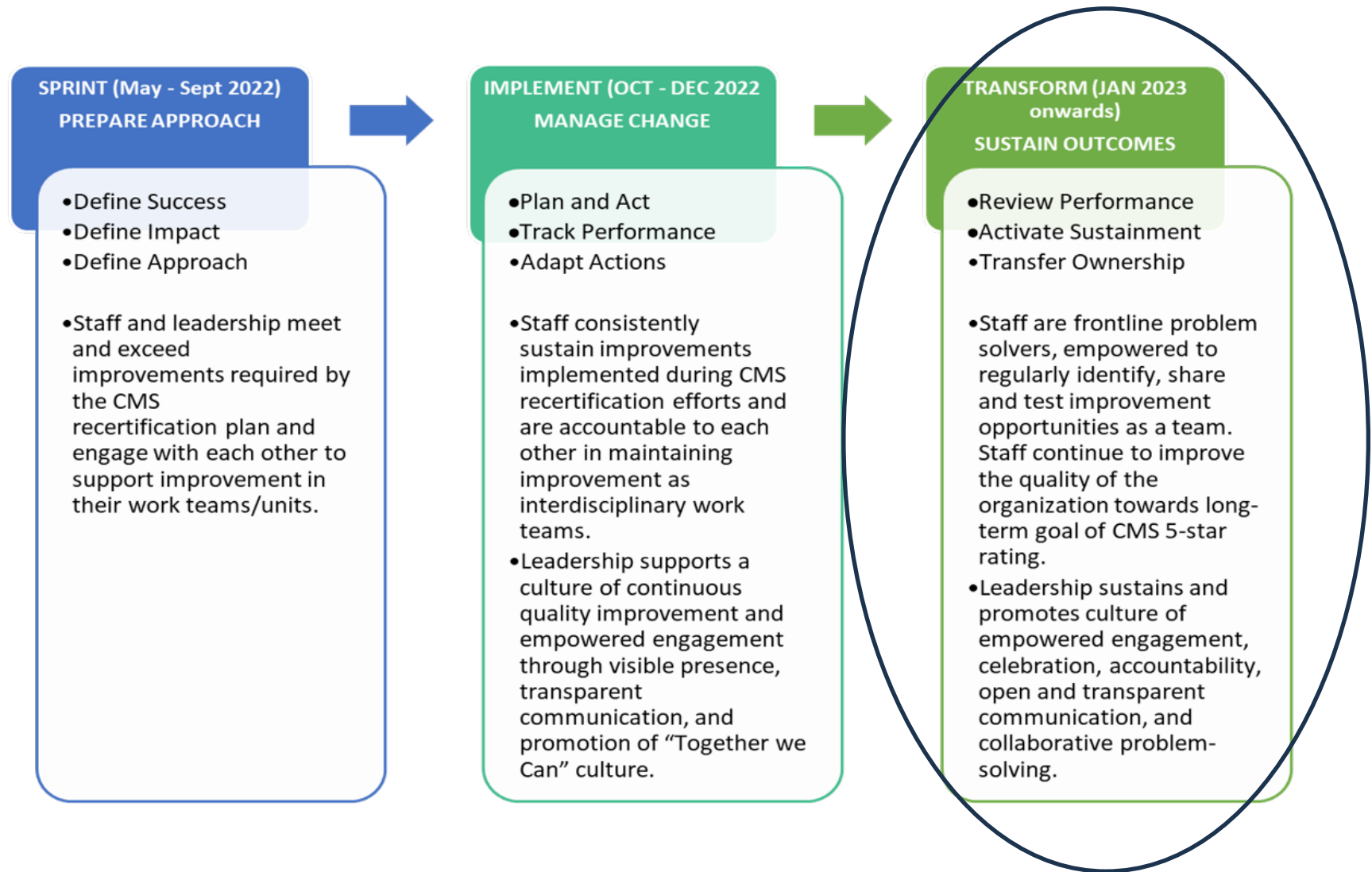
## Increasing Family Engagement

- 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



# Draft Annual Report

## ▶ Draft Annual Report for Fiscal Year 2022-2023

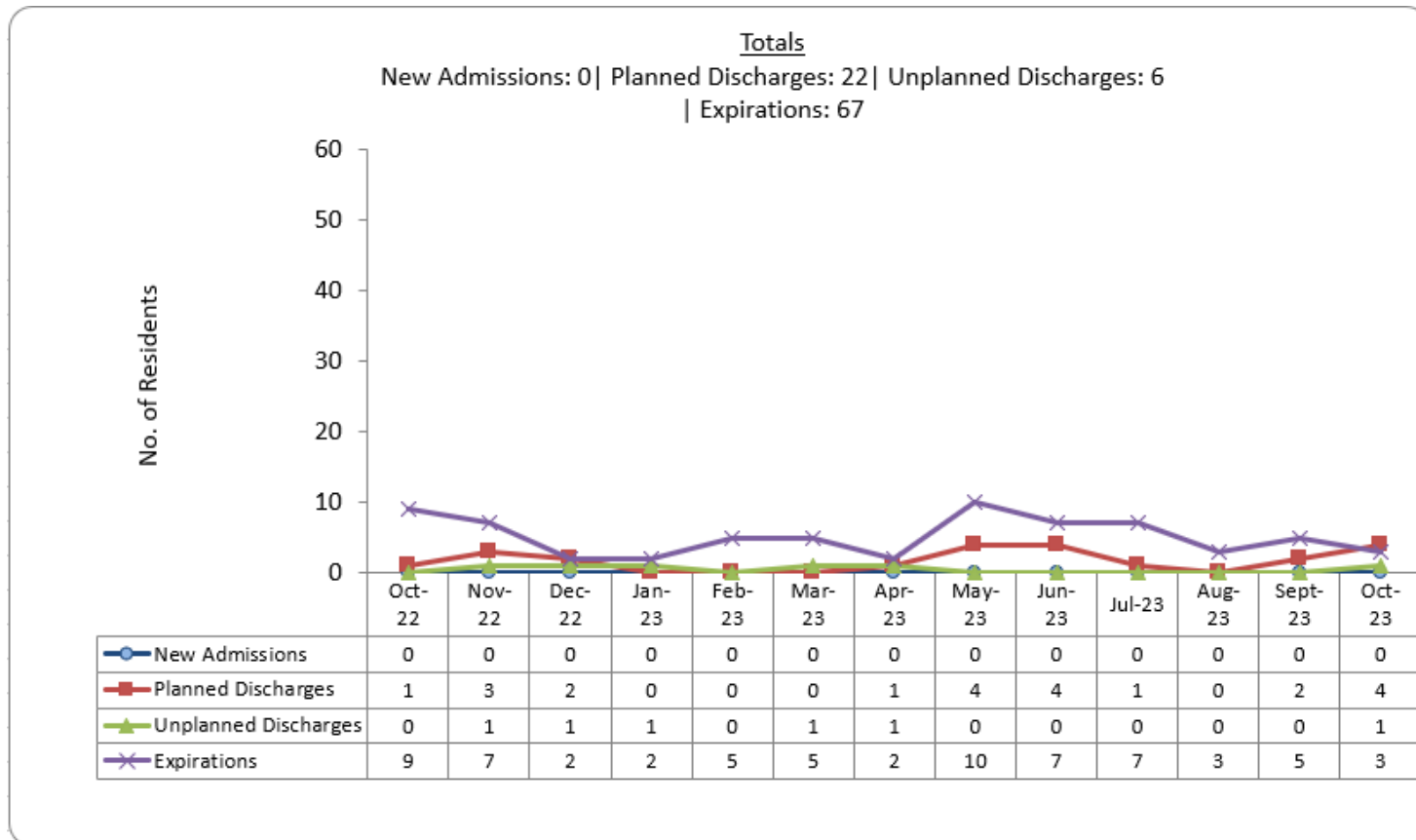
- We are pleased to present the Draft Annual Report for Fiscal Year 2022-2023.
- The report outlines the remarkable progress made towards our goal of recertification.
- The report also shows that the spirit of LHH remains intact, and its future remains bright.



# 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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