



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital Recertification Progress Update

May 21, 2024



Recertification Status Update



Medicare recertification surveys

- Laguna Honda remains focused on Medicare recertification and long-term sustainability of corrective actions.
- Surveyors have been onsite twice this year to-date:
 - April 15th – 19th and April 29th – May 3rd
- Preliminary findings from the first visit, which are subject to district office review before being finalized, indicate *zero* deficiencies for the Medicare Certification Survey and *zero* deficiencies for the two falls process plans of correction.
- The team is very proud of this result.



Recertification Status Update



Reviewing complaints and incidents

- As a result of the first April visit, we received two deficiencies from a facility reported incident (FRI).
- During the second April visit, surveyors reviewed additional FRIs and anonymous complaints from March 2024 and April 2024.
- As a result of the second April visit, we received a deficiency from a FRI.
- Teams are in the process of responding and developing the plans of correction.
- We take the process of reporting and investigating FRIs very seriously. This is part of resident safety, continuous improvement, and skilled nursing facility best practices.
- FRIs and anonymous complaints will continue to be investigated by regulators and may impact our recertification timeline.



Discharge Update



Update on process to discharge residents with non-SNF level of care needs

- Actively working to discharge residents who no longer require skilled nursing facility-level (SNF) care.
- The discharge process is often challenging with extended timelines.
- Since facility-initiated discharges resumed in April 2023, Laguna Honda has discharged 28 non-SNF level of care residents.
- There are currently 36 residents identified as no longer needing SNF level of care.





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