



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital Executive Team Update

February 9, 2026



LHH Hosts Mock Survey

▶ Health Inspection and Fire Life Safety Mock Survey Complete

- HSAG mock surveyors were onsite 1/26/26 through 1/30/26. HSAG shared preliminary findings, with the final report coming next week.
- We celebrate the staff for their commitment, teamwork, and professionalism.

Highlighting Success	
Resident Council Meeting <ul style="list-style-type: none">• Residents expressed that they are happy about the care received, feel supported, and love LHH.	Designated Smoking Area <ul style="list-style-type: none">• The area looks fantastic. Receptacles are empty and clean. Smoke patrols were in place.
Infection Control and Prevention <ul style="list-style-type: none">• Good hand hygiene practices observed LHH-wide.	Kitchen <ul style="list-style-type: none">• Great improvement with kitchen floor and happy with the new walk-in freezer.
RACE / PASS <ul style="list-style-type: none">• Nursing staff and other department staff did very well during interview. Staff also did well when questions about earthquake response.• Staff were eager and willing to learn.• 60% without looking at the badge buddies.	Survey Readiness <ul style="list-style-type: none">• Staff were pleasant on the unit and very responsive.• Nurse Managers introduce themselves to the surveyors.• Excellent survey process, good response.• Things were fixed or corrected immediately.



LHH Nursing Council Launches

▶ PCA and Charge Nurse Council Begins

- We are excited to have this space for Nursing staff to share their perspectives, challenges, and ideas to improve Laguna Honda and the experience of all Nursing staff.



Day Shift Charge Nurses



AM Shift Charge Nurses



PM Shift Charge Nurses



PCA's



LHH Cultural and Change Management



Improving Engagement and Experience
Black History Month and Lunar New Year

"A CENTURY OF BLACK HISTORY COMMEMORATIONS"

February 2026

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 <i>Celebrate Black History month</i>	4 WEAR YELLOW BLACK NATIONAL ANTHEM (SONIA) UNITY MARCH 2PM-3PM ART STUDIO	5 BLACK HISTORY TRIVIA 11AM-12PM CAFE	6 BLACK HISTORY THEMED CAFÉ MENU	7
8	9	10	11 WEAR RED BLACK HISTORY THEMED CAFÉ MENU	12	13	14
15	16 BLACK HISTORY THEMED CAFÉ MENU	17	18 WEAR GREEN GEORGIA BLUES BAND 12:30PM-1:30PM & 2:30PM-3:30PM POETRY SLAM 1:50PM-3:50PM BASKETBALL COURT	19	20	21
22	23	24	25 WEAR BLACK/BH T-SHIRTS BLACK HISTORY GAME SHOWCASE 2PM-3PM KANALEY CENTER	26 BLACK HISTORY THEMED CAFÉ MENU BLACK HISTORY KARAOKE 2PM-4PM GERALD SIMON	27 I HAVE A DREAM	28



LHH Cultural and Change Management



Improving Engagement and Experience

Staff Requested, Staff Driven & Staff Implemented

Staff-led committees, in collaboration with Department of Equity and Culture and the Activity Therapy Department, plan and host cultural engagement events. Food and Nutrition Services create special menus featuring popular foods.

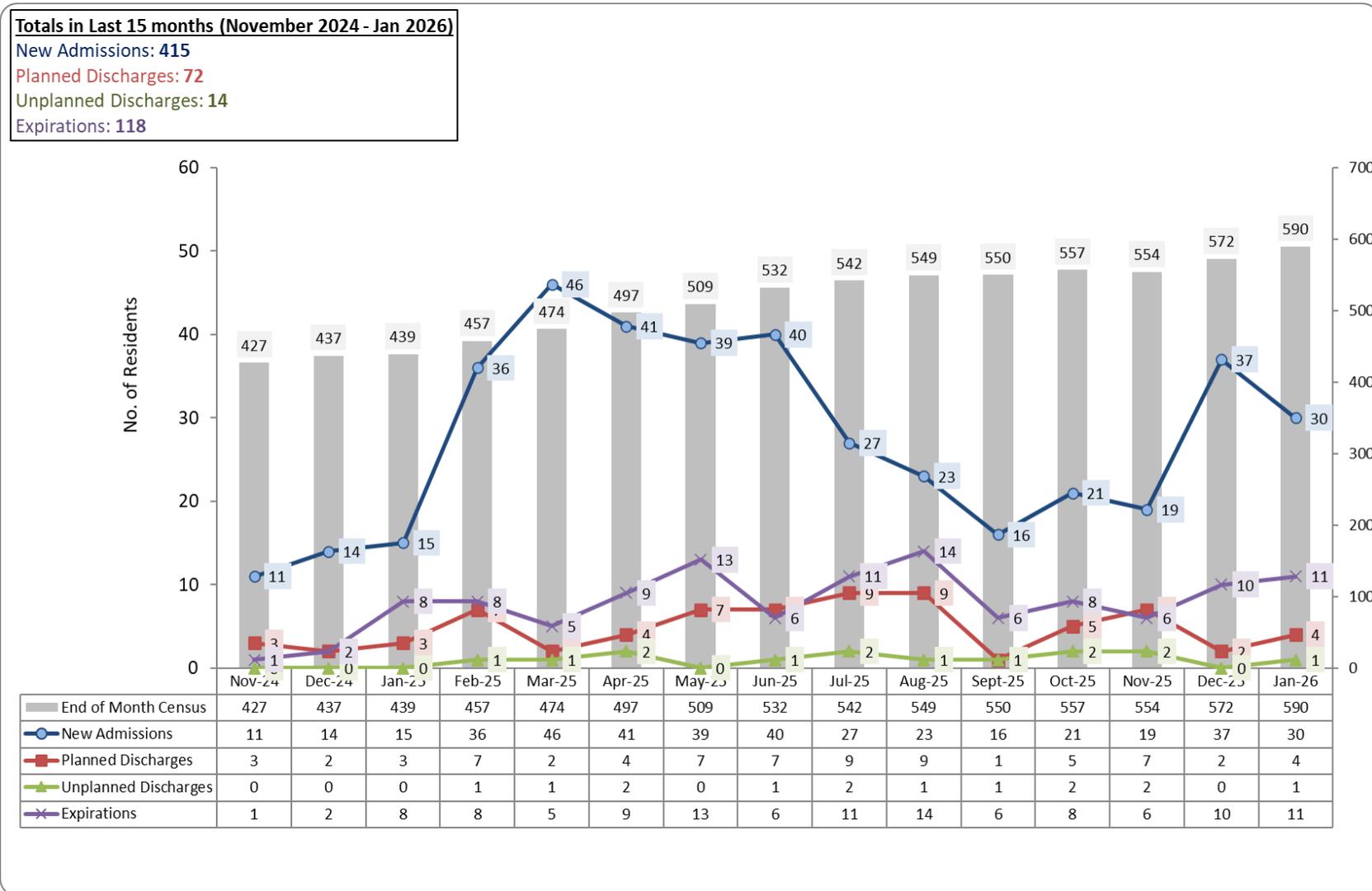
Black History Month	Lunar New Year
<ul style="list-style-type: none">• Unity march• Trivia history• Game showcase• Karaoke	<ul style="list-style-type: none">• Mahjong• Art corner: making paper lanterns• Lion Dancers• Dream Flying Dance Group



State of the Hospital



Admissions, Discharges, and Expirations



Admissions Update



Admission Planning

- Continue to Expand South 5 to full capacity (12 beds vacant)
- Maximize use of secure dementia unit (15 beds vacant)
- Continue to admit those already approved but awaiting specific available beds
- Continue to coordinate with our community partners to let them know what types of beds are available (Hospitals, Clinics)

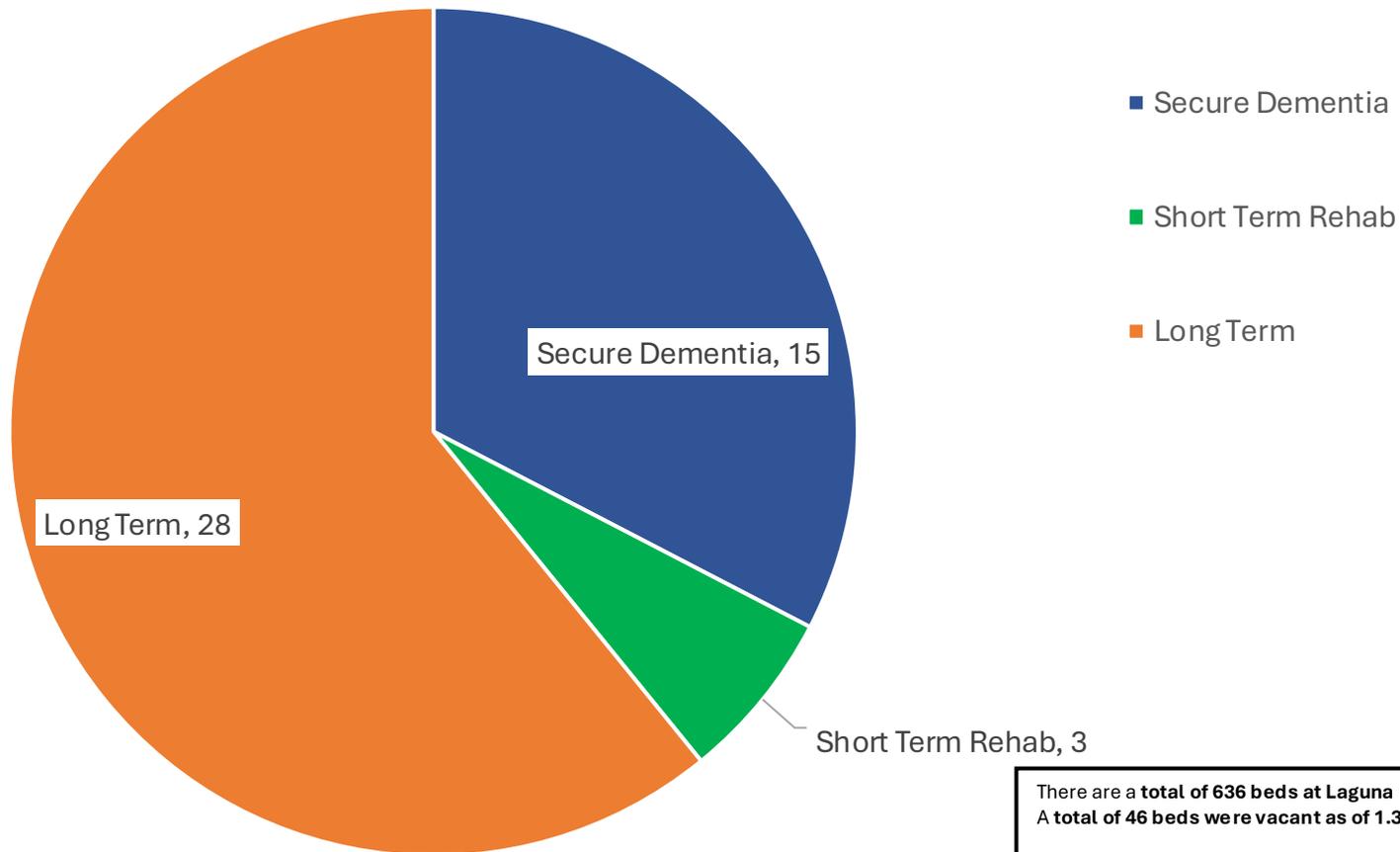


Admissions Updates



Vacancy Report

Vacant Bed Report. Data updated 1/31/2026

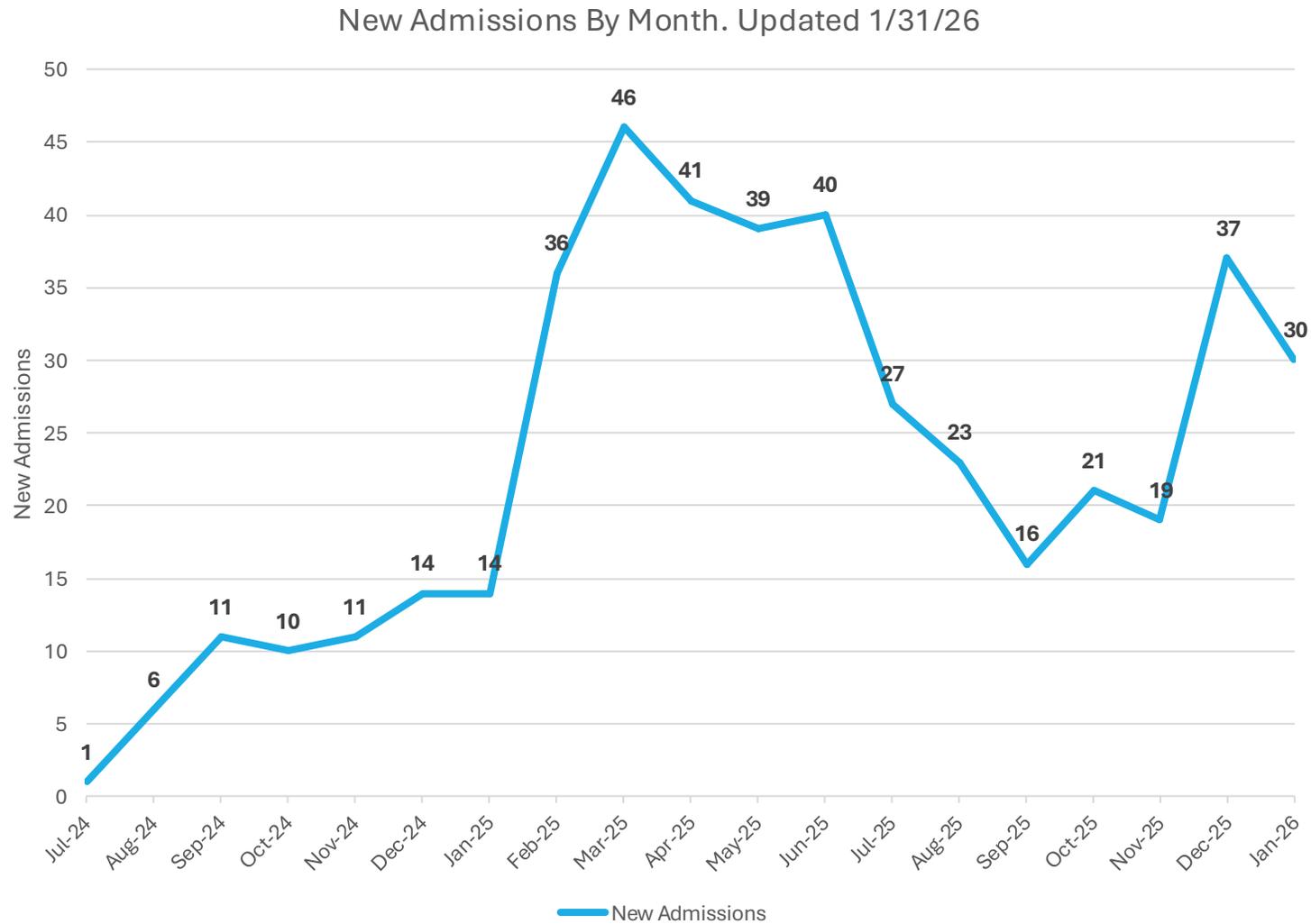


There are a **total of 636 beds at Laguna Honda Hospital. A total of 46 beds were vacant as of 1.31.26**

How to read this graph: The number to the right of the comma in the pie slice indicates the number of vacant beds in that unit. For example, "Short Term Rehab, 5" means that there were 5 vacant beds on the Short Term Rehab unit

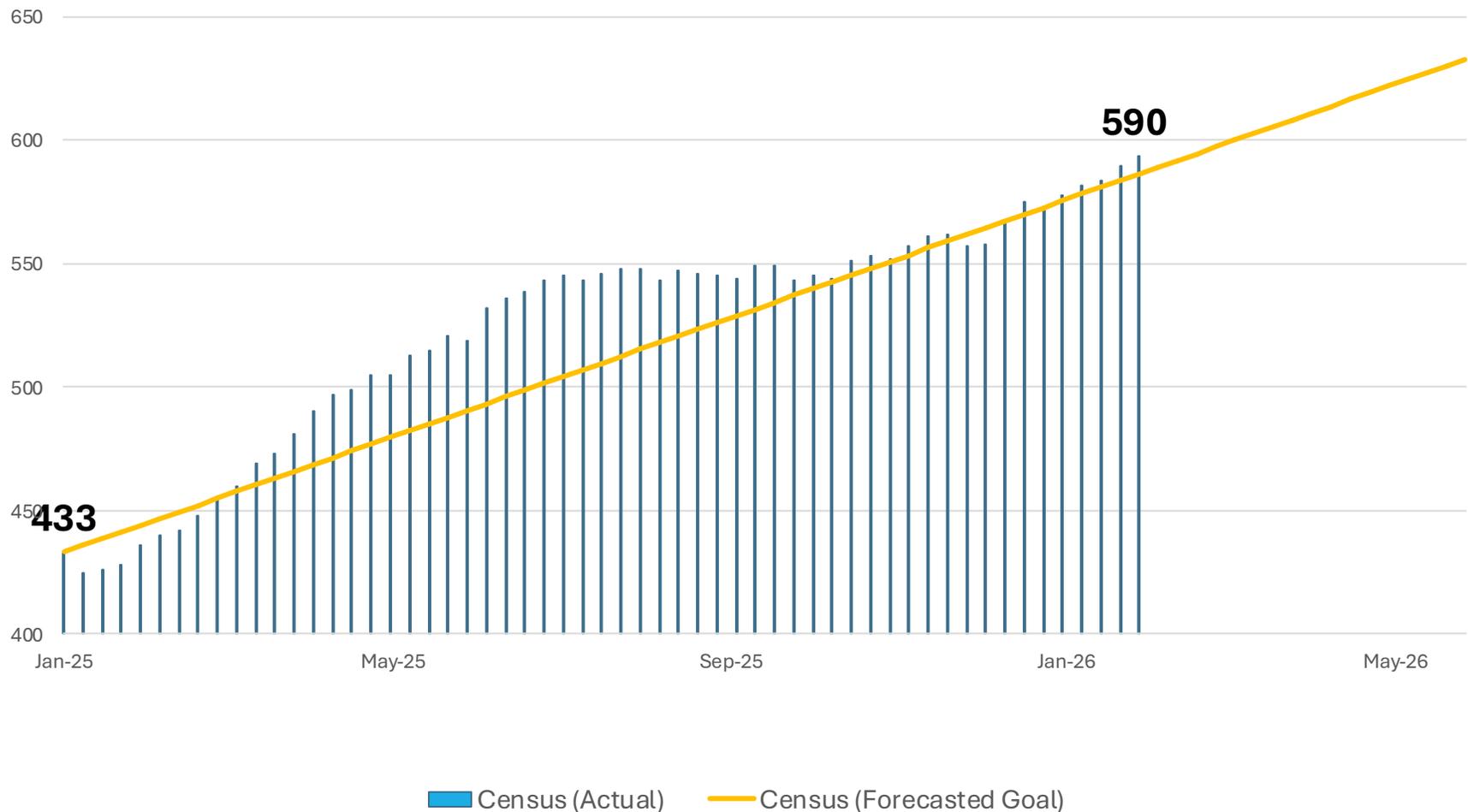


Admissions Update



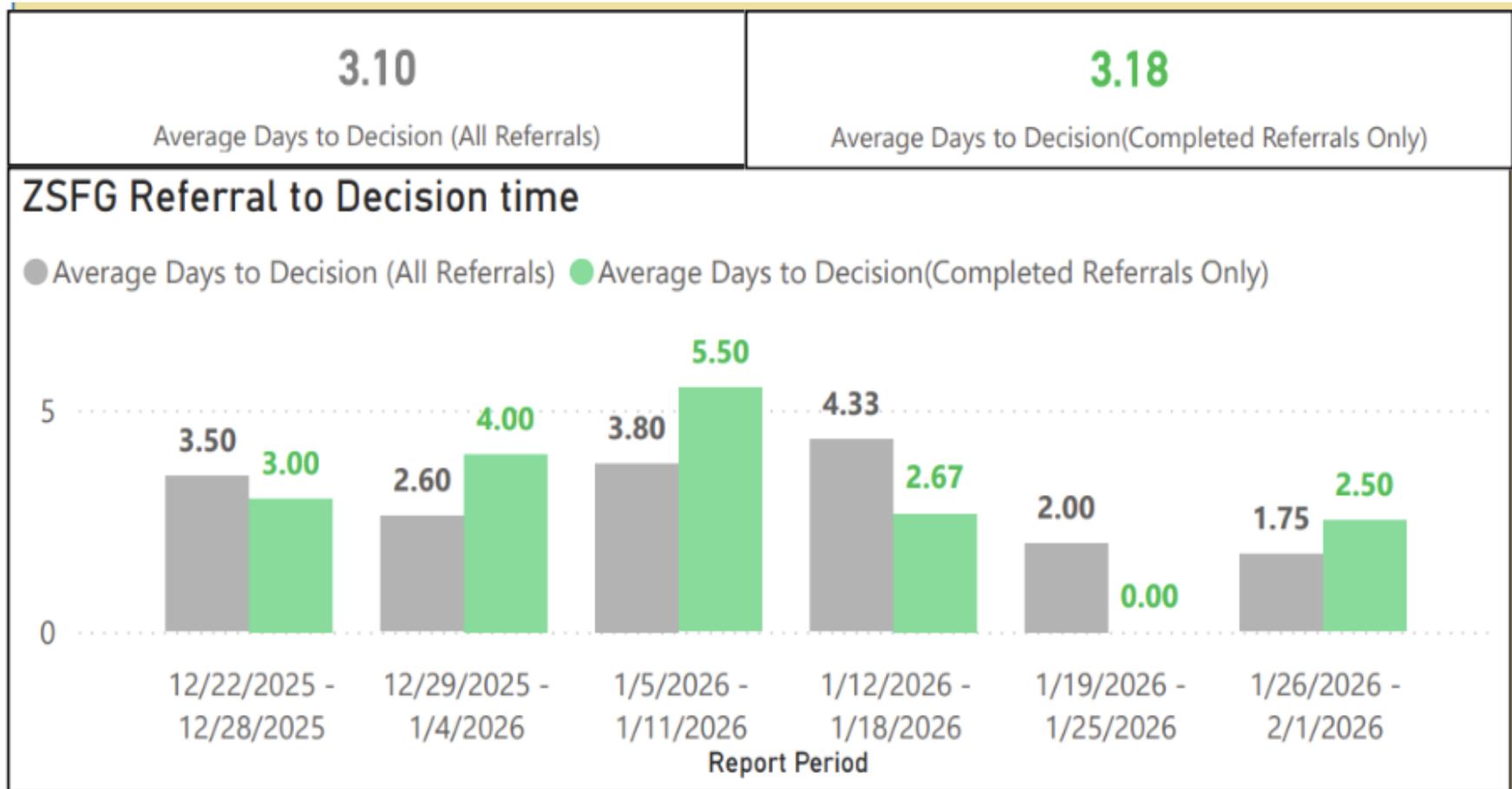
Admissions Update

Actual v. Forecasted Census Goal: 636 occupied beds by May 31, 2026. Updated 1/31/26



Admissions Update

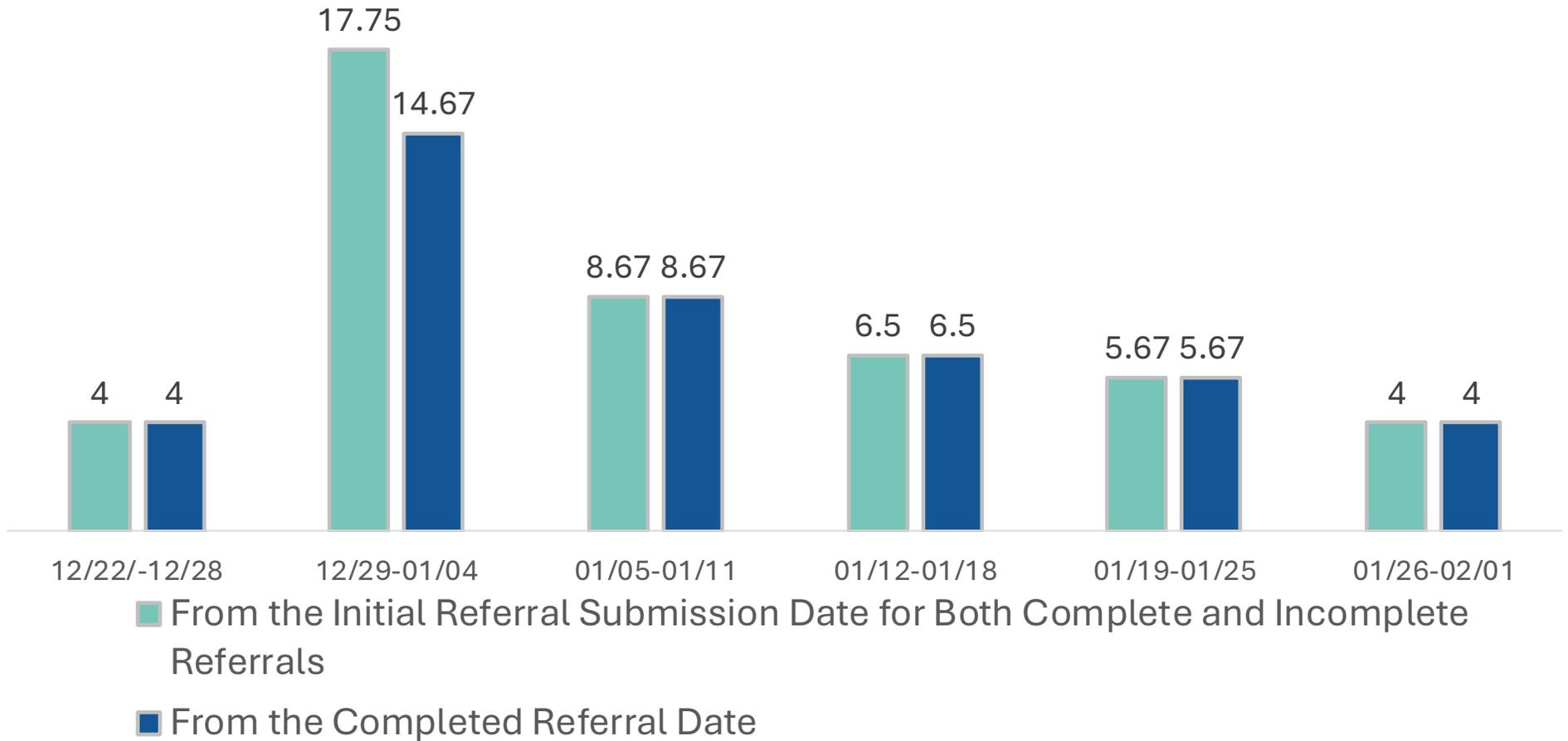
ZSFG to LHH Decision and Transfer Data



Admissions Update

Average Number of Days Between Referral Received and Admission to Laguna Honda*

December 22nd, 2025– February 01, 2026



Admissions Update

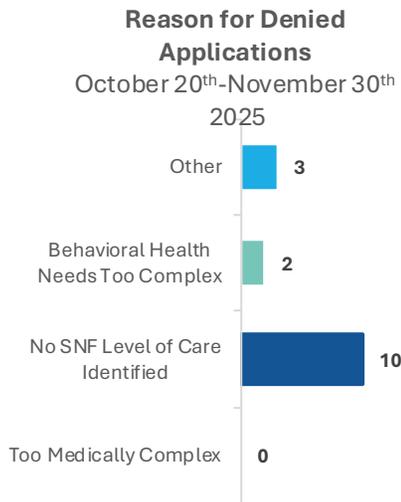


Most referrals were appropriate

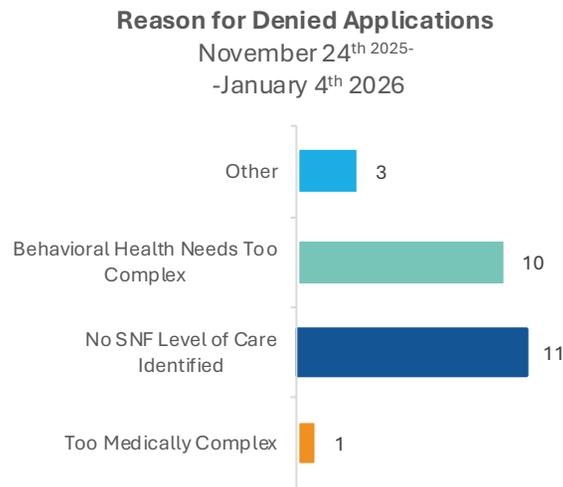
January 2026 information

- Over the past six weeks, **23** referrals were denied of a total of **82** complete referrals.

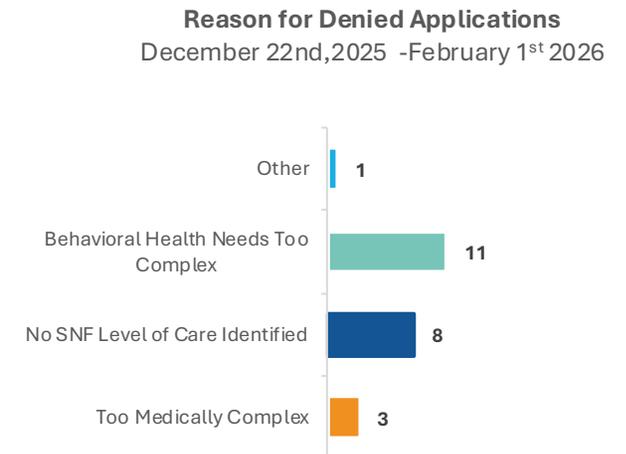
November 2025



December 2025



January 2026

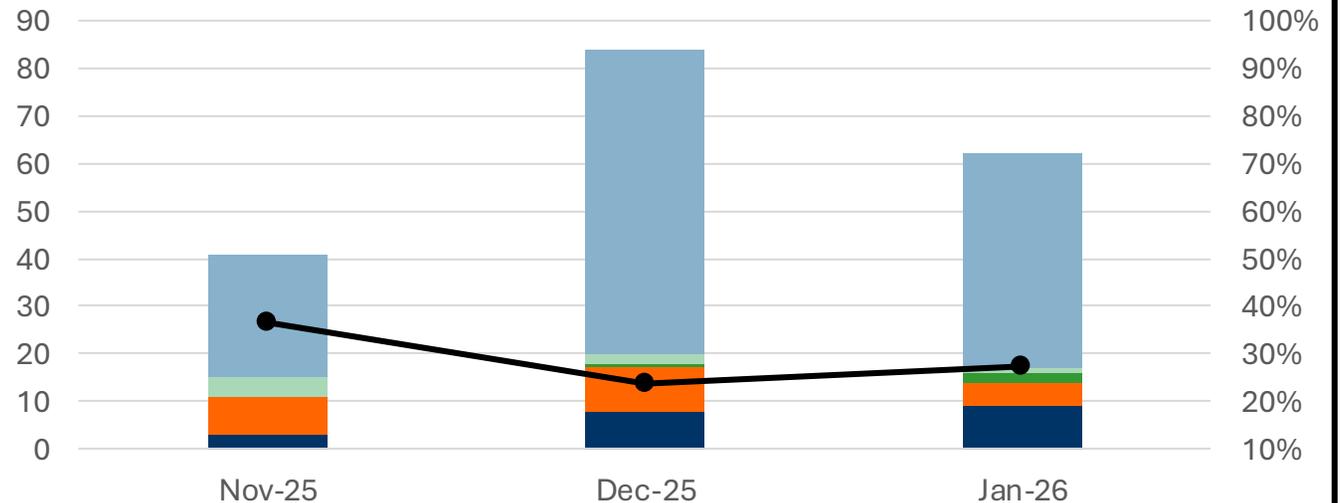


Admissions Update



Trend Line for Denials

Total Number of Referrals Received and Resulting Denials by Month. Updated 1/31/2026



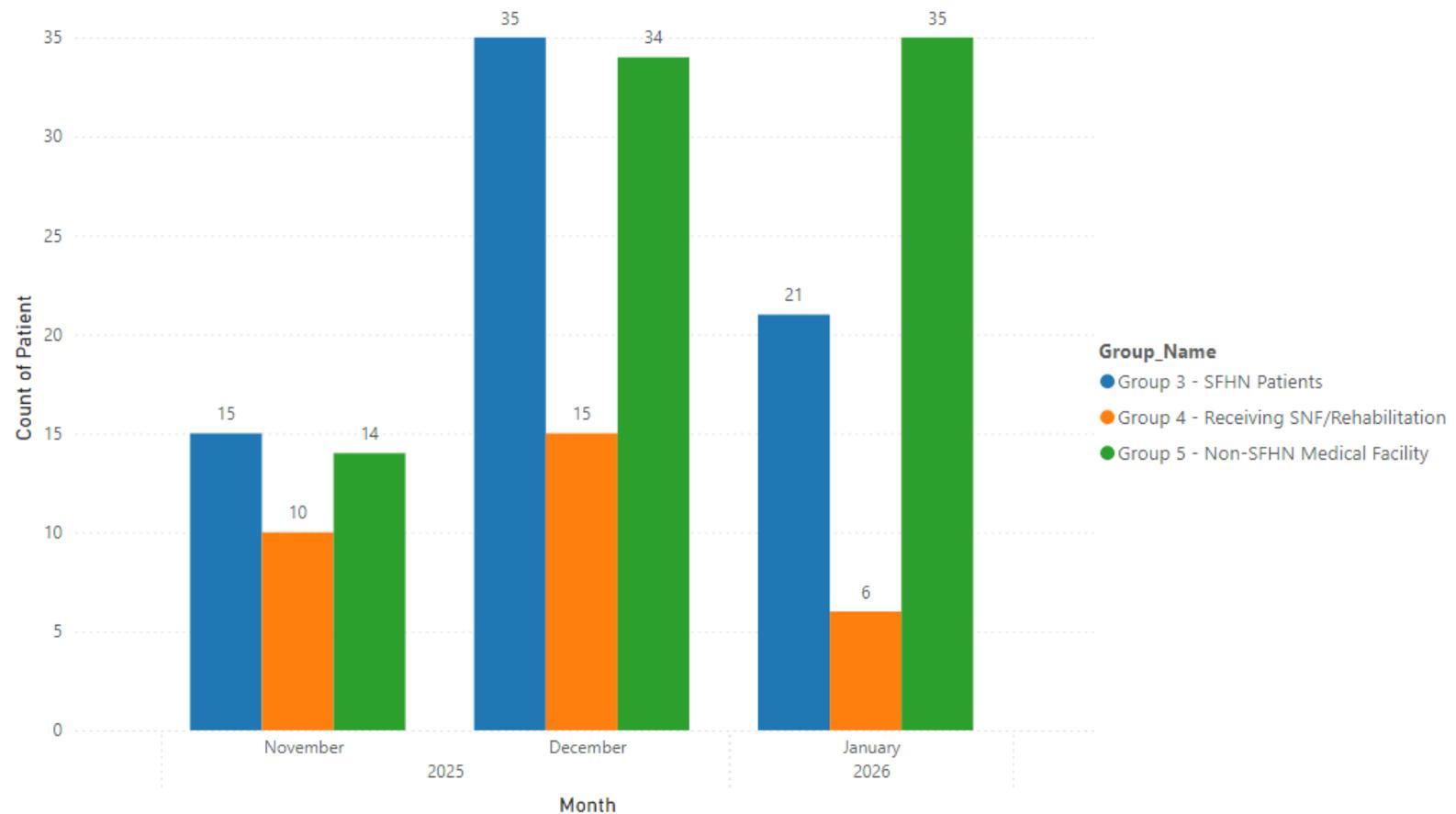
	Nov-25	Dec-25	Jan-26
Accepted Referrals	26	64	45
Other	4	2	1
Too Medically Complex	0	1	2
Level of Care Appropriateness	8	9	5
Behavioral Health Needs Too Complex	3	8	9
Percent Denials from Total Referrals Received	37%	24%	27%



Admissions Update

Referring Organizations by Priority Group

Count of Referrals by Month and Group



Admissions Update

Admissions Data 07/01/2024 - 01/31/2026

Admissions Data

Groups	Accepted*	Closed/With drawn	Denied	In Progress	Total
Priority #1: Former LHH Residents	6	0	2	0	8
Priority #2: Not in Medical Settings	3	1	5	0	9
Priority #3: SFHN Patients	198	83	80	1	362
Priority #4: Receiving SNF/Rehabilitation	94	22	55	1	172
Priority #5: Non-SFHN Medical Facilities	157	113	143	6	419
Total	458	219	285	8	970

*Accepted Includes both Admitted residents and those not yet admitted but approved.



Plan for Nursing Quality Measures

Current State:

Care Compare Five-Star Provider Rating Report (Nov/Dec 2025)

Long Stay Quality Measures: 5 Stars
(9 Quality Measures – 7 MDS based, 2 Claims based)

Short Stay Quality Measures: 1 Star
(6 Quality Measure – 3 MDS based, 3 claims based)

Overall CMS Star Rating: 3 Stars
(This rating reflects staffing data, Quality Measures and Surveys)



Nursing Quality Measures: Short Stay



Top Priorities

Newly received anti-
psychotic medication

New or worsened Pressure
Injury



Action Items

Appropriate documentation
of residents on anti-
psychotic medication
during admission, including
psychotropic consents.

Accurate staging and MDS
coding of Pressure Injury



Impact

Improved Documentation

Improved Assessments and
MDS coding

Improved quality of care
and improvement in quality
measures



Nursing Quality Measures: Long Stay



Top Priorities

Anti-psychotic medications
Rehospitalization Rate



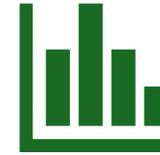
Action Items

Revamp the Psychotropic Committee, QAPI to review antipsychotic medications and provide evidence-based recommendations

MDS coding review

Early detection and assessment of residents with change in condition for prompt follow-up and treatment, decreasing the need for acute hospitalization

Daily review of all hospitalization



Impact

Improved Assessment and Documentation
Reduction in hospitalization
Improved resident care





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Questions?

