



San Francisco Health Network  
Laguna Honda Hospital  
and Rehabilitation Center

# Laguna Honda Hospital Executive Team Update

April 14, 2025



# Certification Update

## Application for triple room waiver

- We are committed to recertifying the 120 beds that we were required to remove based on federal Centers for Medicare and Medicaid (CMS) regulations.
- Since recertification last summer, we have relentlessly pursued every option to restore the 120 beds.
- Last fall we submitted our first waiver application. Although it was initially denied in January, we've been in extensive discussions with CMS to determine how our updated waiver application can be more responsive and lead to approval. We are now responding based on CMS feedback outlining that the return of the beds can be done safely and is of critical importance to Laguna Honda and the larger San Francisco community.
- Waivers for triple rooms have not been granted in the past but we continue to make a strong case for Laguna Honda.



# Staff Wellness

## We take care of us!

- The Employee Engagement Survey identified staff wellness as a priority area of improvement. In response, we are providing more staff engagement activities that wellness, belonging, and respect.
  - Activated the **Wellness Hub** to include space to share gratitude, meditate, draw, or just have a wellness break.
  - **Pop-up events** including one where 200+ staff joined a breakfast yogurt bar/afternoon tea bar.
  - Hosting biweekly **yoga classes** for staff in the Wellness Hub.



# Sustainability Planning

## Completed the third mock survey

- Laguna Honda completed a mock survey between March 31<sup>st</sup> and April 4<sup>th</sup> as part of the third organizational assessment.
- The series of organizational assessments, performed by CMS-regulatory experts, support compliance with CMS regulations and help us sustain the critical improvements made during our CMS recertification journey.
- This mock survey showed improvement with significantly less findings for the Health Portion.
- The mock survey also highlighted areas for improvement. We welcome all opportunities to strengthen our practices and best prepare for our next licensing survey.



# Admissions Update



## Laguna Honda is open for admissions

- Since resuming admissions in July 2024, Laguna Honda has accepted all appropriate referrals for admissions based upon the criteria approved by the Health Commission.
- There is currently no waitlist for people seeking admission to Laguna Honda.
- Laguna Honda continues to work proactively and collaboratively with Care Coordination Departments at all local San Francisco hospitals and health systems, encouraging them to make referrals for admission.



# Admissions Update



## Making the admissions process more accessible

- **Updated application for admissions** that is shorter and more streamlined
- **Refreshed website** ([sf.gov/LagunaHonda](http://sf.gov/LagunaHonda)) with detailed information on the admissions process and criteria
- New **virtual tour** for prospective residents/families and referring entities
- Ongoing **outreach and engagement** to the community

The screenshot shows the official website of Laguna Honda Hospital & Rehabilitation Center. The header includes the SF.gov logo, a search bar, and language selection for English. The main banner features a photograph of the modern, glass-enclosed facility at dusk. Below the banner, the text "Laguna Honda Hospital & Rehabilitation Center" is displayed. The homepage features several sections: "Welcome to Laguna Honda" with a "Take a virtual tour of Laguna Honda" button, a photo of a staff member in a mask making a heart shape, and three smaller images showing a hallway, a resident in a wheelchair, and two staff members smiling. At the bottom, there are three links: "Types of Care We Provide", "Neighborhood Model", and "Admission Information". The "Admission Information" section contains text about the neighborhood model and a link to download the application form.

**SF.gov** Services Departments Jobs English Search

Laguna Honda Hospital & Rehabilitation Center

Welcome to Laguna Honda

Learn more about our beautiful facility, our specialized services, and our community of care.

Take a virtual tour of Laguna Honda

Types of Care We Provide

Laguna Honda offers short-term rehab and long-term nursing care in a beautiful, state-of-the-art facility located in the neighborhood of San Francisco. Our care teams of nurses, doctors, social workers, physical and occupation therapists, activity therapists, and dieticians work together to support the highest level of functioning. [Learn more about the types of care we provide.](#)

Neighborhood Model

We are organized into 13 neighborhoods, made up of approximately 60 residents, all of whom are part of the neighborhood model of care. The neighborhood model provides a smaller community within the larger Laguna Honda community and allows for consistent care.

Admission Information

Thank you for considering Laguna Honda for your care. We invite you to [learn more about the admission process](#) to determine what types of care we offer, what the requirements for admissions are, and more. You can also [download the application form here](#).



# Admissions Update

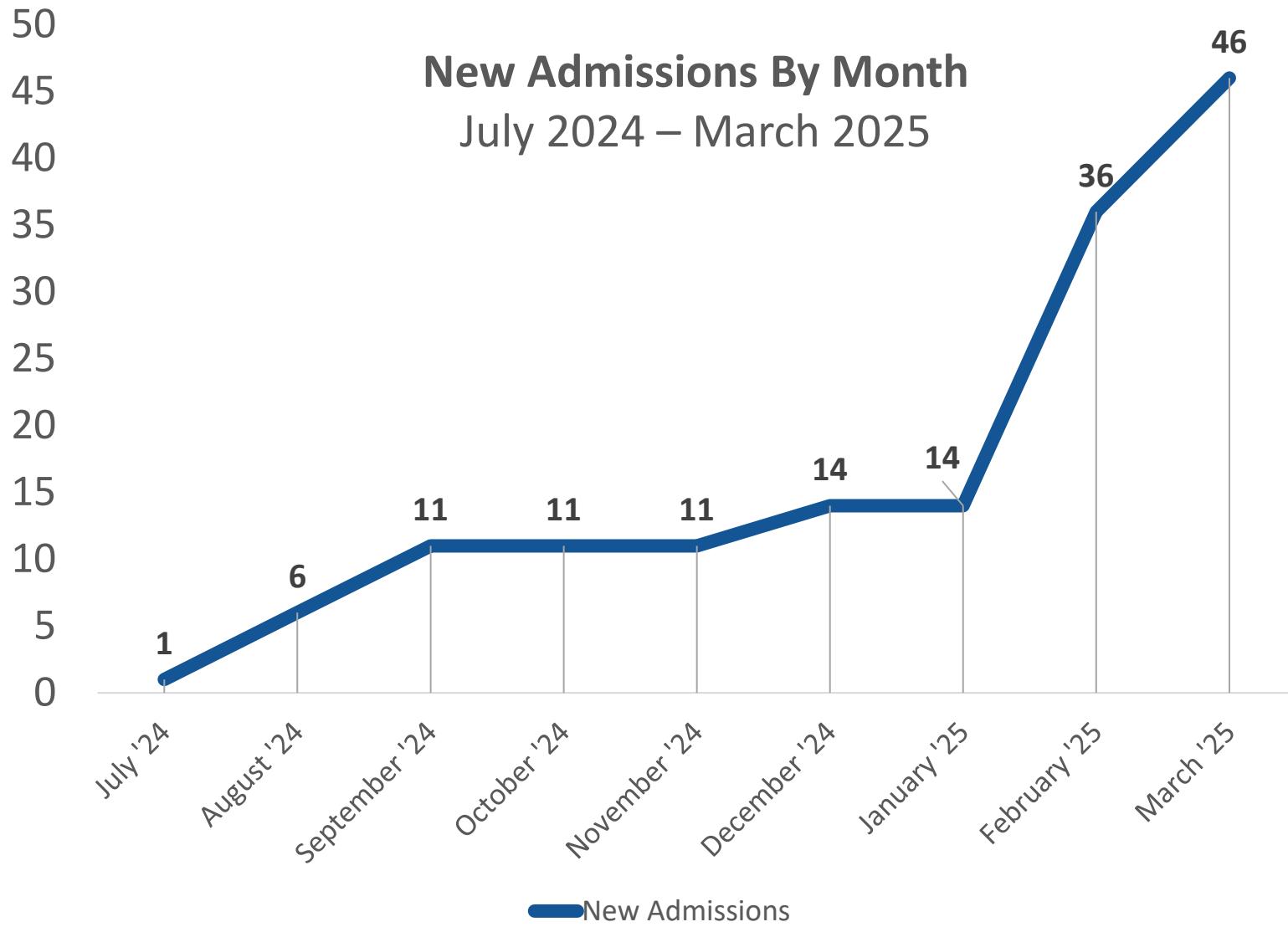


## Supporting St. Anne's during the facility's closure

- All St. Anne's residents who meet our admissions criteria have a space available for them at Laguna Honda.
- We have welcomed 23 residents from St. Anne's with an additional 2 pending admissions.
- Residents have joined our memory care, palliative care, and monolingual neighborhoods, as well as our general skilled nursing beds.
- The Sisters from St. Anne's have been visiting and shared their gratitude.

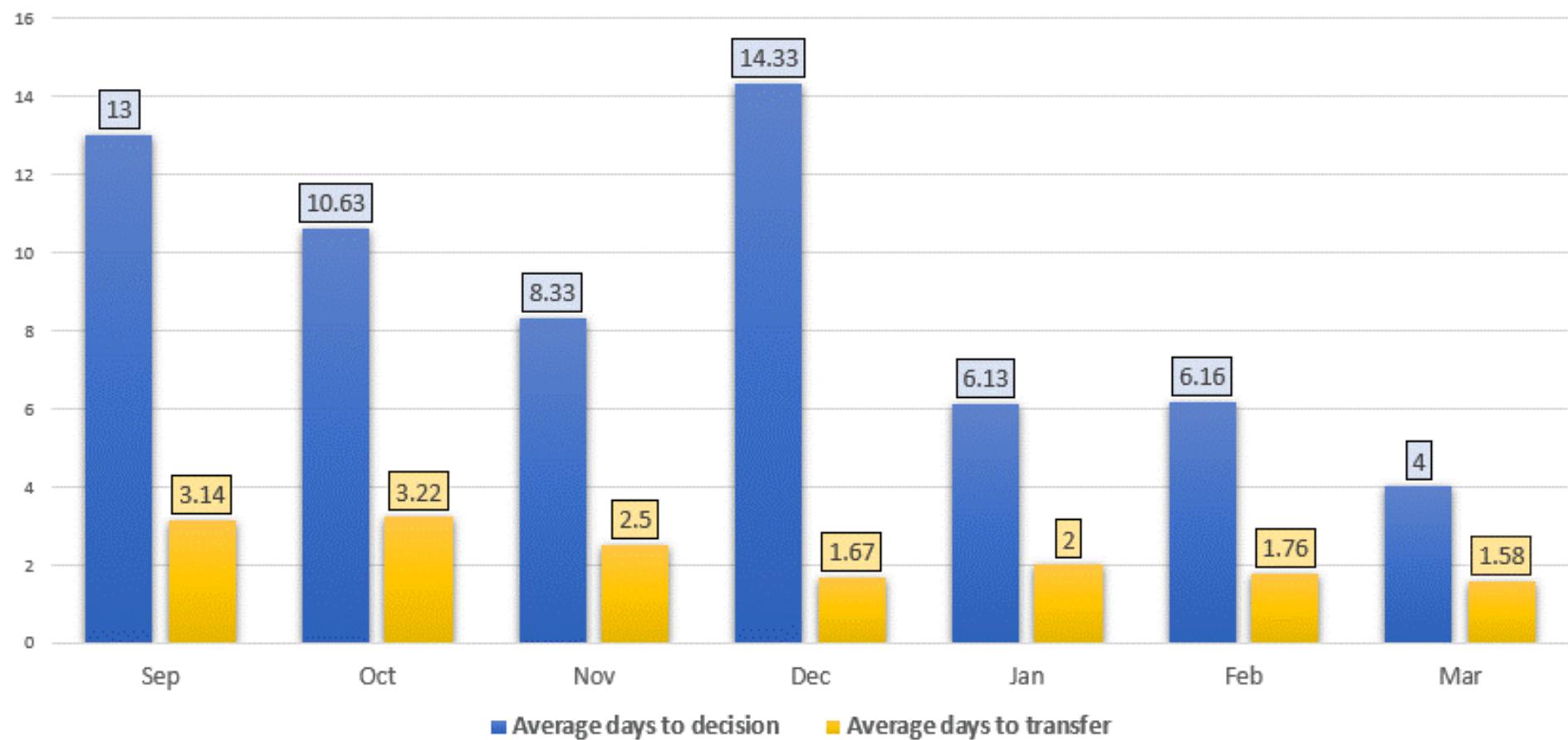


# Admissions Update



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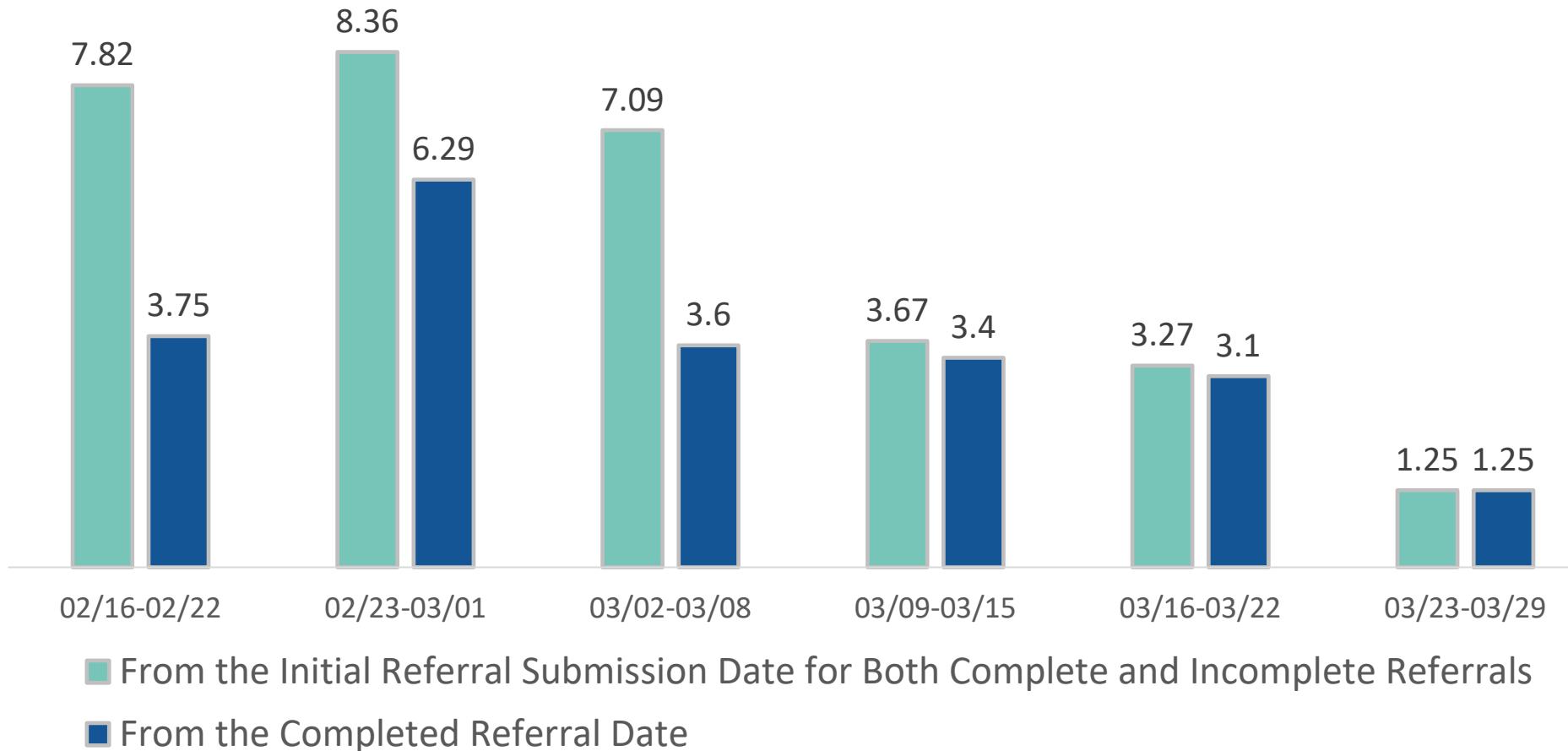
Average Days to Decision and Transfer



# Admissions Update

## Average Number of Days Between Referral Received and Admissions Decision\*

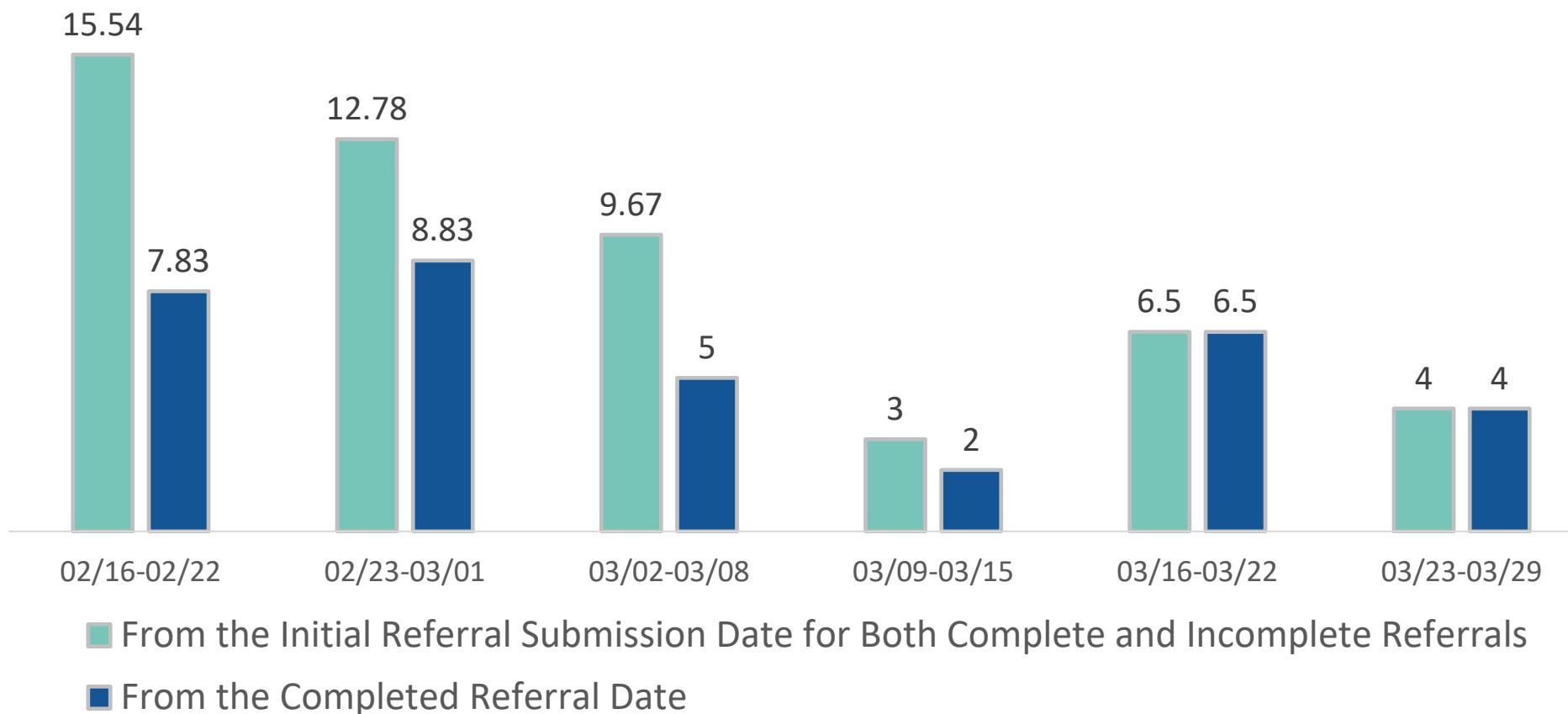
February 16, 2025 – March 29, 2025



# Admissions Update

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

February 16, 2025 – March 29, 2025



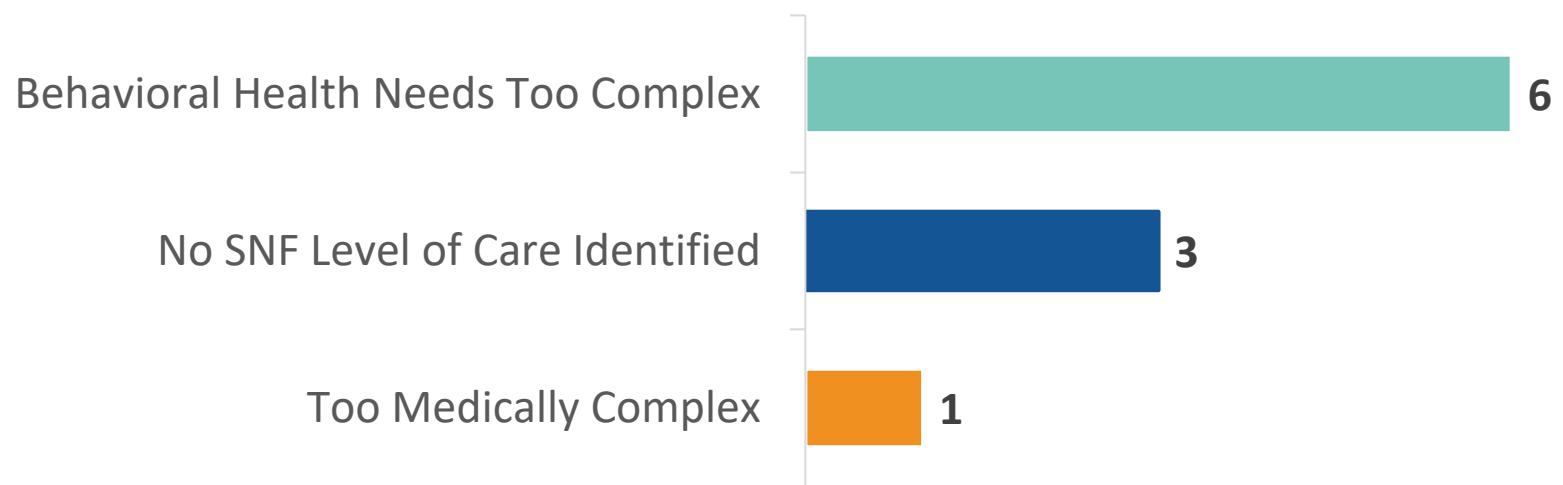
# Admissions Update



## Increasing the rate of appropriate referrals

- Over the past six weeks, 10 referrals were denied of a total of 105 complete referrals.

**Reason for Denied Applications**  
February 16, 2025 – March 29, 2025



# Admissions Update

## Admissions Data: July 31, 2024 – March 31, 2025

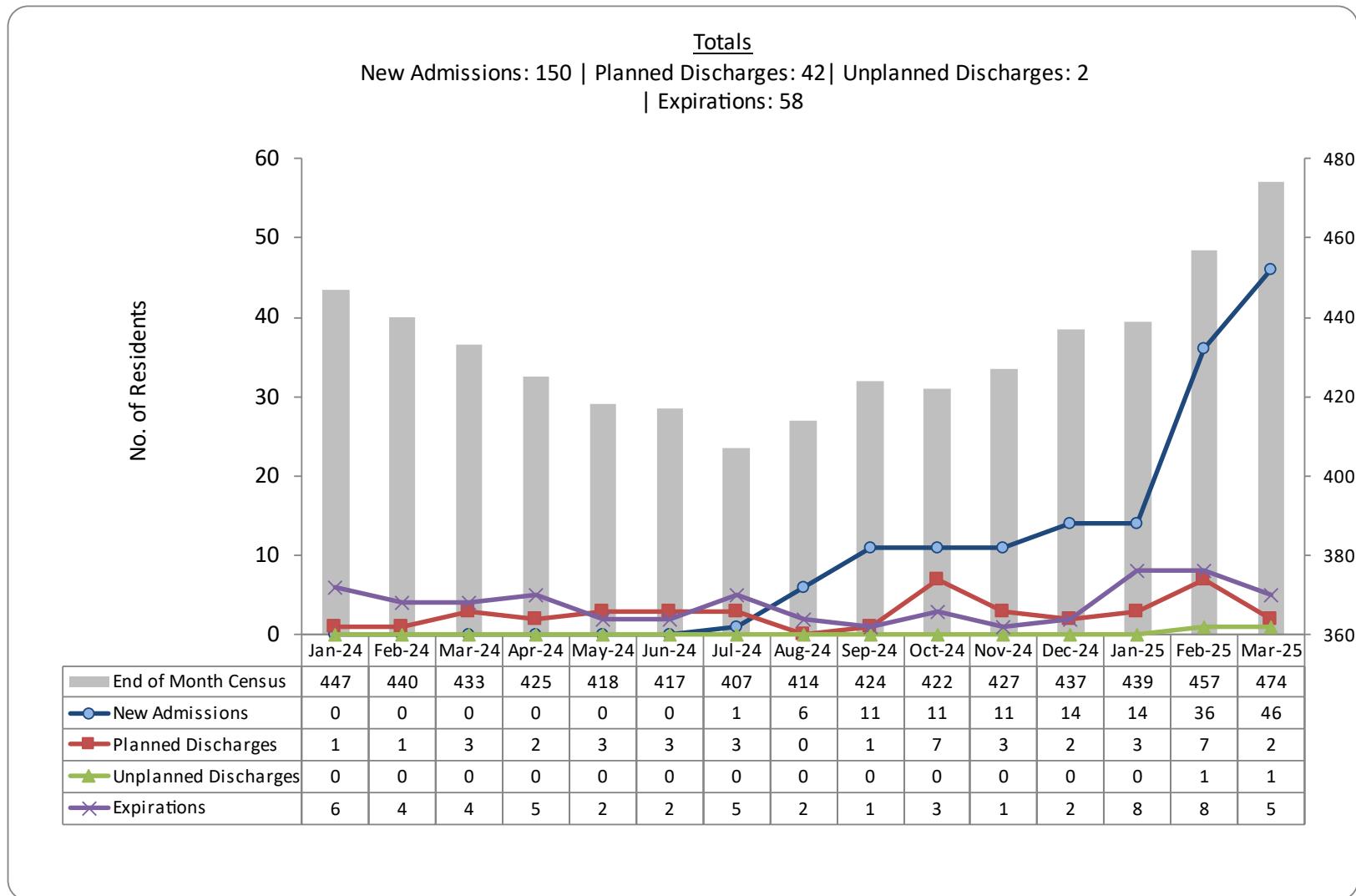
	Accepted*	In Progress	Denied	Closed / Withdrawn	Total Referrals
<b>Priority #1</b> Former LHH residents	7	0	1	2	10
<b>Priority #2</b> Not in medical settings	3	0	3	1	7
<b>Priority #3</b> SFHN patients	75	15	25	20	135
<b>Priority #4</b> Receiving SNF/rehabilitation	10	12	6	7	35
<b>Priority #5</b> Non-SFHN medical facilities	48	15	22	20	105
<b>Total</b>	<b>143</b>	<b>42</b>	<b>57</b>	<b>50</b>	<b>292</b>

\*Accepted includes both admitted residents and those not yet admitted

# State of the Hospital



## Admissions, Discharges, and Expirations





San Francisco Health Network  
Laguna Honda Hospital  
and Rehabilitation Center

A large, modern hospital building with a glass facade and a curved walkway with glowing orange lanterns. The building is set against a backdrop of trees and a clear sky.

Questions?