



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital Executive Team Update

August 11, 2025



Laguna Honda Resumes Annual Survey Cycle



CMS and CDPH inform Laguna Honda of the updated cadence

- Due to recertification, Laguna Honda was required to participate in two full certification surveys within 12-months.
- Thanks to the successful surveys completed in October 2024 and April 2025, the Centers for Medicare and Medicaid Services (CMS) and the California Department of Public Health (CDPH) agreed that Laguna Honda is again in substantial compliance.
- Laguna Honda is now back on the regular cadence of annual certification surveys, which are to be completed every 12-15 months from the last full certification survey.
- Laguna Honda's upcoming survey window is April to July 2026



Care Experience



Welcoming Fish Fellows to Laguna Honda

- The Department of Human Resources (DHR) recommended LHH Care Experience as the placement for the Fish Fellowship.
- Fellows are Teach for America alumni who are interested in pursuing a career in the public sector.
- 10 month long fellowship.
- Focus will be on enhancing our Care Experience and culture change efforts through improved data analytics and interdepartmental coordination.



CIVIC LEADERSHIP

Fish Fellowship

Established in 2016, the Fish Fellowship in Civic Leadership is awarded annually to a Teach For America (TFA) alum aspiring towards civic leadership. The Fellow will work full-time as an Care Experience Fellow within San Francisco's Department of Public Health (DPH) on the Care Experience team at Laguna Honda Hospital (LHH).

The fellowship will run from September 2, 2025 through June 30, 2026. The fellow will receive a full-time salary (~\$100k) along with benefits including paid time off. [Learn more about the role, expectations, and benefits here!](#)

[Apply now](#)

or

[nominate someone](#)

Application timeline

- **June 1st:** Application Opens
- **July 7th:** Application Closes
- **July:** First-round video interview
- **July:** Second-round interview with Jason Fish
- **July - August:** Final-round interview with San Francisco City or County
- **August:** Fellow selected
- **September 2nd:** New fellow starts

Former Fish Fellows

Chris Maldonado



Divya Gopal



Want to learn more about past fellows? Click [here](#).



Jason Fish: A Legacy of Impact

Jason Fish led TFA Bay Area as Board Chair for over ten years, retiring in 2016. As Chair, he helped more than doubled the size and impact of TFA Bay Area.

Jason brought an understanding of – and passion for – what it takes both to increase education opportunities in the Bay Area and to build a thriving organization.

We are grateful for his support and thrilled to continue our partnership with him and the City and County of San Francisco.

Please direct questions to Marissa Kanemura-Morin at Marissa.Kanemura@teachforamerica.org.



Resident Experience

New Laguna Honda Resident Laundry Service

- Laguna Honda began offsite Resident Laundry in July 2025.
- All neighborhoods are now being serviced by an external laundry vendor who meets CMS requirements for infection control.
- Residents report they are enjoying the new wash and fold service.
- All resident clothing items are labeled in compliance with industry standards, which prevents lost items.

NEW! LHH RESIDENT LAUNDRY SERVICE

WHAT HAS CHANGED?

- ✓ All Resident personal clothing will be laundered offsite
- ✓ Resident clothing will return to LHH washed, dried, & folded in the mesh bags
- ✓ Each unit has a color mesh bag assigned for soiled clothing. Clean mesh bags can be hung in Resident's closets.



Units	Color	
N6	SC	white
N5	PM	Red
N4	SA	Green
N3	SI	Blue
N2	SI	Orange
N1	NM	Yellow

1) Place Resident's soiled clothing in the **mesh bag** 2) then place the mesh bag in the **blue**, plastic soiled linen bag, 3) place bagged, soiled items in the hamper (in the soiled room)

✓ Drop soiled clothing down laundry chutes everyday at **2pm**

✓ Clean clothing will be delivered back to units daily

WHY DID WE OUTSOURCE RESIDENT CLOTHING LAUNDRING?

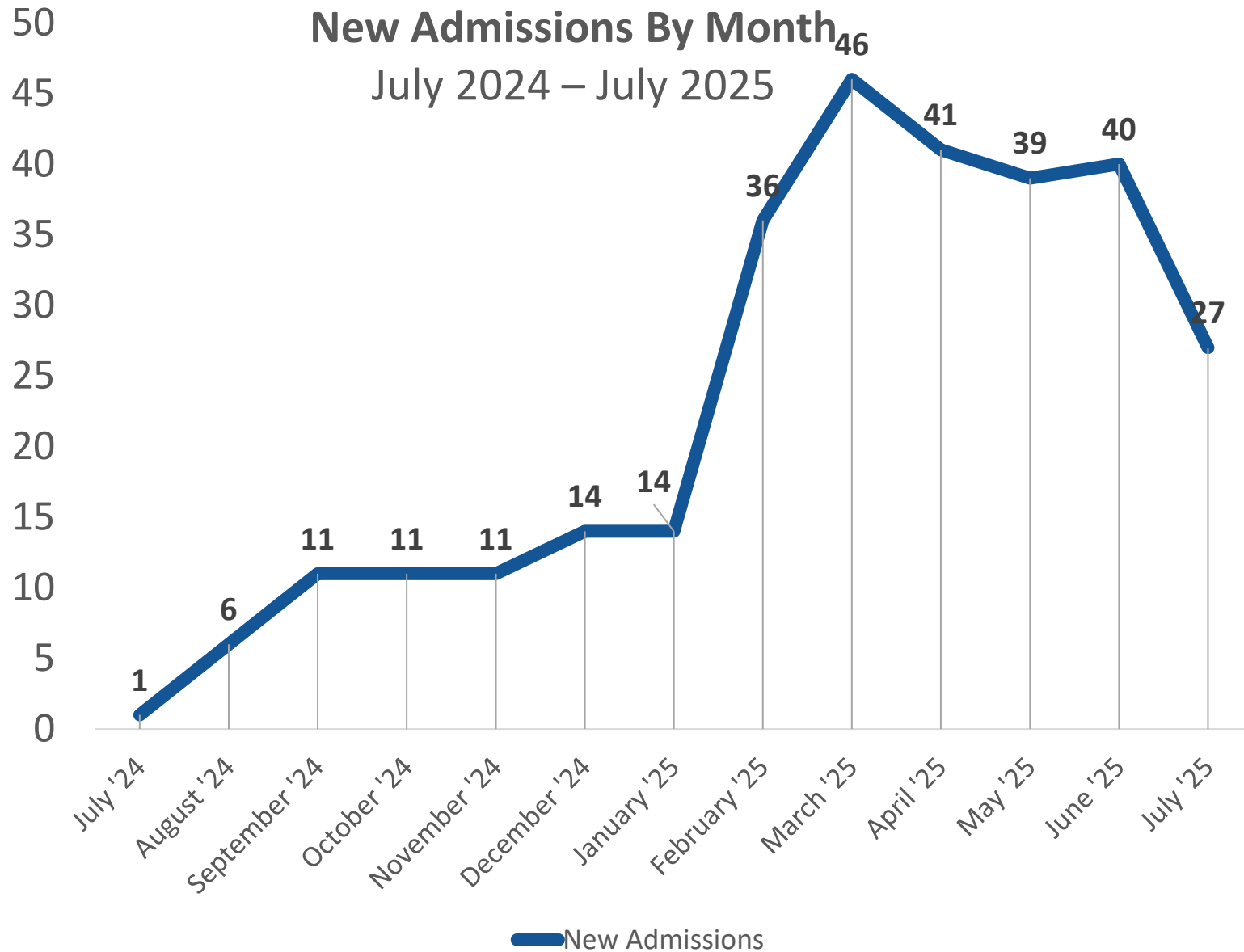
Current washers do not meet the water temperature requirements for infection control regulations by CDPH/CMS

ATTENTION! IMPORTANT

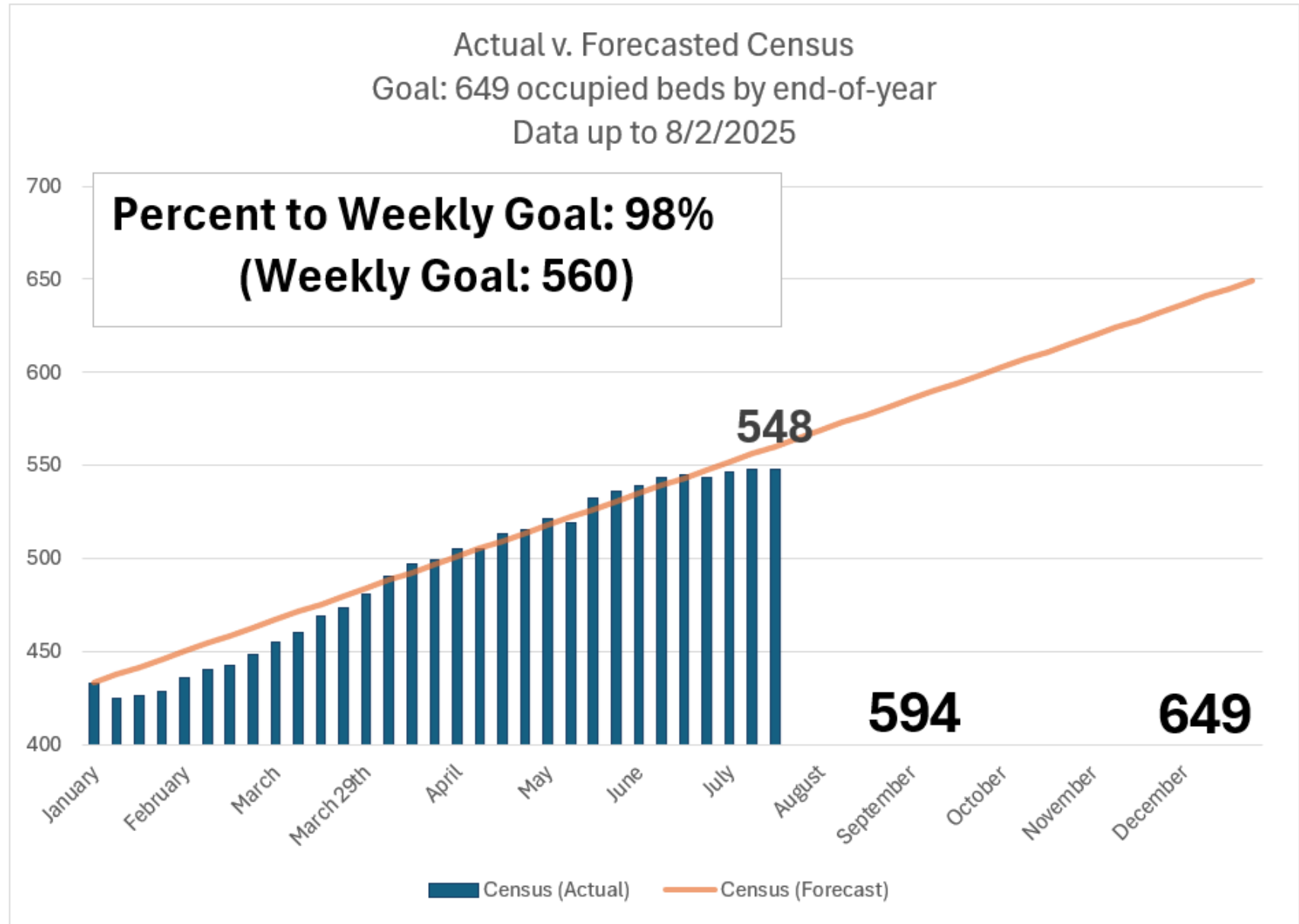
Current washers/dryers on units will be disconnected by August 15th!



Admissions Update

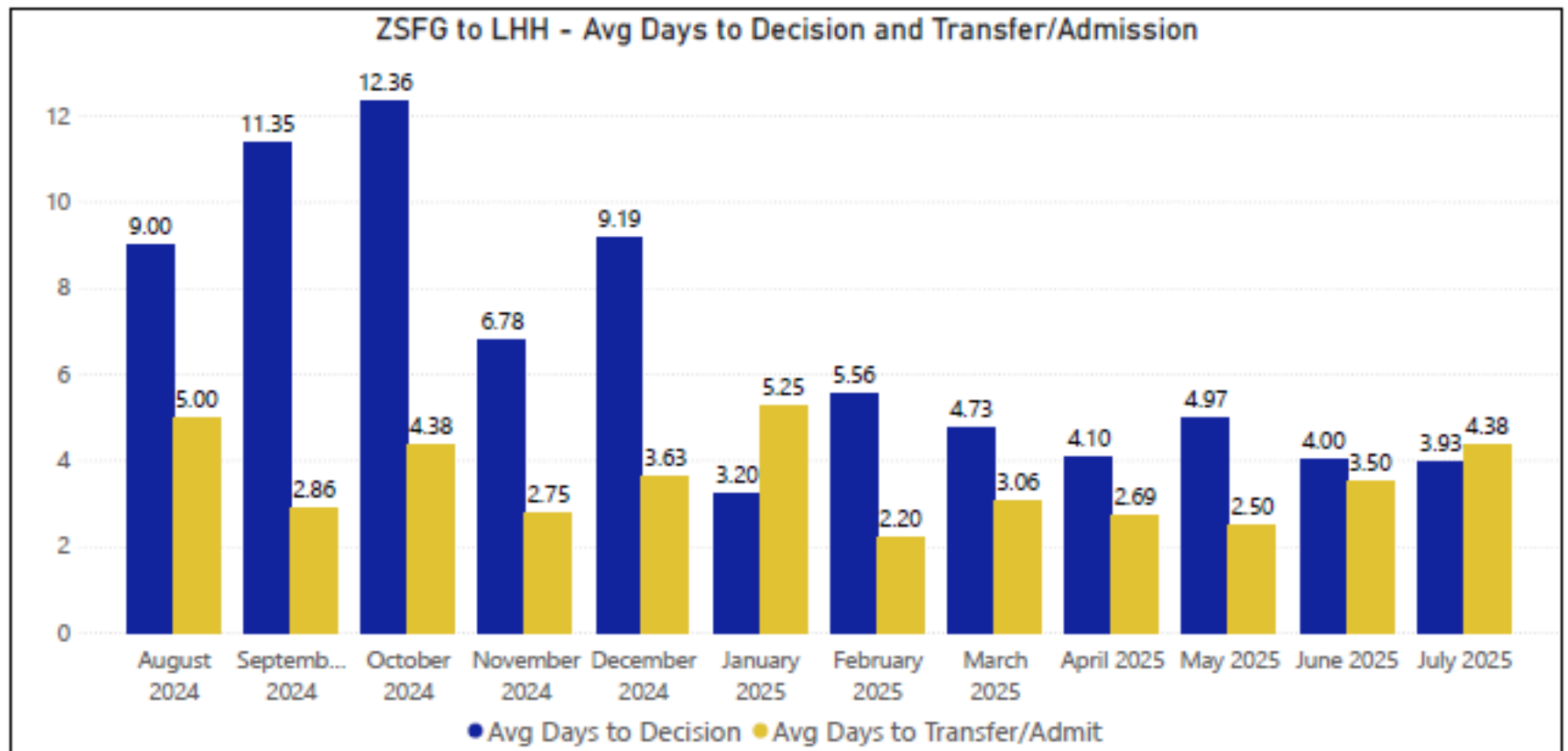


Admissions Update



Admissions Update

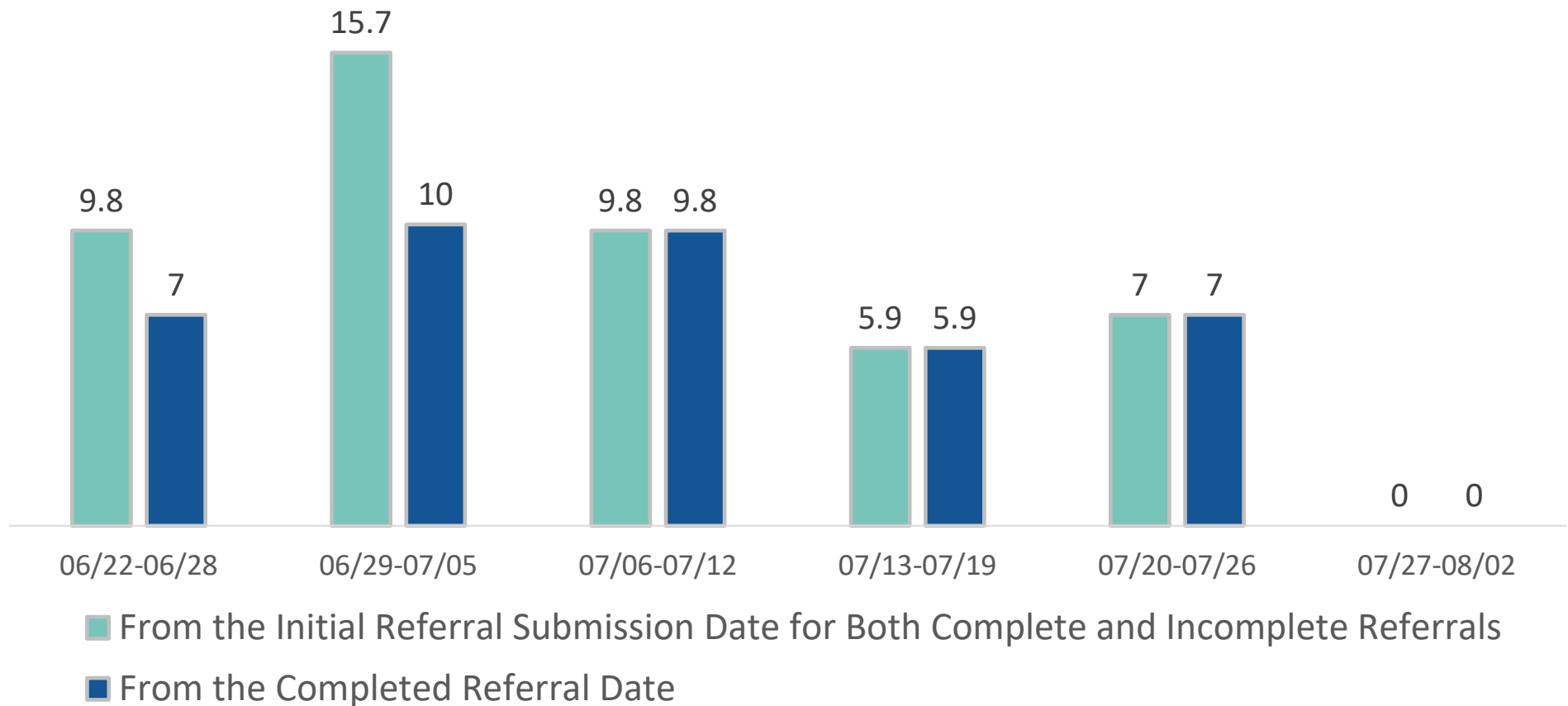
ZSFG to LHH Decision and Transfer data



Admissions Update

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

June 22nd-August 2nd, 2025



Admissions Update

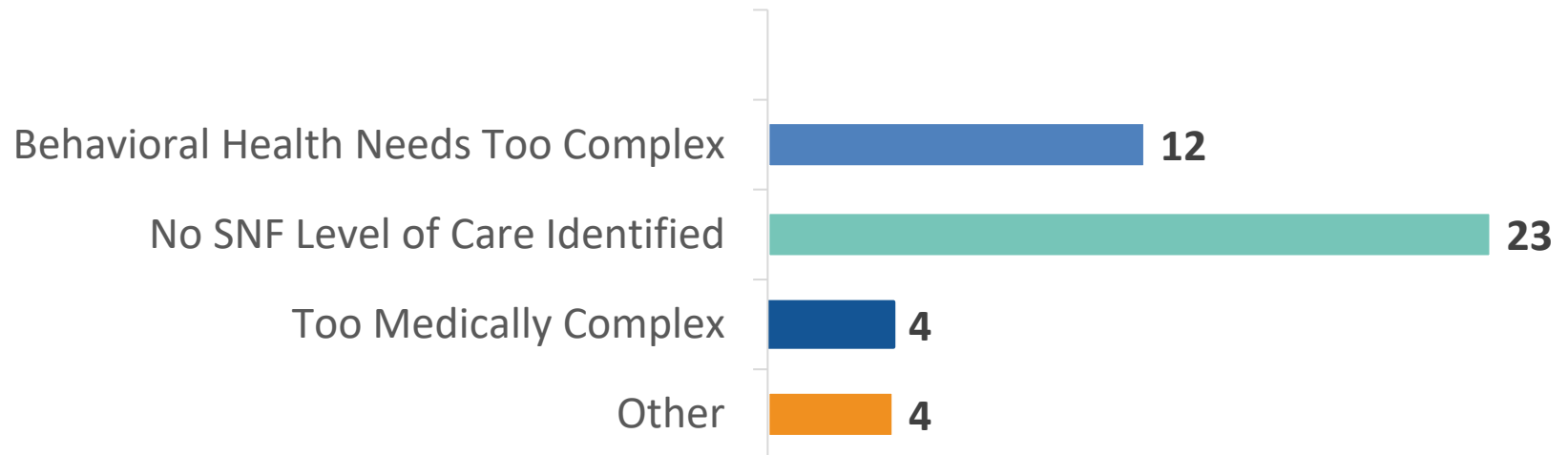


Increasing the rate of appropriate referrals

- Over the past six weeks, 46 referrals were denied of a total of 109 complete referrals, with an acceptance rate 58%

Reason for Denied Applications

June 22nd- August 2nd 2025



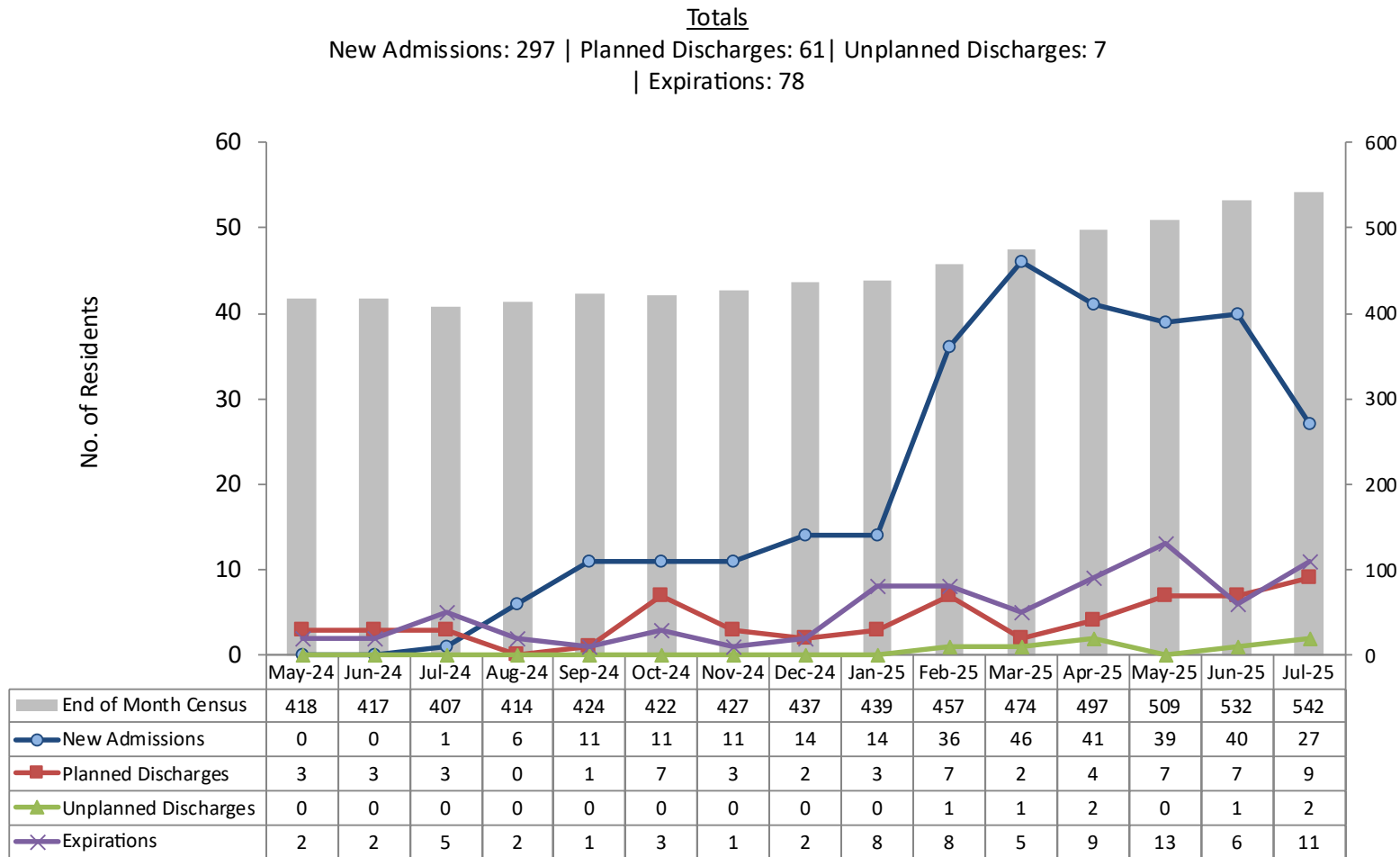
Admissions Update

Admissions Data: July 31, 2024 – August 2, 2025					
	Accepted*	In Progress	Denied	Closed / Withdrawn	Total Referrals
Priority #1 Former LHH residents	7	0	2	2	11
Priority #2 Not in medical settings	3	0	5	1	9
Priority #3 SFHN patients	133	5	53	45	236
Priority #4 Receiving SNF/ rehabilitation	53	8	30	16	107
Priority #5 Non-SFHN medical facilities	102	23	96	62	283
Total	298	36	186	126	646

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

State of the Hospital

Admissions, Discharges, and Expirations





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Questions?