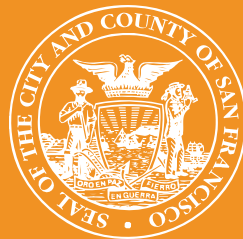




San Francisco Health Network  
Laguna Honda Hospital  
and Rehabilitation Center

# Laguna Honda Hospital Executive Team Update

September 8, 2025



# Facilities, Engineering, and Capital Projects



## Facilities Project Highlights

- **Fuel Line Project** – Project completed, final sign-offs and punchlist work is ongoing. Area to be turned over to LHH on 09/07. Farm trash bin and ramp to be moved at same time. Estimated completion date September 11, 2025
- **The Water Tank Project** – Replacing one of two 300,000 gallon water storage tanks that provide water to the entire campus. Scope of work includes new access road, security fencing, motion activated lighting, and cameras. Estimated completion date late October 2025.
- **Freezer 3 Replacement Project** – Replacing a unit freezer that been out of service and has required ongoing active repairs since its original installation date. The freezer box was successfully replaced and awaits completion of a new door. Estimated completion date November 2025



# Facilities, Engineering, and Capital Projects



## Facilities Project Highlights

- **Emergency Power Project** – Project underway to improve the resiliency of Laguna Honda and ensure our ability to safely support our campus both under normal and emergency conditions.
- **Pharmacy Compounding Room Regulatory Upgrade** – Project will upgrade two compounding rooms, bringing them up to regulatory standards. When completed the pharmacy will again be allowed to engage in medical compounding. Estimated completion date October 2025
- **Stationary Radiology (X-Ray) Equipment Replacement** – Project replaces a stationary x-ray unit that is no longer technically supported, thus restoring radiology capacity without the need to transport residents off campus. Estimated completion mid-September 2025.



# Kaizen Promotion Office Project



## Service Request System Revamped— Fewer Errors & Faster Response Times

- Kaizen Promotion Office led sustainable system improvements for Laguna Honda's service request process.
- Strong cross-department collaboration between Facilities, Environmental Services, Biomedical Engineering (Medical & Beds), and Specialty Beds.
- Minimized delays and increased efficiency through clearer processes.
- Created the first system-wide guide to departmental responsibilities, bridging a long-standing knowledge gap.
- **Reduced incorrect submissions by +80%.**



# Kaizen Promotion Office Project

## Service Request System New Webpage

### Tip of the Month:

Got fruit flies, ants, mice or other pests?

Send **pest control** tickets to  
**Environmental Services**  
- It's the #1 misrouted request!

### Submit Your Web Request to the Correct Department

**Urgent safety issue?** Do not use the web request forms — call Nursing Operations x4-1500 or x4-1501 immediately.

Submitting to the wrong Department may cause delays and unnecessary back-and-forth.

**To avoid delays, make sure your request goes to the right Department the first time.**

Use the grid below to match your issue with the correct department. Clicking on ☒ will automatically take you to their web request form.

Already know the right department? Use the web request form links below:

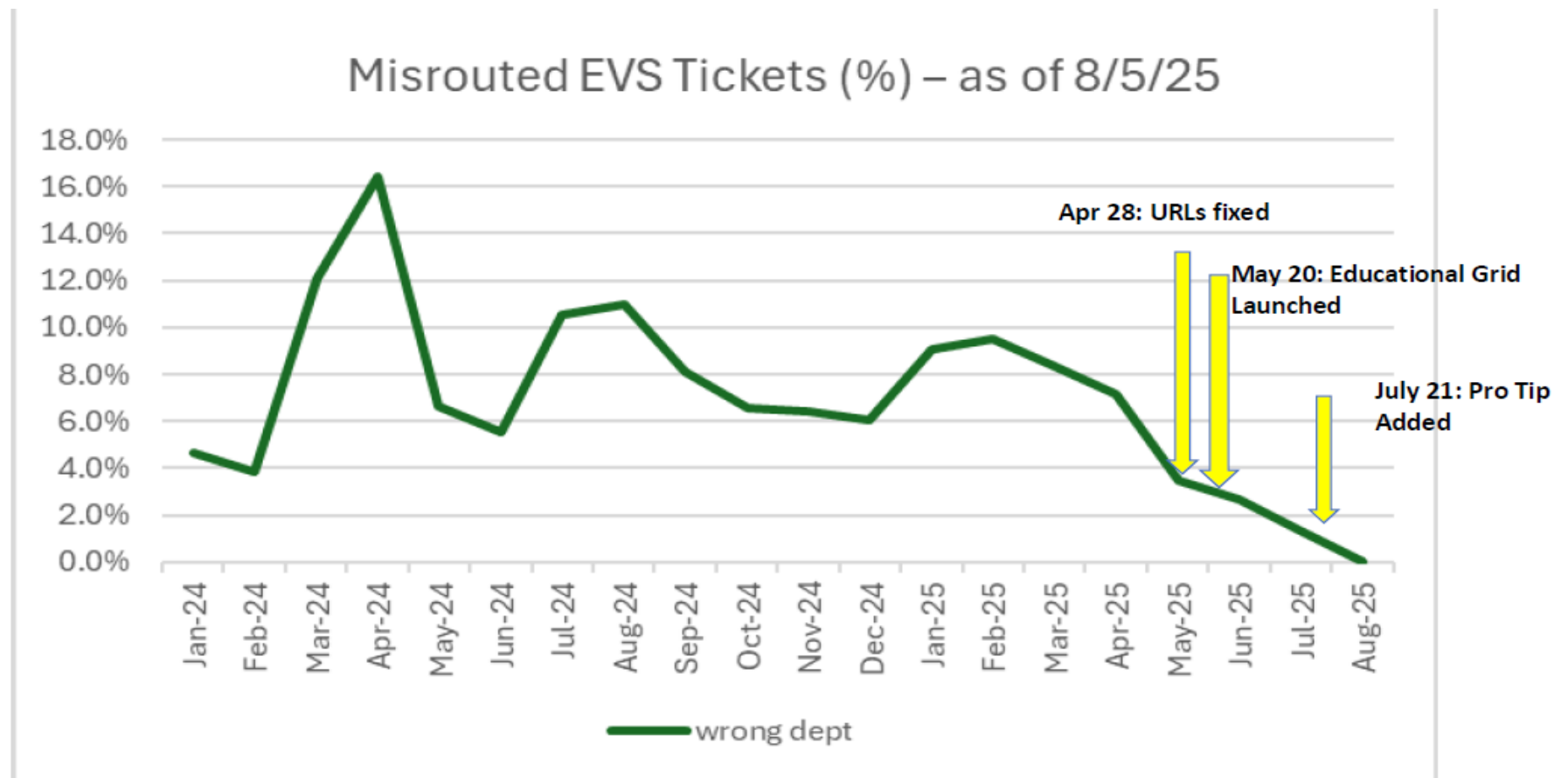
- [Facilities](#)
- [Environmental Services \(EVS\)](#)
- [Biomed – Bed](#)
- [Biomed – Medical](#)
- [Non-Standard Bed](#)

Item	Biomed Bed Services	Biomed Medical Equipment	Environmental Services	Facilities	Non-Standard Bed
A tagged equipment		<input checked="" type="checkbox"/>			
Aeroscout Call IT at extension x67378					
Angel lifts/EZ lifts				<input checked="" type="checkbox"/>	
Aspirators		<input checked="" type="checkbox"/>			

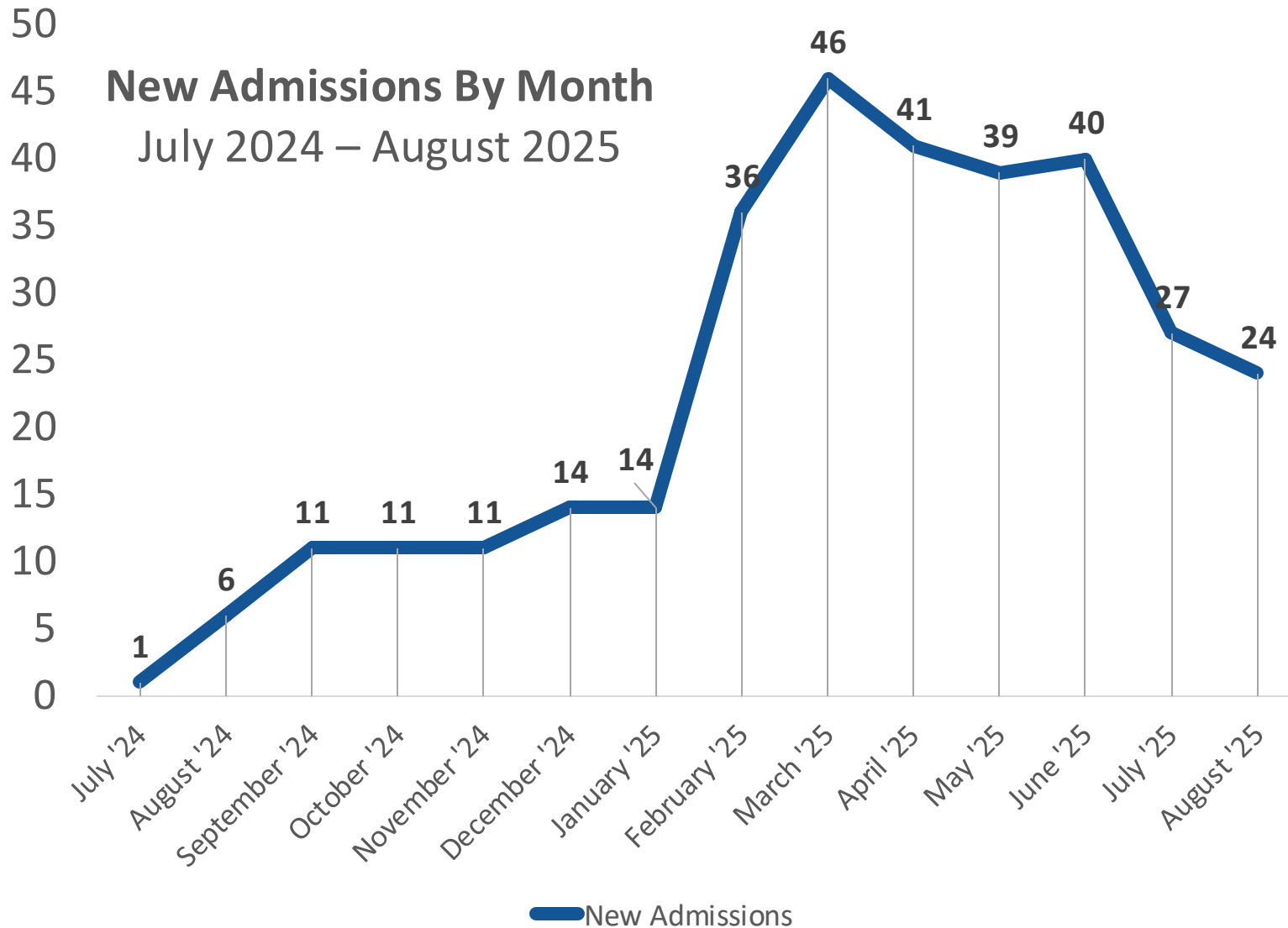


# Kaizen Promotion Office Project

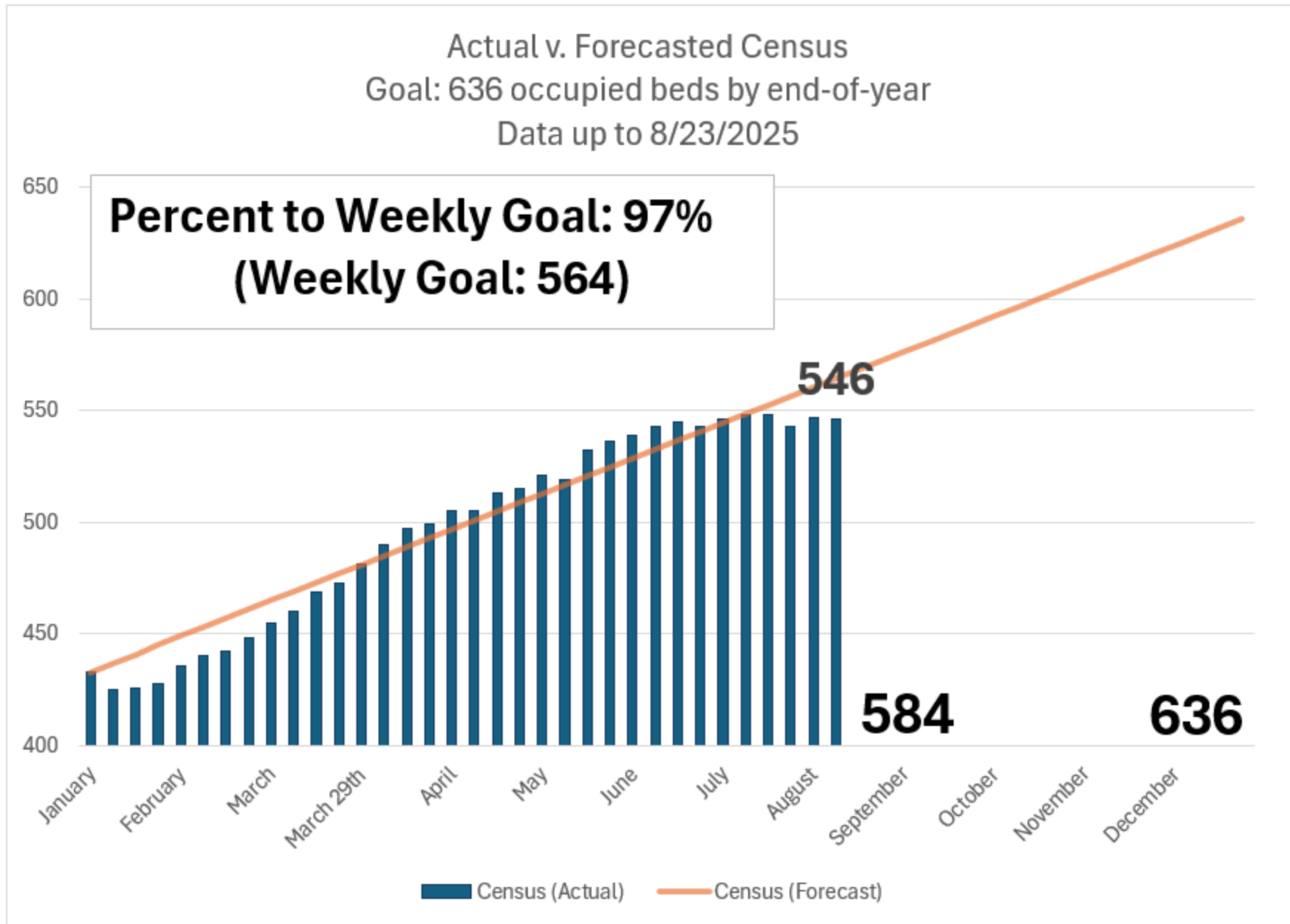
## Reduction of Errors



# Admissions Update



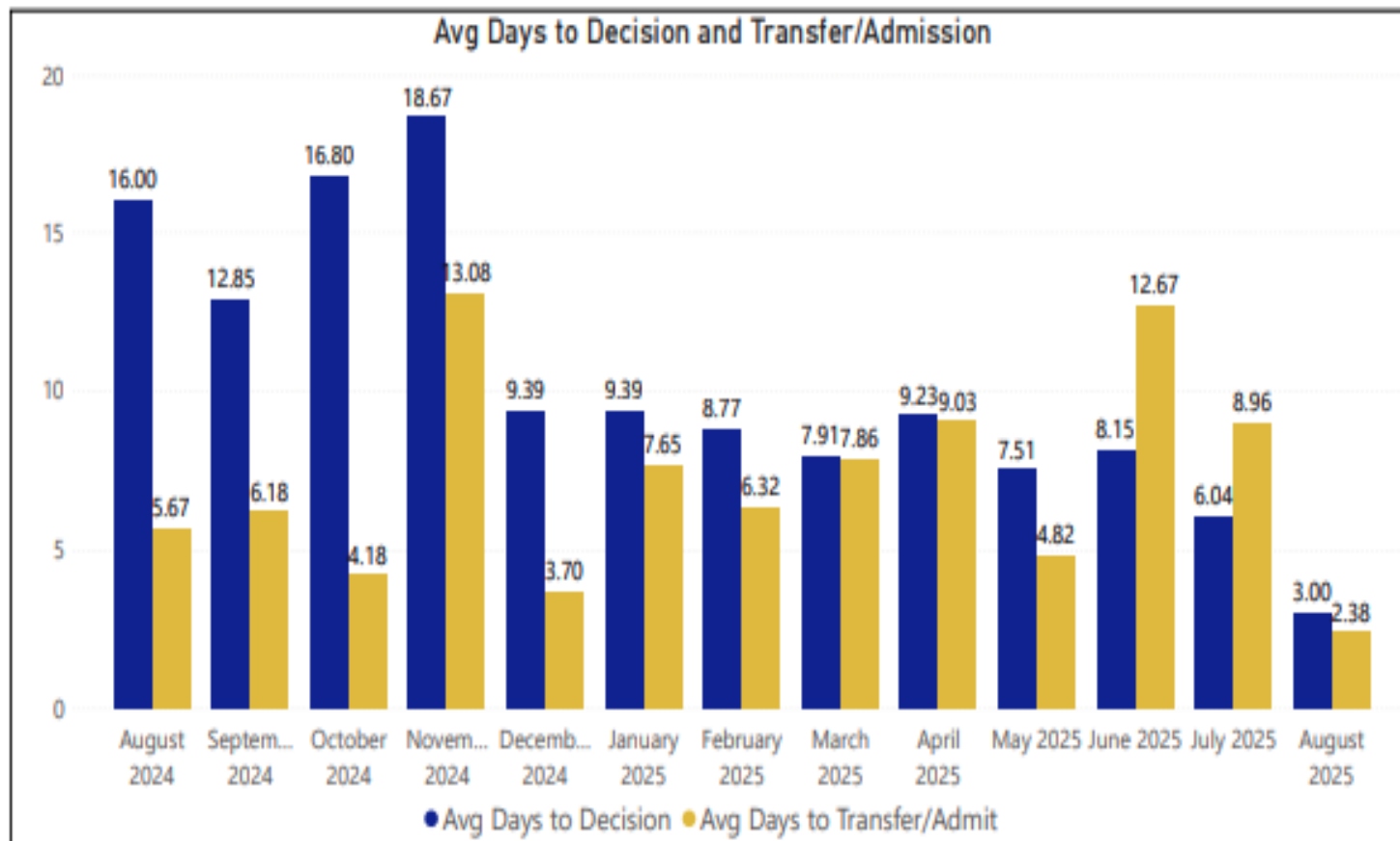
# Admissions Update





# Admissions Update

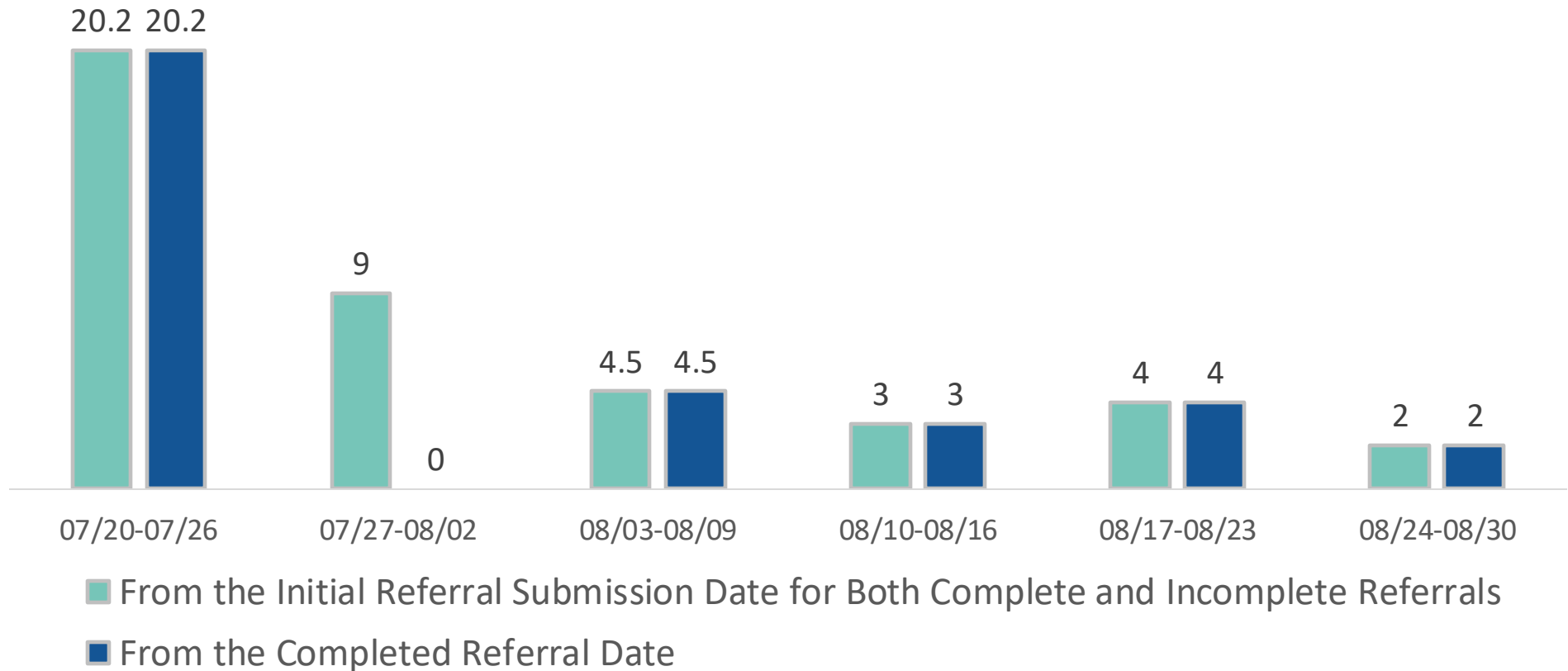
## ZSFG to LHH Decision and Transfer Data



# Admissions Update

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

July 20<sup>th</sup>–August 30<sup>th</sup>, 2025



# Admissions Update

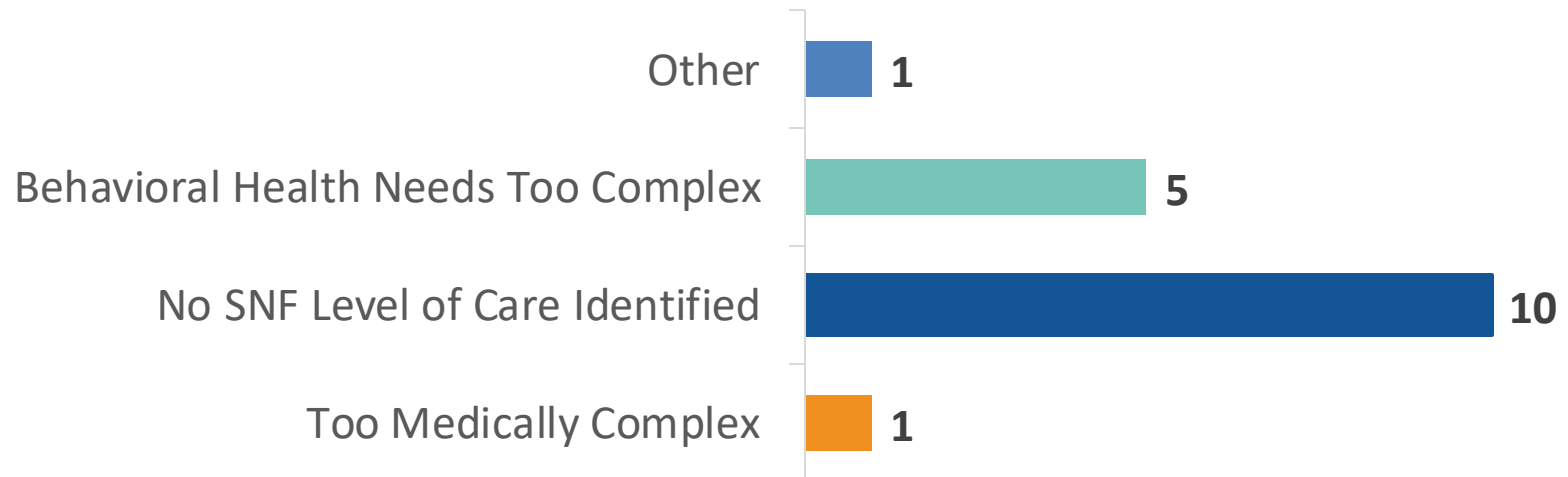


## Increasing the rate of appropriate referrals

- Over the past six weeks, 17 referrals were denied of a total of 63 complete referrals.

### Reason for Denied Applications

July 20<sup>th</sup>-August 30<sup>th</sup>. 2025



# Admissions Update

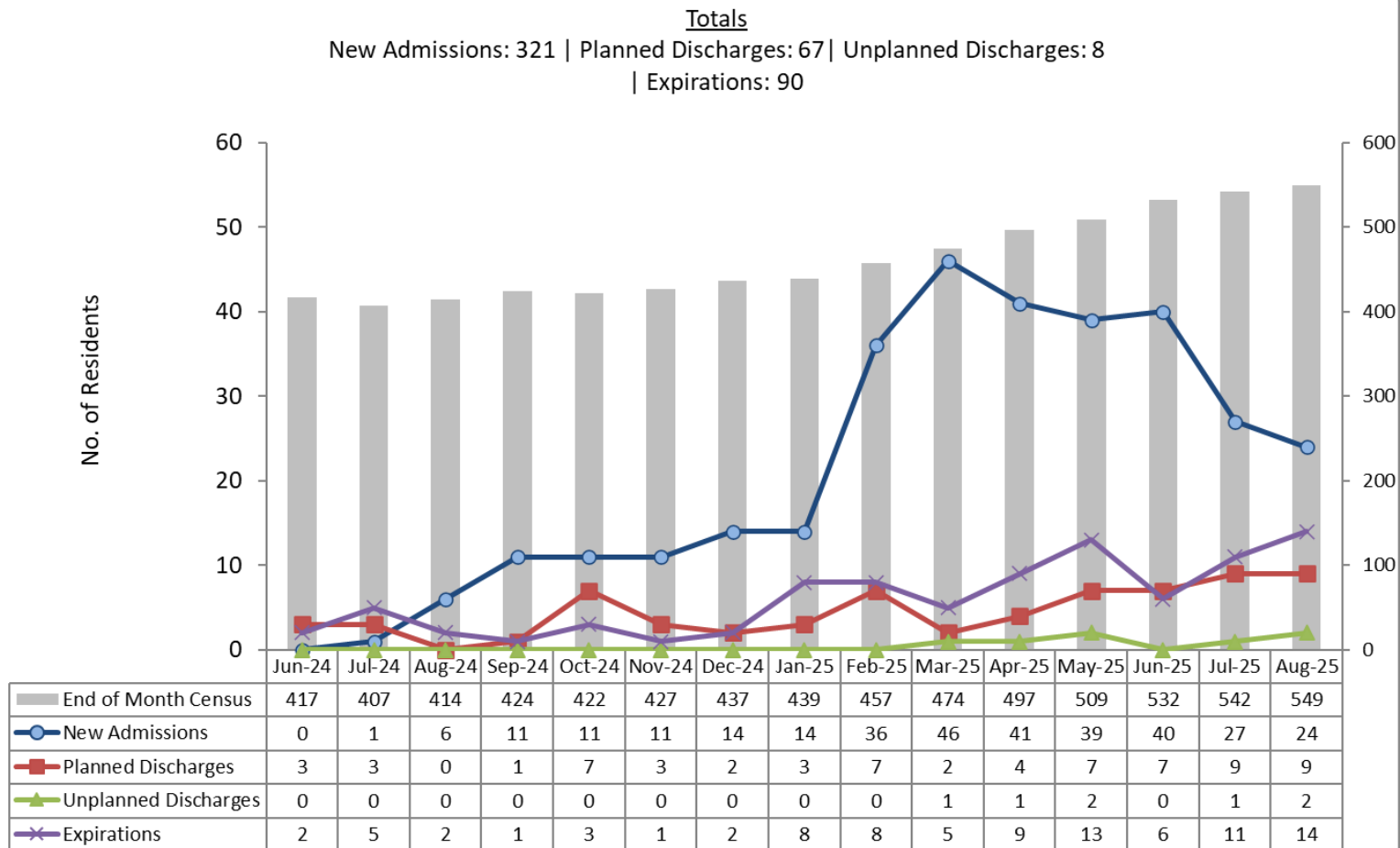
## Admissions Data: July 31, 2024 – August 30, 2025

	Accepted*	In Progress	Denied	Closed / Withdrawn	Total Referrals
<b>Priority #1</b> Former LHH residents	<b>7</b>	0	2	2	11
<b>Priority #2</b> Not in medical settings	<b>3</b>	0	5	1	9
<b>Priority #3</b> SFHN patients	<b>143</b>	2	58	49	252
<b>Priority #4</b> Receiving SNF/ rehabilitation	<b>64</b>	3	33	16	116
<b>Priority #5</b> Non-SFHN medical facilities	<b>127</b>	1	102	70	300
<b>Total</b>	<b>344</b>	<b>6</b>	<b>200</b>	<b>138</b>	<b>688</b>

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

# State of the Hospital

## Admissions, Discharges, and Expirations





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Questions?