



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital FY 24-25 Annual Report Presentation

December 15, 2025



About Laguna Honda Hospital

Who We Are

- One of the largest skilled nursing facilities in the country, representing the most extensive commitment by any city or county to therapeutic care for seniors and adults with disabilities.
- General acute care hospital providing acute medical and rehabilitation services and skilled nursing services.
- Rich history dating back to 1866.
- Part of the San Francisco Department of Public Health's (SFPDH) San Francisco Health Network.
- Uniquely organized into 13 specialized nursing and rehabilitation programs.



About Laguna Honda Hospital



OUR MISSION

To provide a welcoming, therapeutic, and healing environment that promotes the individual's health and well-being.



OUR VISION

To build healthier lives as the leader in post-acute care.



OUR VALUES

- Resident Centered Care
- Compassion
- Professionalism
- Competency
- Teamwork
- Collaboration
- Integrity
- Communication



Who We Serve



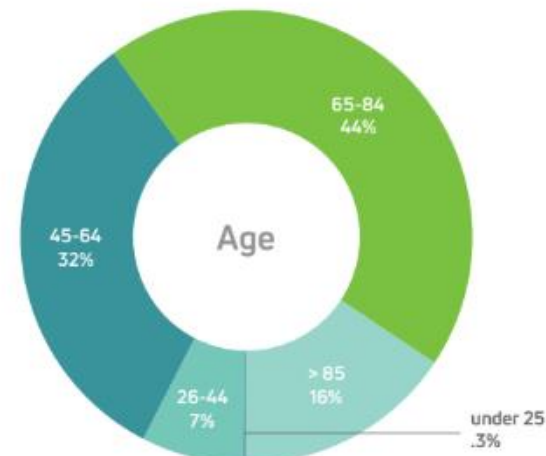
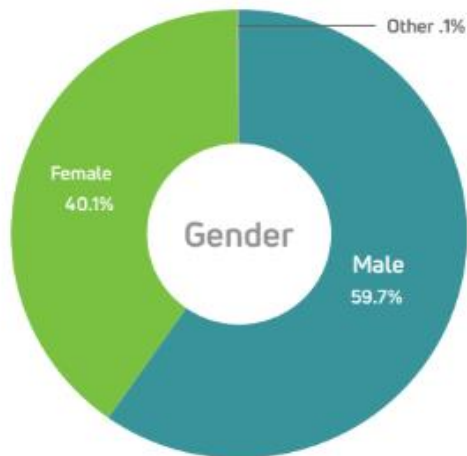
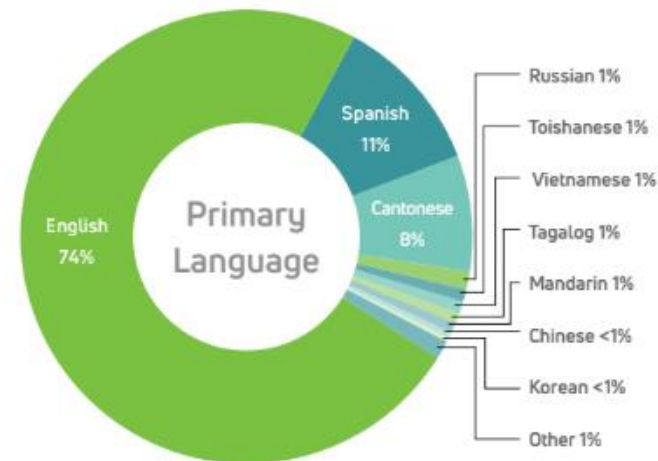
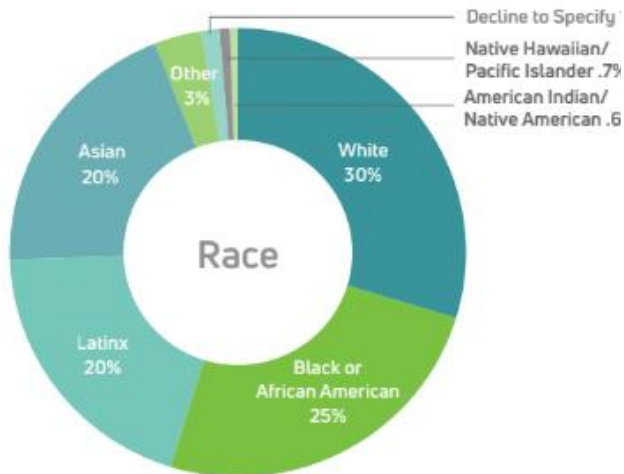
Who We Serve

- San Franciscans with skilled nursing or rehabilitation needs
- Residents with complex medical needs who are often low or very low income
- A diverse and rich community



Who We Served in FY 24-25

Resident demographics



By the Numbers in FY 24-25



167,322
Total Resident Days



2,313
Average Length of Stay



270
New Admissions



690
San Franciscans Served



53
Residents Discharged
Back into the Community



Top Diagnoses for Skilled Nursing Care

1. Major neurocognitive disorder
2. Cerebral vascular accident
3. Dementia
4. Dementia with behavioral disturbance
5. Fall
6. Major neurocognitive disorder due to multiple etiologies with behavioral disturbance
7. Paraplegia
8. Debility
9. Multifactorial dementia
10. Traumatic brain injury

Top Diagnoses for Acute Care

1. UTI (urinary tract infection)
2. Sepsis



Resident Stories: La Bruce E.

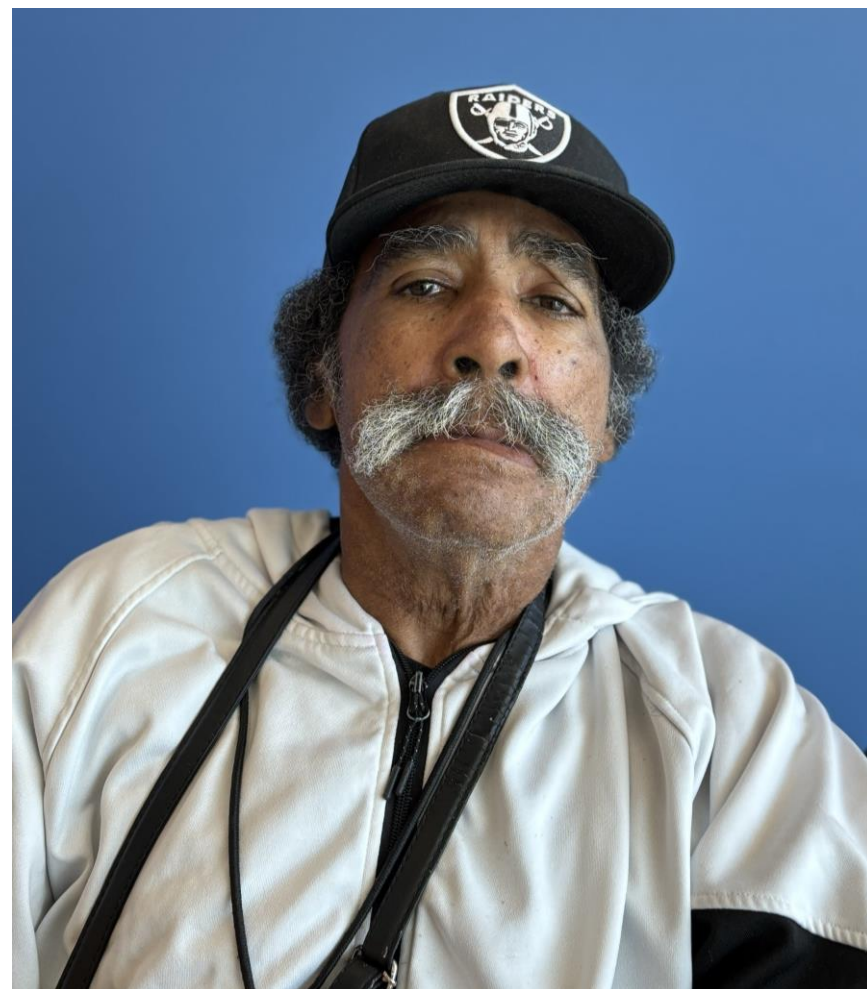
La Bruce was born and raised in Mobile, Alabama

La Bruce served in the United States Air Force and traveled overseas, including a visit to Taiwan.

La Bruce has always loved Rhythm and Blues—Earth, Wind & Fire is his favorite group.

Bruce's life work has been with children. He started at the Boys & Girls Club and eventually became a Program Director. Later, he became a schoolteacher, which was his favorite role.

La Bruce has been a resident at Laguna Honda for 11 years.



Resident Stories: Christopher B.

Christopher was born in Waterloo, Iowa

When Christopher was seven months old, he moved with his mother to San Francisco. Christopher lived with his grandmother for many years. She too was a resident at Laguna Honda Hospital.

Today, Christopher's greatest joy is his 11-year-old son, who lives with Christopher's parents in North Lake Tahoe.

Christopher has been at Laguna Honda for nearly 4 years. When he leaves Laguna Honda, Christopher hopes to give back by volunteering and teaching Mahjong in the community.



Resident Stories: Kristin D.

Kristin was born in Silicon Valley, Santa Clara

In 1994, Kirstin moved to San Francisco, where she began struggling with addiction. After 15 years, Kristin got clean through Gavin Newsom's Drug Court Program and started rebuilding her life.

Kristin previously worked at the YMCA and volunteered with kids, which gave her a renewed sense of purpose.

While at Laguna Honda, Kristin has developed a wonderful friendship with her "Best Bud." She hopes to leave Laguna Honda and volunteer with the Special Olympics or a similar organization.



Resident Stories: Carlos G.

At a young age, Carlos's family moved to San Francisco.

Carlos attended St. Vincent Boarding School and later attended a boarding school in Guajajara.

When Carlos returned to the U.S., he worked as a waiter at the Country Club Plaza and later became a realtor. He has one daughter and three grandchildren. He even attended beauty school—mainly to meet girls!

Later in life, Carlos was injured during a robbery and suffered a broken neck. He was admitted to Arlington Health Care and lived in over four different facilities before moving to Laguna Honda.



True North Strategies

SFDPH True North Triangle

Laguna Honda plans to set new strategic priorities guided by True North in 2026. This will be the first Hoshin Kanri in five years for the facility due to its recertification journey.



True North: Quality of Care



Celebrating excellence and achieving a 5-Star Quality Rating

In 2025, we were proud to announce that we achieved a **5-Star quality rating from the Centers for Medicare & Medicaid Services (CMS)**, placing our facility among the top-tier skilled nursing communities nationwide.

Key focus areas:

- Resident Safety
- Fall prevention
- Wound healing
- Safe discharge transitions
- Appropriate staffing



Surveys



Regulatory update for FY 24-25

Laguna Honda facilitated two annual certification surveys. After the second survey, we were pleased to announce that the facility is **back on a regular annual survey cycle**.

Staff show their dedication to high quality care during and in preparation for surveys with a focus on survey readiness and first impressions.

- Annual Licensing Survey
- Fire Life Safety Survey and Emergency Preparedness Program
- Acute Care Unit Survey
- Ongoing Survey Visits to Review Unusual Occurrences and Facility Reported Incidents
- Mock Surveys to Support Sustainability



Additional Highlights FY 24-25



September 2024
Community Living
Open House



November 2024
Fall Fest

July 2024
Welcomed Back Laguna
Honda Residents

October 2024
Laguna Honda
Halloween Party



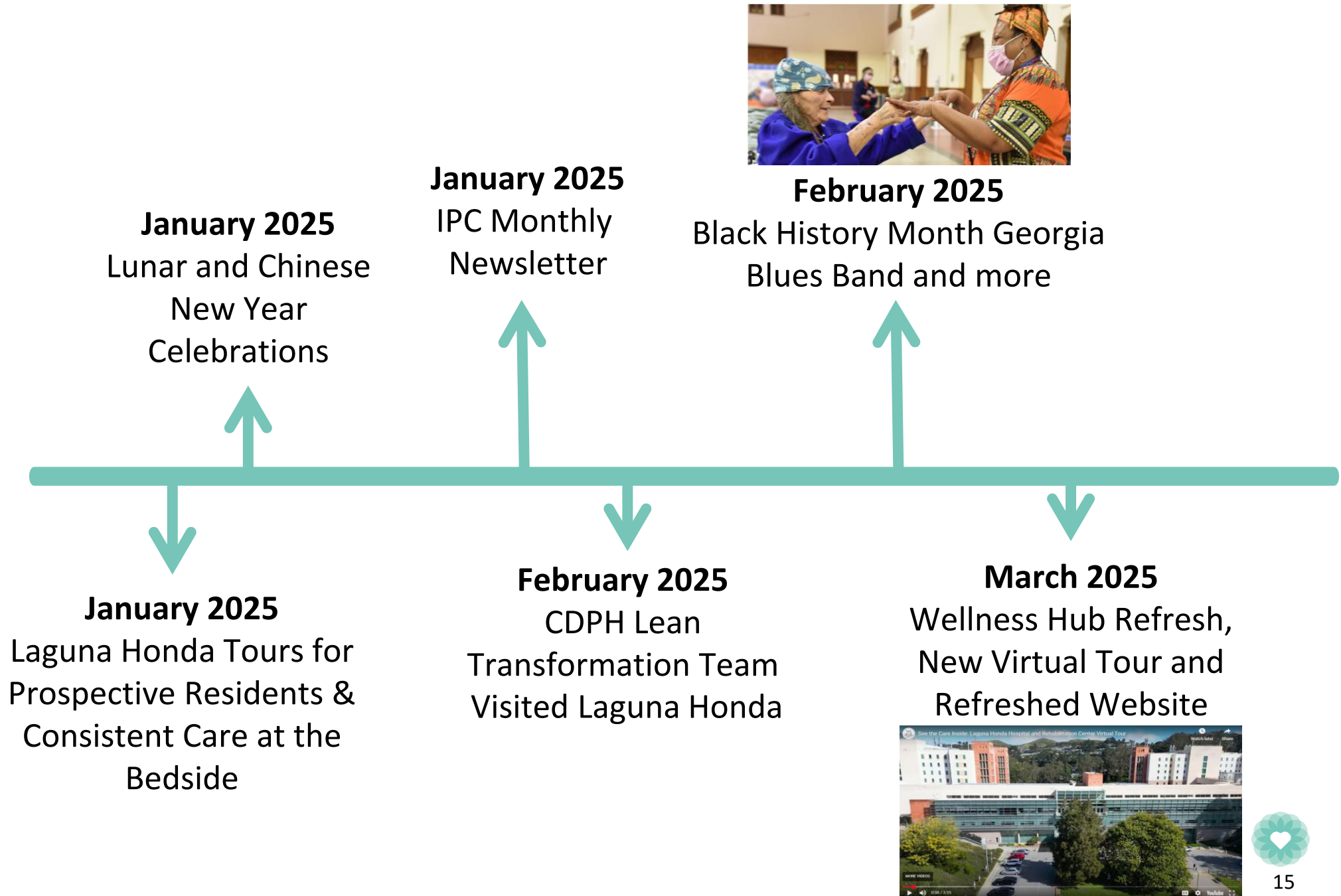
November 2024
Launched New
SAFE System

December 2025
Tone Bell Concert and
SF Ballet Visited
Laguna Honda

August 2024
Fully Opened for New
Admissions & Hosted
Full Certification
Celebration



Additional Highlights FY 24-25



Additional Highlights FY 24-25



Staff Recognition



DAISY Awards for Excellence in Nursing

- Nurse Leader Award: Namnama Angeles, RN, BSN
- Registered Nurse Award: Barbara Clark, RN
- Certified Nursing Assistant Award: Talivaimaila Seumanutafa, CAN
- Anne Hughes Award: Kathleen MacKerrow, MS, RN

Friends of Laguna Honda Nursing

- Joel Igu, Acting Manager, Data Analytics, Quality Management
- Jennifer Carton-Wade, Assistant Nursing Home Administrator
- Dr. Lisa Hoo, Medicine
- Maria Antoc, Nursing Director, South 2, PMS, Medical Clinic, CIT, POCT
- Aye Hnin, RN, Department of Care Coordination
- Shannon Bevett, Nurse Manager, Nursing Recruitment and Hiring Manager, Restorative, LPC, BRT
- Terry Dentoni, Chief Clinical Workforce Development and Care Coordination Officer, SFHN



Nursing Promotions



We proudly promoted several staff to registered nurse and nurse manager positions.

Registered Nurse Promotions

- Elsa Asgedom, RN
Promoted from Certified Nursing Assistant
- Odessa Anne San Agustin, RN
Promoted from Licensed Vocational Nurse
- Heidi Honey Hilario, RN
Promoted from Licensed Vocational Nurse
- Carina Huizar, RN
Promoted from Licensed Vocational Nurse
- Dorcas Dwumfuoh, RN
Promoted from Licensed Vocational Nurse

Nurse Manager Promotions

- Maria Lesa Busine, BSN, RN
Nurse Manager for South 6
- Mohamed Kanu, RN Nurse
Manager for North
Mezzanine
- Kathleen Lisan, MSN, RN,
FNP Nurse Manager for
North 3



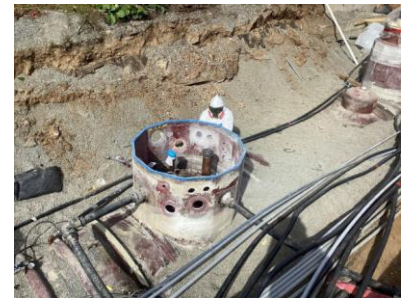
Operations Highlights



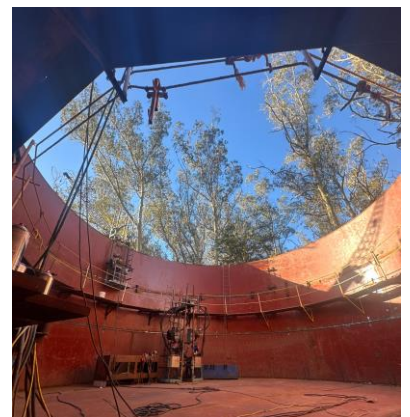
Campus-wide upgrades and renovations

Projects delivered long-term benefits for residents and staff and ensure regulatory compliance.

Fuel Line Replacement: Replaced the piping for two 15,000-gallon underground storage tanks, which house standby generators and power Laguna Honda under emergency conditions.



Water Tank Replacement: Replaced a 300,000-gallon water storage tank that provides water to the entire campus.



Operations Highlights

Campus-wide upgrades and renovations continued

Pharmacy Compounding Room Regulatory

Upgrade: Upgraded the two compounding rooms, bringing them up to regulatory standards.



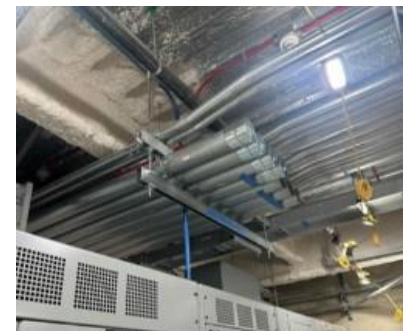
Stationary Radiology (X-Ray) Equipment

Replacement: Replaced an outdated stationary x-ray unit that was no longer technically supported.



New Hospital Emergency Power Addition:

Began installation for six new Automatic Transfer Switches (ATS's), which will provide resiliency and redundancy to Laguna Honda's existing circuits. The project is scheduled to be completed by the end of 2026.



Volunteer Services



Enrich the lives of residents and support key programs

- 125 active volunteers
- Approximately 5,000+ hours last year

Gratitude to longtime Laguna Honda volunteers:

Paul Bourbin

44 years, Spiritual Care

Johnny Adkinson

23 years, South 2 & Special Projects

Delores Mays

28 years, Clothing Room & Gift Shop

Robert Gonzalez

22 years, Art with Elders & Clothing Room

Margret Schroder

23 years, South 3

Louis Tan

16 years, Activity Therapy



Financials

Financials (in millions)	FY 23-24	FY 24-25
Total Operating Revenue	\$176.95	\$260.66
Total Operating Expenses	\$326.48	\$322.13
General Fund Subsidy	\$167.26	\$79.19
Salaries and Fringe Benefits	\$244.30	\$256.00



Financials

Payor Sources	Inpatient Days		Outpatient Visits	
	FY 23-24	FY 24-25	FY 23-24	FY 24-25
Uninsured	0.0%	0.0%	0%	0%
Medi-Cal	99.5%	98.13	48.5%	43.16%
Medicare	0.5%	1.59%	51.5%	56.76%
Other	0%	0.28%	0%	0.08%



Summary of FY 24-25

#1:

Achieved 5-Star CMS Quality Rating

#2

**Welcomed
270 New Residents to Laguna Honda**

#3

**Upgraded and Renovated Projects
Across the Laguna Honda's Campus**





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Please visit us at our website sf.gov/lagunahonda