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**HEALTH COMMISSION
CITY AND COUNTY OF SAN
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**MINUTES
JOINT CONFERENCE COMMITTEE MEETING FOR
LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER
December 8, 2025, 4:00 p.m.
1 Dr. Carlton B. Goodlett Place, City Hall, Room 408
San Francisco, CA 94102 & via Webex**

1. CALL TO ORDER

Present: Commissioner Tessie Guillermo, Chair
Commissioner Edward A. Chow, M.D., Member
Commissioner Laurie Green, M.D., Member

Staff: Daniel Tsai, Roland Pickens, Jennifer Carton-Wade, Lily Conover, Nawzaneen Zahir,
Naveena Bobba MD, Albert Lam, MD, Todd Barrett, MD, Dzovag Minassian, MD, Helen Chen, MD,
Tangerine Brigham, Mark Primeau, Anne Romero, Sharon Christen

The meeting was called to order at 4:03pm.

2. APPROVAL OF MINUTES FOR MEETING OF NOVEMBER 10, 2025

Public Comment:

There was no public comment on this item.

Commissioner Comments:

There were no Commissioner comments on this item.

Action Taken: The LHH JCC unanimously approved the November 10, 2025 meeting minutes.

3. GENERAL PUBLIC COMMENT:

Patrick Monette-Shaw provided comment and submitted the following written summary:

I'd like to offer my condolences to the friends, family, and co-workers of SFGH social worker Alberto Rangel. who died following a patient-on-staff assault last week. It was a horrific, preventable tragedy, and it saddens me deeply, as it has saddened Alberto's friends and family, SFGH staff, the hundreds of

patients Alberto cared for throughout the years, and the entire community of healthcare advocates. After his years of dedicated service to SFDPH's patients, may Mr. Rangel rest in peace! Please adjourn today's meeting in his honor.

4. EXECUTIVE TEAM REPORT

Diltar Sidhu, Chief Executive officer and Nursing Home Administrator, presented the item. In addition to the written presentation, he explained that due to a patient-to-patient incident earlier this year, CMS has changed the overall star rating for LHH from five stars to three stars. Because this incident was categorized as patient abuse, albeit by another patient, CMS also has placed a red hand icon on the LHH page on the CMS website. This indicates that patient abuse has occurred at this facility within the past year. He noted that the red hand symbol will be removed around May, which is the year anniversary of the incident. He also noted that LHH continues its ongoing quality improvement efforts in an effort to prevent future safety incidents with LHH patients.

Public Comment:

Dr. Teresa Palmer provided comment and submitted the following written summary:

Per the LHH JCC report-LHH has beds for medically complex and secure dementia care now. Many elderly and frail have MediCare PPOs/ HMOs, or Med-Cal Advantage plans-less expensive. Insurance companies AND Laguna Admissions can make exceptions and cover those with the "wrong insurance" who need admission for safety-either by expanding insurance contracts or making case by case exceptions for those in need. However, there is no established process to make exceptions: this can be done NOW. I have had the personal experience of both LHH Admissions and Hospital Social Workers telling me this is simply not possible! NOT TRUE! Please put this on the next LHH JCC agenda, I am asking SF BOS to convene a hearing on this. I and City Retiree groups (such as "[Protect Our Benefits](#)") are happy to assist with outreach.

Patrick Monette-Shaw provided comment and submitted the following written summary:

It's shocking seeing Diltar Sidhu's "Executive Team" report LHH dropped to a CMS Three-Star rating, with only two stars for "Health Inspections." CMS's web site showed LHH had five stars on November 1. As my overhead slide shows, CMS' "Nursing Home Compare" web site is again displaying the red, abuse warning icon next to LHH's Star Rating entry — a result of the "G" scope-and-severity "Actual Harm" citation following the patient assault LHH was fined \$20,000 for. CMS's web site abuse warning icon may adversely affect LHH's admissions! The "State of the Hospital" slide doesn't make sense. It shows 19 admissions in November, but a loss of 15 residents due to discharges and patient deaths, ostensibly leaving 4 additional patients. But the "End-of-Month" census line shows just 554 residents at the end of November compared to 557 residents in October, a decrease of 3 residents. Why doesn't this math add up?

Commissioner Comments:

Commissioner Chow feels it is important to present salient points of the presentation and tell the story of relevant info including admissions. He feels more slides in the presentation should be presented to give those watching the meeting an understanding of the information contained in the slides. He requested more information on the recent progress on admissions in November. Dr. Lam stated that there were 19 admissions and 15 denials.

President Green requested future reports include trend lines for admission data, including denials. LHH should be getting more appropriate referrals as it continues to educate the referring facilities.

Regarding the change in star-rating, President Green asked how long with the star-rating be impacted by the patient incident. Mr. Sidhu stated that the red hand icon will be removed a year from the date of the incident if there are no more incidents of abuse. He noted that there are several categories of data CMS uses to develop star ratings. These categories include health inspections, staffing, and quality measures. CMS uses data from approximately 2 years when considering health inspections. Therefore, it may take that amount of

time before the LHH star rating score may improve.

Vice President Guillermo stated that she appreciates the transparency of explaining the change in star rating. She noted that slide 8 makes more clear what beds are available. She congratulated LHH for opening S5 as a regular neighborhood.

5. SENIOR AFFORDABLE HOUSING AT LAGUNA HONDA HOSPITAL CAMPUS

Anne Romero, Senior Project Manager, MOHCD, and Sharon Christen, Senior Project Manager, Real Estate Development, Mercy Housing California, presented the item.

Public Comment:

Dr. Teresa Palmer asked if there will be an adult day health center to give caretakers relief. She noted that this service was lost in the LHH rebuild. She noted the current plan sounds like a place to take people to lunch, not a structured program for impaired people.

Patrick Monette-Shaw provided comment and submitted the following written summary:

Mercy's updated report for the "LHH Affordable Senior Housing Project" still doesn't show whether the project's financing plans have been fully obtained, and eliminates several of the sources of funding, including eliminating HUD Section 202 funding, previously reported to this LHH-JCC. As a reminder, the 2019 Affordable Housing Bond measure former District 7 Supervisor Norman Yee pushed through was approved by voters fully six years ago, and Mercy housing was awarded the project five years ago, in the Spring of 2020. Construction isn't projected to start until 2028 at the earliest. Nine years is too long to wait for desperately need affordable housing. The best, and kindest, thing this Health Commission can do at this point is to cancel this project now and direct MOHCD to re-allocate the \$50 million set aside for this project to a more feasible project that could be constructed for the elderly somewhere else, sooner.

Commissioner Comments:

President Green stated that she is concerned how residents of the housing project will deal with the limited transportation on a long road to the campus. Ms. Christen stated that Mercy Housing has been discussing the possibility of using the van service employed by LHH to assist with resident transportation. She noted that Mercy does not provide any transportation services.

President Green asked if there is a plan to install a walking path so people can get exercise. Ms. Christen stated that the planning team is working to install a walking path in the courtyard.

President Green asked how assured the funding is and are contingencies needed. Ms. Christen stated that tax credits are assured. The price of what an investor will pay for those credits is variable. She assumes the price for the credits may decrease a bit; the planning team will continue to update the LHH JCC about any price changes. She added that the plan includes escalation in hard building costs.

Commissioner Chow asked who will use the 31 parking spaces. Ms. Christen stated that most of the spaces will be allocated to staff. One or two spaces will be reserved for vendors and visitors. Some of the spaces will be ADA accessible.

Commissioner Chow asked if the size of the adult day center is dictated by regulations. Ms. Christen stated that internal and external space is dictated by regulations. The plan for the center allows 50 people to eat lunch and socialize. Services referrals are also part of the program.

Commissioner Chow asked if it is possible to add a formal adult day health center instead of community space. Ms. Christen stated that the tax credit requires a certain size of community room allocated for seniors. Commissioner Chow suggested that the planning group check with the senior building nearby to see what

transportation options they have and gain a better understanding of transportation of seniors in that geographic area.

Vice President Guillermo thanked the presenters for their continued cooperation and willingness to report progress to the LHH JCC. She asked for more information regarding when a decision will be made about the additional MOHCD funding. Anne Romero, MOHCD, stated that all funding has to be in place in order to receive the tax credits. She noted that decisions about MOHCD funding will be made around spring 2026.

6. HIRING AND VACANCY REPORT

This item was not presented due to lack of available Human Resource leaders.

Public Comment:

There was no public comment on this item.

Commissioner Comments:

There were no Commissioner comments on this item.

7. REGULATORY AFFAIRS REPORT

Nawzaneen Zahir, Chief Quality Officer, LHH, presented the item.

Public Comment:

Dr. Teresa Palmer stated that it seems CDPH is falling behind again in their investigation of cases.

Patrick Monette-Shaw provided comment and submitted the following written summary:

Comparing LHH's "Regulatory Affairs Reports" for the first 11 months of 2025 to previous years is shocking, given that CMS just slapped LHH again with CMS' red, abuse warning hand icon again on "Nursing Home Compare." So far in 2025, LHH has reported 65 allegations of "patient-on-patient" abuse facility-reported incidents, compared to just 51 "resident-on-resident" abuse incidents in 2023 then a year into having been decertified when LHH had similarly just 500 residents. LHH also reported 31 "Major Injuries" compared to just 8 in 2023, with a similar census. As well, LHH has reported 14 "Disease Outbreaks" in 2025, compared to just 10 in 2023. Given all of the training given to Nursing Staff as a result of decertification, why hasn't Nursing staff reduced the volume of "Disease Outbreaks?" With statistics like this, it won't be long before LHH is slapped with another "G" level, or higher, patient abuse fine!

Commissioner Comments:

President Green asked what made Ms. Zahir concerned that a 2567 might have been issued. Ms. Zahir stated that there was concern the way the resident was moved was not part of the care plan. CDPH did review the case and issued a deficiency about another issue.

8. LAGUNA HONDA HOSPITAL POLICIES

Nawzaneen Zahir, Chief Quality Officer, LHH, presented the item.

Public Comment:

There was no public comment on this item.

Commissioner Comments:

Commissioner Chow noted concern that policy 73-02, "Asbestos and Lead Management Plan," needs further consideration and revision. Ms. Zahir stated that LHH would pull this policy from consideration and work on the policy language.

Action Taken: The LHH JCC voted unanimously to recommend that the full Health Commission approve the following items, pending additional clarifying information to be submitted to the Commissioners. Note that policy 73 02 “Asbestos and Lead Management Plan” was pulled from the list of policies to be considered due to Commissioner concern that it needed additional revisions.

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<u>Item</u>	<u>Scope</u>	<u>Policy No.</u>	<u>Policy Title</u>
1	Facility-wide	24-17	Comfort Care
2	Facility-wide	73-02	Asbestos and Lead Management Plan
3	FNS	1.677	Manual Ware Washing
4	FNS	1.70	Scoops for Food and Ice
5	FNS	1.71	Replenishing Juice and Coffee
6	FNS	1.72	Processing Mop Heads Daily
7	FNS	1.73	Temperature Logs for Refrigerators/Freezers
8	FNS	1.74	Safety inspection for Working environment
9	FNS	1.75	Glove Usage
10	FNS	1.76	Use of Cutting Boards
11	FNS	1.77	Fire and Fire Drills
12	FNS	1.78	Nourishment Inventory
13	FNS	1.79	Storage of chemicals, brooms, mops and other cleaning supplies
14	FNS	1.81	Eye wash stations
15	FNS	1.82	Composting Food in the dish room-Salvador Waste Collector
16	NSPP	A 4.0	Nursing Clinical Competency Program
17	NSPP	A 6.0	Orientation of Nursing Personnel
18	NSPP	A 9.0	Sick Leave-Intermittent FMLA Tardy Call-In
19	NSPP	C 1.0	Resident Admission and Readmission for SNF
20	NSPP	C 1.2	Relocation Between Laguna Honda SNF Neighborhoods
21	NSPP	D1 2.0	Resident Activities of Daily Living
22	NSPP	D3 2.0	Removal of Facial Hair
23	NSPP	D6 3.0	Range of Motion Exercises
24	NSPP	D6 5.0	Ambulation
25	NSPP	D9 3.0	Bed Stripping and Bedside Cleaning
26	NSPP	D9 8.0	Charging of Electric Wheelchair
27	NSPP	E 2.0	Assisting Residents During Mealtime
28	NSPP	F 1.0	Assistance with Elimination
29	NSPP	F 6.0	Ostomy Management
30	NSPP	G 1.0	Vital Signs
31	NSPP	G 7.0	Obtaining Recording and Evaluating Residents Weight
32	NSPP	H 1.0	Collection of Urine Specimen
33	NSPP		Nursing Educational Programs Record Keeping
34	NSPP	D9 2.0	Bedmaking
35	Rehab	30-01	Scope of LHH Rehabilitation Services Scope of Services to Be Provided

9. CLOSED SESSION

- A) Public comments on all matters pertaining to the Closed Session. (San Francisco Administrative Code Section 67.15).

There was no public comment on this item.

- B) Vote on whether to hold a Closed Session.

Action Taken: The LHH JCC voted unanimously to go into closed session.

- C) Closed Session Pursuant to Evidence Code Sections 1156, 1156.1, 1157, 1157.5, 1157.6, and 1157.7; Health and Safety Code Section 1461; San Francisco Administrative Code Sections 67.5, 67.8, 67.8-1, and 67.10; and California Constitution, Article I, Section 1.

Hearing

Subject Matter: Testimony Concerning Report of Quality Assurance Committee: Laguna Honda Organizational Assessment and Survey Readiness

CONSIDERATION OF MEDICAL QUALITY IMPROVEMENT

CONSIDERATION OF MEDICAL STAFF CREDENTIALING MATTERS

CONSIDERATION OF PERFORMANCE IMPROVEMENT AND PATIENT SAFETY REPORTS AND PEER REVIEWS

RECONVENE IN OPEN SESSION

1. Discussion and Vote to elect whether to disclose any portion of the closed session discussion that is not confidential under Federal or State law, The Charter, or Non- Waivable Privilege (San Francisco Administrative Code Section 67.12(a).) (Action item)
2. Possible report on action taken in closed session (Government Code Sections 54957.1(a) and 54957.7(b) and San Francisco Administrative Code Section 67.12(b).

10. FOR ACTION:

POSSIBLE DISCLOSURE OF CLOSED SESSION INFORMATION

Discussion and vote in open session to elect whether to disclose any portion of the closed session discussion that is not confidential under federal or state law, the Charter, or non-waivable privilege (San Francisco Administrative Code Section 67.12(a)); and possible disclosure.

Action Taken: In closed session, the LHH JCC approved the PIPS Minutes Report; there was no LHH Credentials report this month. The LHH JCC voted unanimously to not disclose discussions held in closed session.

11. ADJOURNMENT

The meeting was adjourned at 6:37pm.