

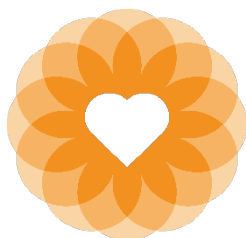


San Francisco Health Network  
Laguna Honda Hospital  
and Rehabilitation Center

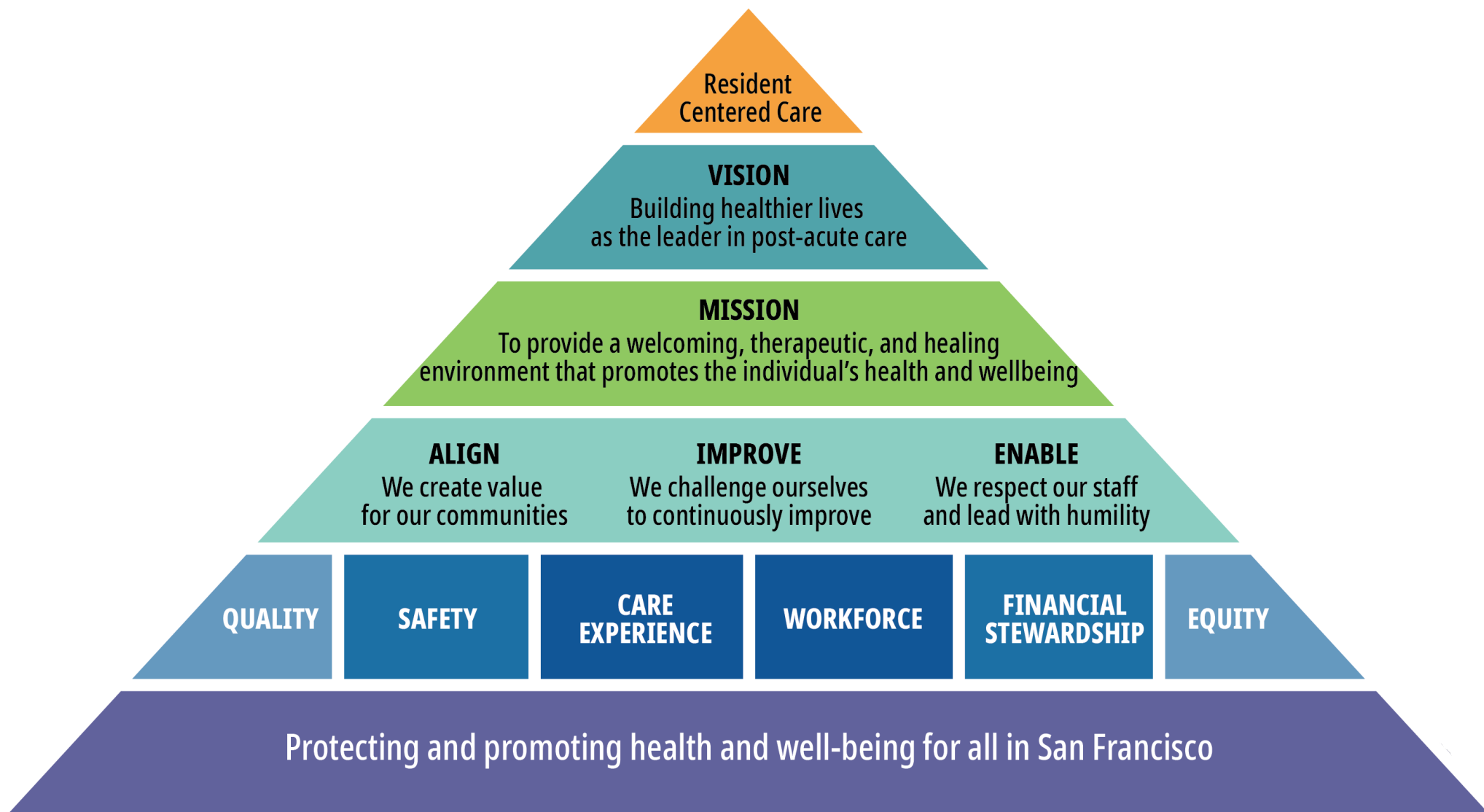
# Laguna Honda Hospital Executive Team Report

Michael T. Phillips, MHA, FACHE  
May 10, 2022





# San Francisco Health Network Laguna Honda Hospital and Rehabilitation Center



# May 2022 Updates

## QUALITY

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# QUALITY



## Laguna Honda Recertification Update

- **The highest priority is to improve patient safety and care.**
- SFDPH is deploying an aggressive plan to recertify the hospital and successfully pass the annual licensing survey. This includes:
  - Incident Command Structure
  - Staff deployments to Laguna Honda
  - Contracting with external experts to guide the hospital through the recertification process
  - Rapid assessment of potential changes needed to support recertification
  - Consulting with Healthcare Associated Infection (HAI) staff from CDPH to support survey readiness
  - On the ground survey preparation
- These efforts are also to ensure compliance with all applicable rules and regulations.



# QUALITY



## Laguna Honda Recertification Update: Onboarding Recertification Consultants

- Implemented an expedited contracting process due to situational urgency.
- Contracting with external experts to guide the hospital through the recertification process:
  - Health Management Associates on-site as of May 10, 2022
- Contracting with external experts to provide expert consultation regarding CMS regulations, quality and patient safety:
  - Health Services Advisory Group / Quality Improvement Organization on-site as of May 9, 2022



# QUALITY



## Laguna Honda Recertification Update: Expanded Multidisciplinary Unit Rounding

- Laguna Honda Hospital operations is leading increased unit rounding by leaders from all disciplines and departments.
- QM Data Analytics team developed a data collection tool to ensure compliance and escalate areas for improvement.
- **Extended Executive members are reviewing any gaps and ensuring corrective actions are taken for their assigned units through visual validation to verify compliance gaps have been addressed.**
- This is one of many things Laguna Honda is doing to support patient safety, survey readiness, and adherence to all regulations.



# QUALITY



## Expanded Multidisciplinary Unit Rounding – Focus on Infection Prevention and Control

- This rounding focuses on:
  - Hand hygiene compliance
  - Appropriate PPE use
  - Appropriate linen processes
  - Medication room cleanliness
  - Appropriate storage of medical equipment and patient belongings



# QUALITY



## **Expanded Multidisciplinary Unit Rounding – Focus on Medication Administration**

- This rounding focuses on:
  - Hand hygiene
  - Appropriate medication administration
    - In accordance with physician order
  - Vitals checked appropriately
  - Appropriate education to patients





# QUALITY



## Expanded Multidisciplinary Unit Rounding – Focus on Environment of Care

- This rounding focuses on:
  - The physical environment is free from clutter and hazards
  - Patient belongings are stored appropriately
  - The room environment is comfortable for the patients
  - Water temperatures are appropriate
  - Clean linens are available



# QUALITY



## **Laguna Honda Recertification Update: Welcome Terry Dentoni, Acting Chief Nursing Officer**

- **Effective April 25, 2022, Chief Nursing Officer for Zuckerberg San Francisco General, Terry Dentoni, is supporting Laguna Honda through the recertification process.**
- In her capacity as Acting Chief Nursing Officer for Laguna Honda, Terry is directing nursing, working to stabilize the hospital, and supporting nursing staff in a successful recertification process.
- Once the work is complete, Terry will return to ZSFG. ZSFG has established coverage to support the hospital during Terry's Laguna Honda deployment.
- We are very grateful for Terry's leadership and expertise.



# SAFETY



## **Patient Safety – Increased Efforts to Prevent Prohibited Contraband and Illicit Substances**

- Implemented new screening for visitors and patients who leave the facility with the support from the San Francisco Sheriff's Office.
- Laguna Honda is working on longer-term planning around entrance screenings, including narcotic analyzers. These analyzers will help detect illegal substances.
- Increased communication on policies.
- Increased security rounding and presence.
- Increased Clinical Safety Searches.



# SAFETY



## Patient Safety – Tobacco Policy Update

- Effective April 6, 2022, patients are no longer keeping their own tobacco products. Instead, staff are safely storing tobacco products for patients.
- Staff are distributing tobacco products to patients during the designated smoking hours in the designated smoking area of Serenity Park.
- We thank the “smoke patrol” team for their work.
- **This new policy was successfully implemented to support patient safety and prevent prohibited contraband and illicit substances from entering the campus.**



# SAFETY



## Patient Safety – Increased Enforcement to De-Clutter Patients Rooms

- To prevent room clutter and ensure belongings are safely cared for, Laguna Honda is set-up a new storage system, effective Monday, May 9, 2022.
- Staff are working closely with patients to identify, pack, and label all items that do not fit in the bedside drawer or wardrobe. Staff are removing these items and safely storing them on campus.
- This effort represents increased enforcement of an existing policy to support patient safety and Laguna Honda's recertification.



# SAFETY



## COVID-19 Cases at Laguna Honda

	Resident	Staff	Total
Total 2020 Cases	46	129	175
Total 2021 Cases	32	158	190
January 2022	46	217	263
February 2022	6	46	52
March 2022	0	2	2
April 2022	6	52	58
May 2022 to-date	0	5	5
<b>Total</b>	<b>136</b>	<b>609</b>	<b>745</b>

	Total Cases	Active Cases	Deaths
Staff	609	15	0
Resident	136	5	6

*Data as of 5/3/2022*



# SAFETY



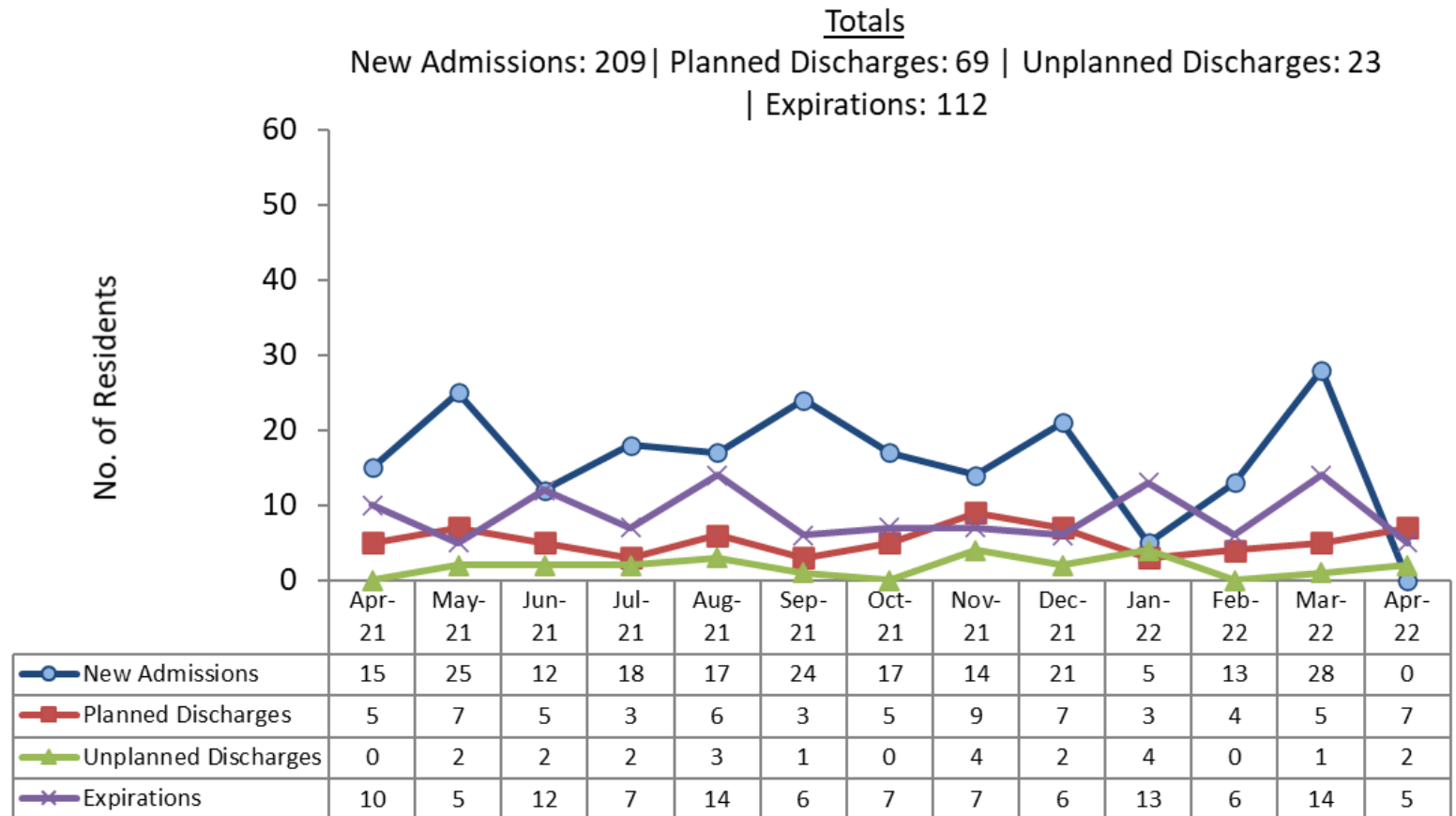
## COVID-19 Vaccine Boosters

- Laguna Honda has boosters available daily for patients and staff, including fourth doses for both staff and patients who are ages 50 and above.
- Staff can receive their fourth dose via drop-in at the Laguna Honda clinic.
- Social Work, Pharmacy, Nursing and Medicine worked together to complete the rollout fourth doses for patients, including securing the necessary consent forms.
- Additional doses will be administered as more patients and staff become eligible and/or interested.



# CARE EXPERIENCE

## State of the Hospital – Admissions\*, Discharges, and Expirations



*\*New admissions are currently on hold due the recertification process.*





# WORKFORCE

## Announcing Brigitta Van Ewijk as the South 6 Nurse Manager

- Brigitta brings over 20 years of nursing experience to the role of Nurse Manager, including five years as the charge nurse on South 2.
- Brigitta recently graduated from the University of San Francisco MSN Clinical Nurse Leader Program.
- In June 2021, Brigitta was promoted as Acting Nurse Manager for South 4. There, she demonstrated an exceptional ability to lead and grow the South 4 team, even during the Omicron surge.
- South 6 is one of Laguna Honda's three units dedicated to complex care and patients with medical conditions requiring a high level of care.



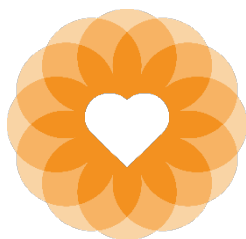
# ADDITIONAL HOSPITAL UPDATES



## Affordable Senior Housing Update

- The Mayor's Office of Housing and Community Development (MOHCD) and their developer partner, Mercy, continue to work on the Laguna Honda affordable senior housing project.
- MOHCD presented to Laguna Honda Leadership Forum in March.
- Laguna Honda introduced the project to staff, patients, and families through a CEO letter.
- Mercy is meeting with neighborhood groups including the Forest Hills Association, Midtown Terrace, The Woods Condo Association.
- There are no design, entitlement, financing or programming updates for this month.





# San Francisco Health Network Laguna Honda Hospital and Rehabilitation Center



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