



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital Recertification Progress Update

October 17, 2023



Hiring Updates

► Our New Directors of Nursing

- **We are fortunate to have new Directors of Nursing, Tracey Brown and Michael Collins.**
- **Tracey Brown** has been a Director of Nursing for more than a decade. She began her nursing career as a CNA and advanced to LVN and finally RN.
- **Michael Collins** has more than 30 years' experience in the healthcare industry serving as Chief Clinical Officer, Director of Case Management, and Director of Nursing Services.



Recertification Status Update



Application for Medicare Recertification

- Based on the Centers for Medicare and Medicaid Services (CMS) directive, LHH submitted a *change of information* application for Medicare recertification on August 23.
- CMS then directed a different application be submitted and LHH prepared to submit the new application.
- On September 15, 2023, LHH submitted the new application, thanks to the work, dedication, and commitment to continuous improvement.
- **As of now, we are subject to a full survey by CMS, which could happen at any time, and without notice.**
- Our goal is to demonstrate to CMS that we meet the highest standards of resident care and safety, fire life safety and operations.



Recertification Status Update

Action Plan Update

- There was a temporary pause in the review of Action Plan milestones following the submission of our Medicare recertification application.
- Milestone reviews have now continued as we prepare for the full CMS survey.
- LHH will apply the Quality Improvement best practice framework of Plan-Do-Study-Act (PDSA) cycles to select milestones to ensure the integrity and sustainability of:
 - Our improvement work
 - Staff capacity
 - Resident care while maintaining survey readiness



Discharge of Residents with Non-Skilled Nursing Facility Level of Care Needs



Overview of the Process

- LHH is actively working to discharge residents who no longer require skilled nursing facility-level care.
- The discharge process includes assessments, identifying discharge locations and community services/programs, working with those locations and community services/programs, notices to residents, the creation of a detailed discharge plan, the discharge itself, and follow-up.
- Throughout this process, we work diligently to protect the rights, health, and safety of residents.





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