



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital Executive Team Report

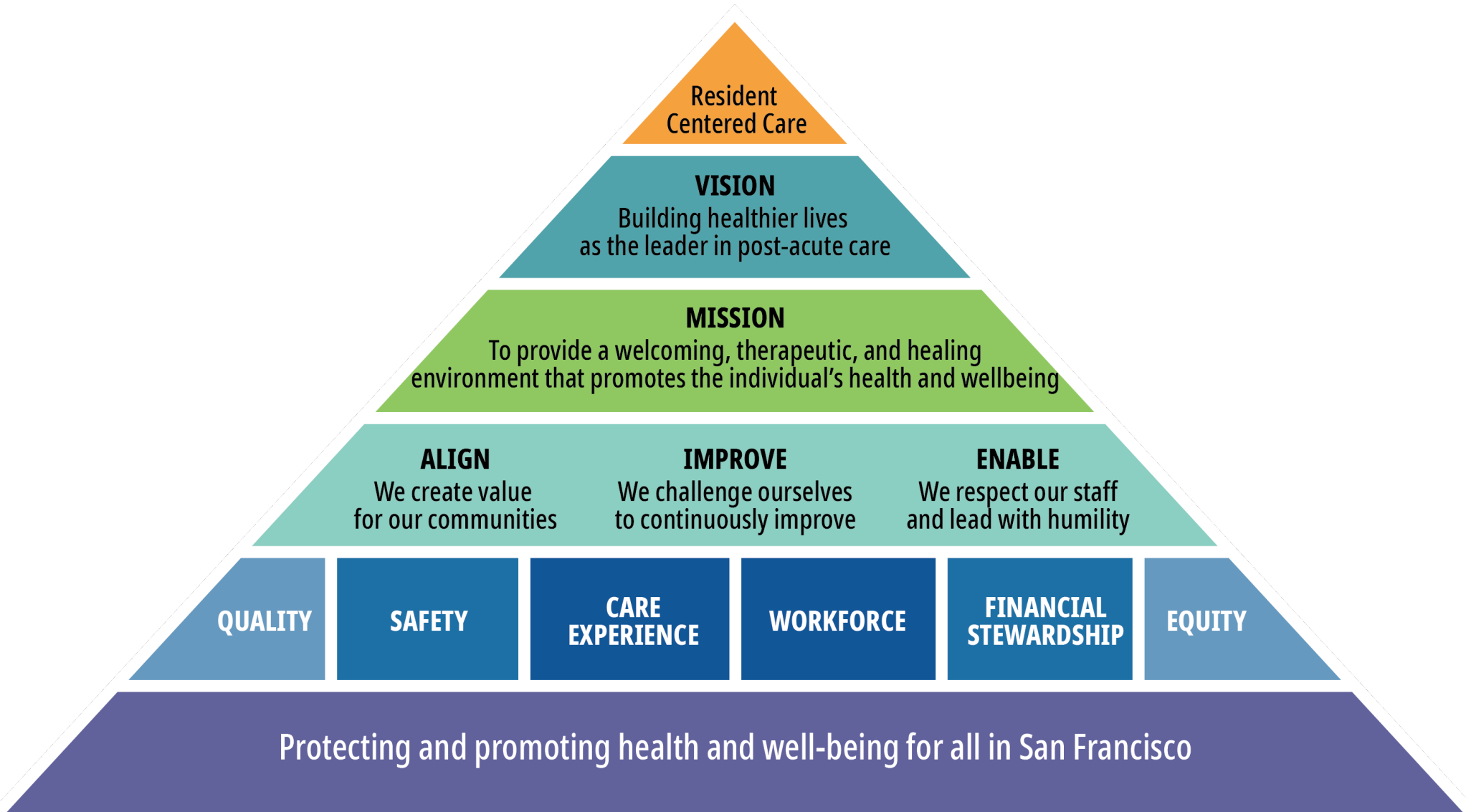
Michael T. Phillips, MHA, FACHE
April 13, 2021



San Francisco Department
of Public Health



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center



APRIL 2021 Updates

SAFETY

Pages 4 to 7

- COVID-19 Case Check-In
- COVID-19 Vaccine Rollout

QUALITY

Page 8

- Ensuring Continuous Survey Readiness

CARE EXPERIENCE

Pages 9 to 11

- Expanding Visits
- State of the Hospital

FINANCIAL STEWARDSHIP

Pages 12 to 14

- Financial Updates
- Statement of Revenue and Expenses

WORKFORCE

Pages 15 to 18

- Nursing Leadership Updates
- Celebrating Excellence in Nursing
- Team of Month of Recognition – Nursing Office Staffers
- Laguna Honda Nurse Spotlited

EQUITY

Pages 19 to 20

- Department of Equity and Culture Updates
- Responding to Violence Against AAPI Communities

SAFETY



COVID-19 Case Check-In

- COVID-19 response remains one of our highest priorities.
- LHH continues to see a significant decrease in new cases. LHH identified 66 cases in December, 53 cases in January, 5 cases in February, and one case in March.
- **No resident has tested positive for COVID-19 since January 18, 2021.**

Staff and Resident Cases				
Group Tested	Total Confirmed Positive Cases	Recovered Cases	Active Cases	Deaths
Staff	171	170	1	0
Residents	63	57	0	6
Total	234	227	1	6



SAFETY



COVID-19 Cases at Laguna Honda

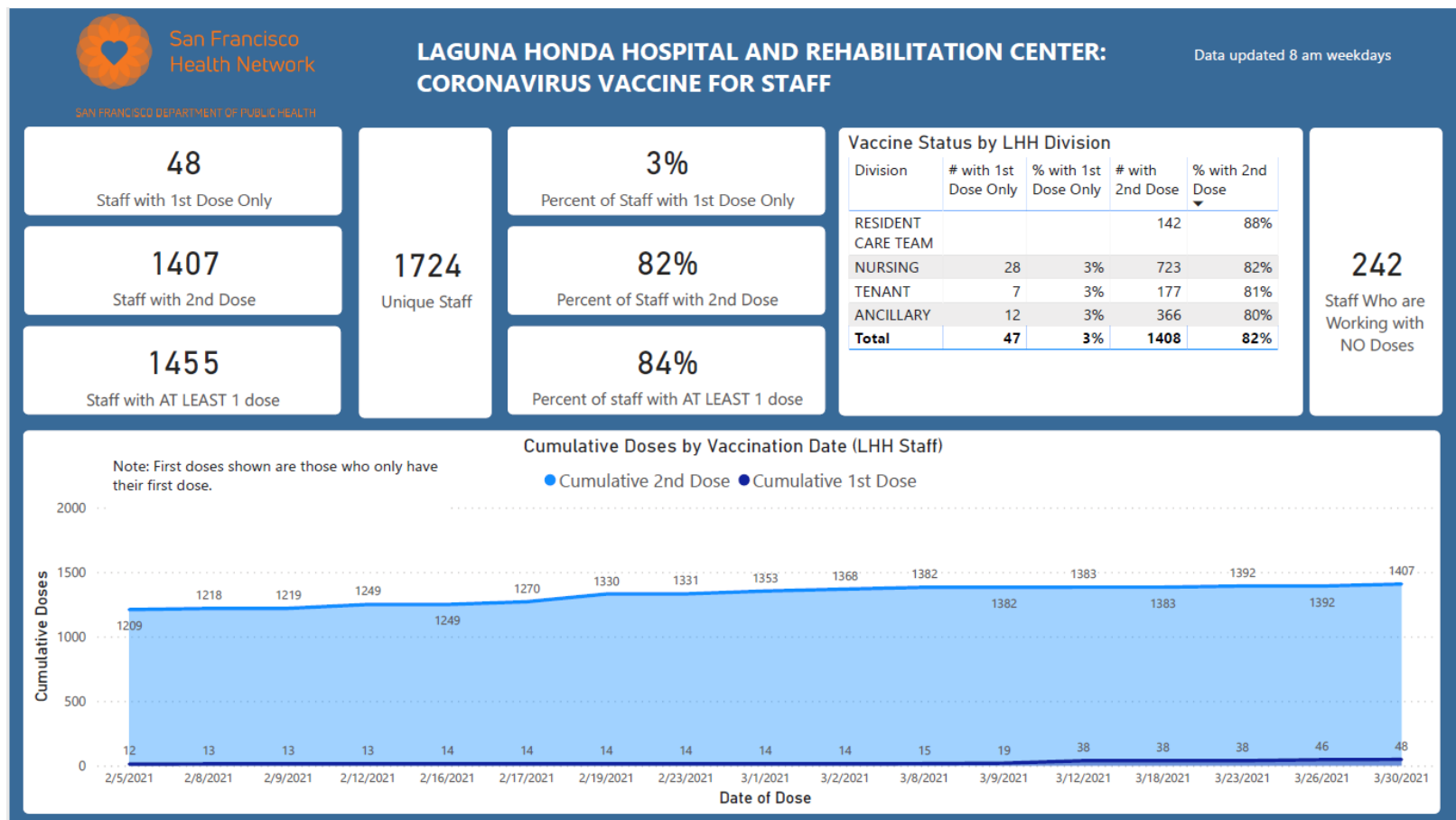
Date of Test	Resident	Staff	Grand Total
Mar 2020	1	11	12
Apr 2020	4	5	9
May 2020	6	5	11
Jun 2020	6	15	21
Jul 2020	5	17	22
Aug 2020	1	8	9
Sep 2020	4	3	7
Oct 2020	1	1	2
Nov 2020	1	15	16
Dec 2020	17	49	66
Jan 2021	17	36	53
Feb 2021	0	5	5
March 2021	0	1	1
Grand Total	63	171	234



SAFETY



COVID-19 Vaccine Rollout – Staff



Cumulative Doses by Vaccination Date (LHH Staff)

Note: First doses shown are those who only have their first dose.



Date of Dose	Cumulative 1st Dose	Cumulative 2nd Dose	Total Cumulative Doses
2/5/2021	1209	12	1221
2/8/2021	1218	13	1231
2/9/2021	1219	13	1232
2/12/2021	1249	13	1262
2/16/2021	1249	14	1263
2/17/2021	1270	14	1284
2/19/2021	1330	14	1344
2/23/2021	1331	14	1345
3/1/2021	1353	14	1367
3/2/2021	1368	14	1382
3/8/2021	1382	15	1397
3/9/2021	1382	19	1401
3/12/2021	1383	38	1421
3/18/2021	1383	38	1421
3/23/2021	1392	38	1430
3/26/2021	1392	46	1438
3/30/2021	1407	48	1455

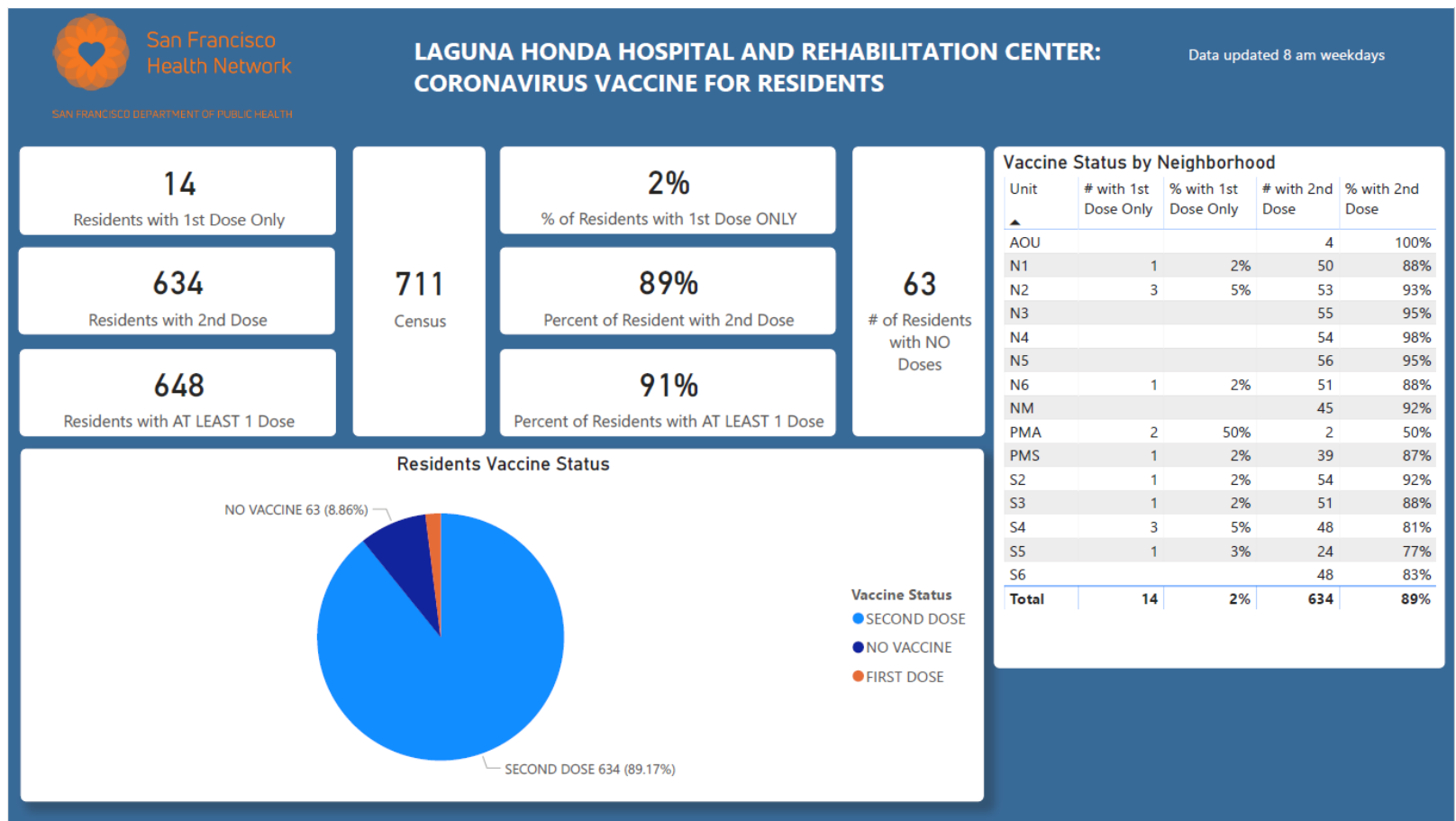
Updated 4/6/2021



SAFETY



COVID-19 Vaccine Rollout – Residents



Updated 4/6/2021



QUALITY



Ensuring Continuous Survey Readiness

- In preparation for the annual survey, Laguna Honda is increasing observations and rounding, chart reviews, audits, resident and staff interviews, and other quality assurance measures.
- Survey readiness includes an increased focus on care plans, medication pass, and food safety.
- Environment of Care rounds have also increased.



CARE EXPERIENCE



Expanding Visits at Laguna Honda

- Laguna Honda expanded visits to include outdoor and indoor visits in our Chapel on March 18, 2021.
- **We are preparing for on-unit visits, which have an anticipated start date of April 19, 2021.**
- We thank our volunteers, Volunteer Services, Nursing, and Social Services for all their work to ensure visits happen safely.
- LHH resident, David Clark, and his parents (pictured above) were featured in the San Francisco Chronicle's story on LHH visits.



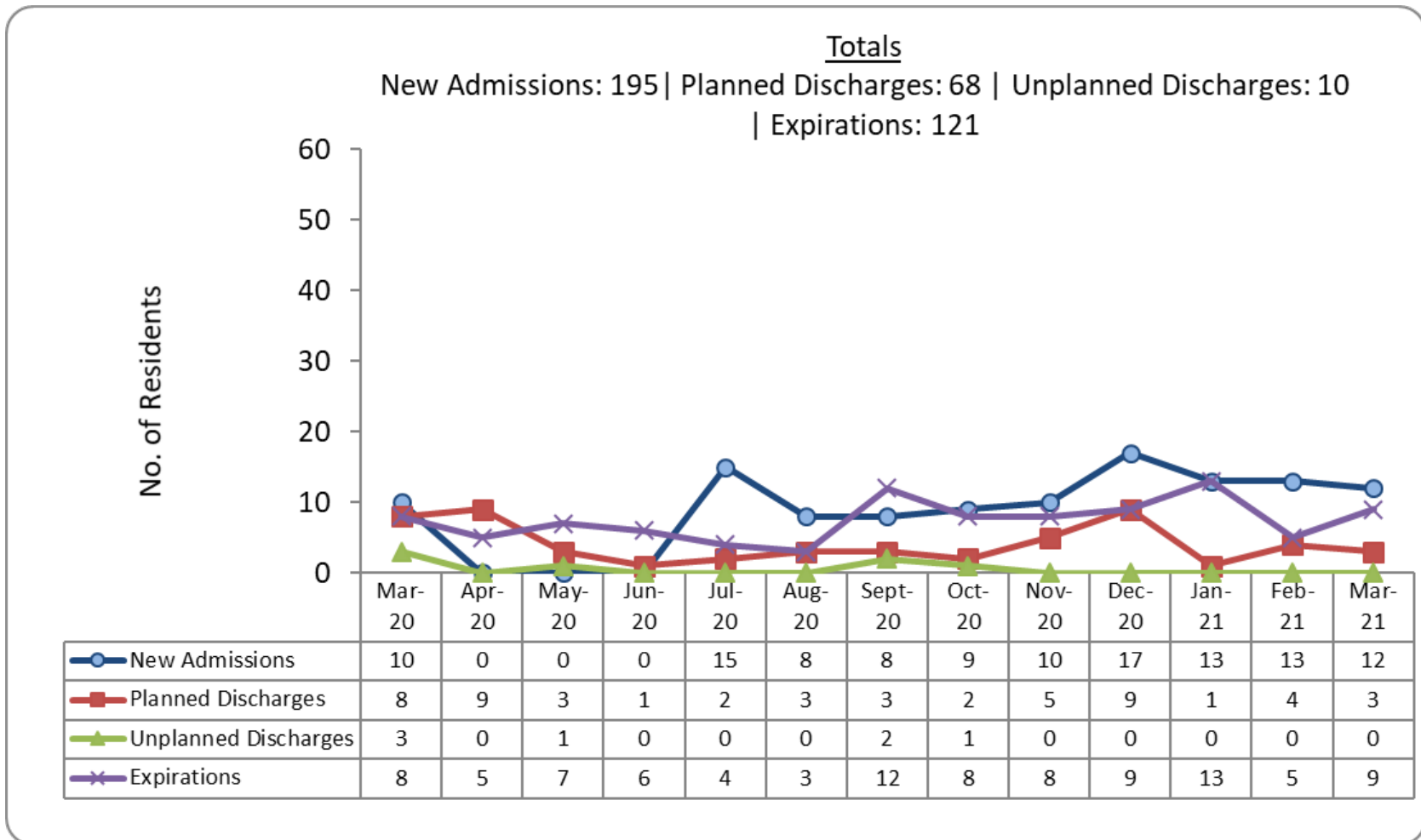
PHOTO CREDIT: SCOTT STRAZZANTE | THE CHRONICLE



CARE EXPERIENCE



State of the Hospital – Admissions, Discharges, and Expirations

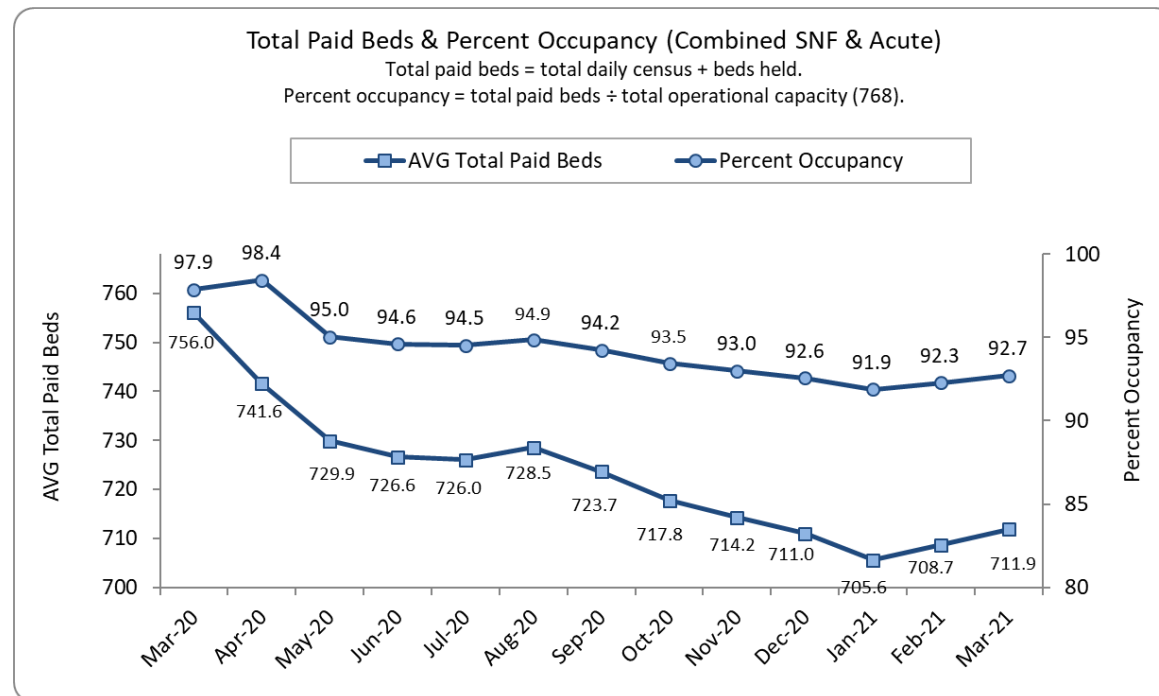


CARE EXPERIENCE



State of the Hospital – Census

Period	SNF Occupied	Beds Held	Total SNF Census	Acute Medical Census	Acute Rehab Census	Total Daily Census	Total Paid Beds	Percent Occupancy
3/1/2020-3/31/2021	712.48	5.68	717.98	1.90	2.03	717.52	723.19	94.17



FINANCIAL STEWARDSHIP



Finance Update

- FY20-21 Q2 Financial Report was presented to Health Commission in February and is included in this month's JCC report.
- FY20-21 Q3 Financial Report will be presented in next month's Health Commission and JCC reports.
- LHH salary and fringe variance is currently estimated at \$8.37M. Surplus is attributed to latest COVID cost recovery projection.
- Finalizing COVID-19 budget and staffing plan for FY21-22. LHH is beginning to see a downward trend in COVID related expenditures and expects the trend to continue into FY21-22.



FINANCIAL STEWARDSHIP



Statement of Revenue (Q2)

CURRENT YEAR

Fav/(Unfav)

	<u>Projection</u>	<u>Revised Budget</u>	<u>Original Budget</u>	<u>Variance</u>	<u>% Var</u>
NET PATIENT SERVICE REVENUE:					
Medi-Cal Revenue	185.10	185.10	185.10	-	n/a
Medicare Revenue	9.83	9.83	9.83	-	n/a
Other Patient Revenue	0.93	0.93	0.93	-	n/a
TOTAL PATIENT SERVICE REVENUE	195.86	195.86	195.86	0.00	0.00%
OTHER OPERATING REVENUE:					
Fees/Fines/Licenses	0.56	0.56	0.56	-	n/a
Other State/Misc	0.28	0.28	0.28	-	n/a
Revenues from Other Departments	0.24	0.24	0.24	-	n/a
Multi-Year Projects	4.70	4.70	4.70	-	n/a
Transfer-In	4.56	4.56	2.00	-	n/a
TOTAL OTHER OPERATING REVENUE	10.35	10.35	7.79	0.00	0.00%
TOTAL OPERATING REVENUE	206.21	206.21	203.65	0.00	0.00%



FINANCIAL STEWARDSHIP



Statement of Expenses (Q2)

	CURRENT YEAR				
	<u>Projection</u>	<u>Revised Budget</u>	<u>Original Budget</u>	<u>Fav/(Unfav) Variance</u>	<u>% Var</u>
OPERATING EXPENSES:					
Salaries	153.93	154.38	152.41	0.45	0.3%
Mandatory Fringe Benefits	70.70	73.79	73.21	3.09	4.2%
Materials and Supplies	32.95	32.95	24.36	-	n/a
Capital Outlay	2.66	2.66	1.72	-	n/a
Debt Service	-	-	-	-	n/a
Services Of Other Depts	18.25	18.25	17.83	-	n/a
Annual Project Related	2.00	2.00	1.40	-	n/a
Multi-Year Projects	9.37	9.37	9.37	-	n/a
Transfer-Out	2.00	2.00	2.00	-	n/a
TOTAL OPERATING EXPENSES	304.31	307.86	292.93	3.54	0.40%



WORKFORCE



Nursing Leadership Updates

- We are pleased to introduce five Nurse Managers who have taken on new roles at Laguna Honda, including South 3 Nursing Manager Soson Jong who is new to the Laguna Honda team.



From left to right: **Soson Jong**, South 3 Nurse Manager, **Melanie Ferrer**, Nursing Operations Nurse Manager (AM shift), **Herbert Mariano**, Nursing Operations Nurse Manager (Dayshift), and **Igor Mocerro**, Float Nurse Manager (AM shift). Not pictured: **Soraya Mangondato-Galvan**, Float Nurse Manager (Dayshift).



WORKFORCE



Celebrating Excellence in Nursing – Nurses Week and the DAISY Awards

- **Nurses Week (May 6 – May 12)**
- A committee is preparing for a special 2021 Nurses Week to ensure our nursing staff are celebrated and appreciated.
- **The DAISY Awards**
- Laguna Honda joins healthcare facilities throughout the country in recognizing excellence in nursing through the DAISY Awards.
- We will honor extraordinary nurses quarterly. We will also honor nurse leadership and a nursing team annually during Nurses Week.
- 140 nominations received already, with submissions due by April 15th
- We look forward to sharing our award recipients with the Health Commission.



WORKFORCE



Team of the Month Recognition: Nursing Office Staffers

- LHH's Nursing Officer Staffers are responsible for coordinating the daily staffing schedules for our neighborhoods.
- **The Nursing Officer Staffers are critical in our COVID-19 response;** they brilliantly navigate staffing constraints such as staff being pulled to quarantine, and infection prevention and control policies that limit floating between units.
- Nursing Office Staffers were individually spotlighted throughout the month.



WORKFORCE



Laguna Honda's Beza Kinefe, RN on South 5 Featured in the San Francisco Chronicle

- The SF Chronicle's retrospective on the pandemic featured City employees on the frontlines.
- Beza Kinefe began at Laguna Honda weeks before the pandemic. Her unit, South 5, became the COVID-19 unit in early May. She cared for many of our COVID-19 positive residents.
- **Beza embodies nurses at Laguna Honda and their remarkable work during this challenging year.**



EQUITY



Department of Equity and Culture Updates

- **The Department of Equity and Culture is re-launching the Equity Council this month**; the Council will have representation from all Laguna Honda departments. The Council's mission is to eliminate discrimination and promote inclusion at LHH.
- The Department is working closely with Quality Management to ensure all data collection and analysis uses an equity lens.
- Laguna Honda remains aligned with the citywide Racial Equity Action Plan (REAP).



EQUITY



Responding to Violence Against AAPI Communities

- Laguna Honda unequivocally denounced racism and violence against the Asian American community.
- Leadership met with residents and staff on our Asian Languages Neighborhood (North 5) for a discussion and to make clear LHH's commitment.
- We increased the San Francisco Sheriff Department presence and reiterated that the sheriffs are available to escort staff.
- A letter addressing the violence and our solidarity with AAPI communities was sent hospital-wide, including to our residents and resident families.





San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center



Thank you