



San Francisco Health Network  
Laguna Honda Hospital  
and Rehabilitation Center

# Laguna Honda Hospital Executive Team Report

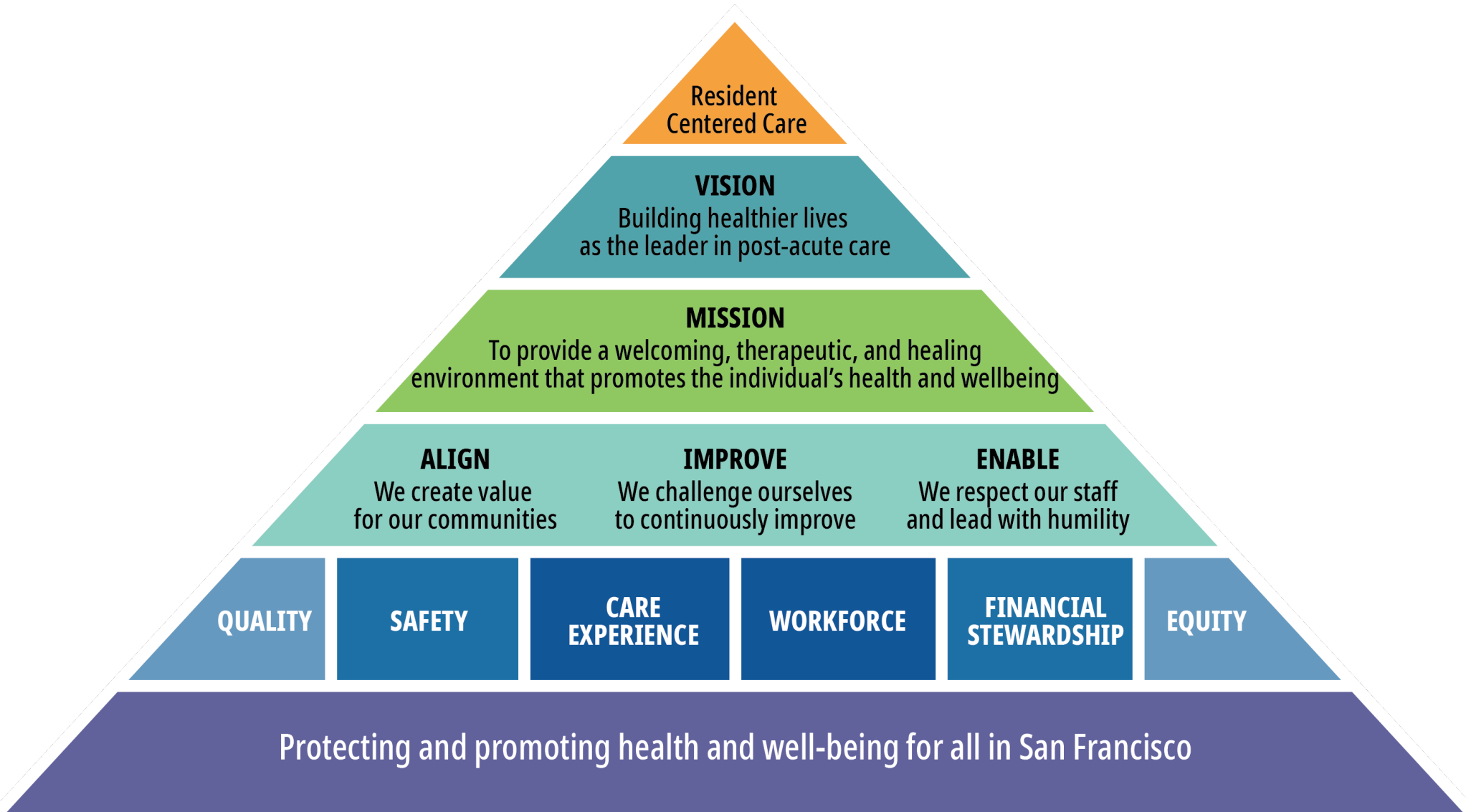
Michael T. Phillips, MHA, FACHE  
July 13, 2021



San Francisco Department  
of Public Health



San Francisco Health Network  
Laguna Honda Hospital  
and Rehabilitation Center



# JULY 2021 Updates

## SAFETY

### Pages 4 to 10

- COVID-19 Case Check-In
- Updated Testing Strategy
- Admissions Observation Unit (AOU) Dismantled
- COVID-19 Vaccine Rollout

## QUALITY

### Page 11

- *The Quality Management Department will provide a separate presentation this month.*

## CARE EXPERIENCE

### Pages 13 to 14

- Continued Safe Reopening
- State of the Hospital

## FINANCIAL STEWARDSHIP

### Pages 15 to 17

- Financial Updates
- Statement of Revenue and Expenses

## WORKFORCE

### Pages 18 to 19

- Team of Month of Recognition – North 1
- Nursing Leadership Announcements

## EQUITY

### Page 20

- *The Department of Equity and Culture will provide a separate presentation this month.*

# SAFETY



## COVID-19 Case Check-In

- COVID-19 response remains one of our highest priorities.
- **LHH continues to maintain very low case numbers.**

Staff and Resident Cases				
	Total Confirmed Positive Cases	Recovered Cases	Active Cases	Deaths
Staff	177	174	3	0
Residents	63	57	0	6
Total	<b>240</b>	<b>231</b>	<b>3</b>	<b>6</b>

*Data as of 7/8/2021*



# SAFETY



## COVID-19 Cases at Laguna Honda

Date of Test	Resident	Staff	Grand Total
Total 2020 Cases	46	129	175
Jan 2021	17	36	53
Feb 2021	0	5	5
March 2021	0	1	1
April 2021	0	2	2
May 2021	0	1	1
June 2021	0	2	2
July 2021	0	1	1
<b>Total</b>	<b>63</b>	<b>177</b>	<b>240</b>

*Data as of 7/8/2021*



# SAFETY



## Updated LHH COVID-19 Testing Strategy

- In alignment with local, state, and federal guidelines, Laguna Honda ended screening testing (regular testing) for fully vaccinated staff on July 6, 2021.
- LHH will continue to test unvaccinated and partially vaccinated staff weekly.
- LHH will also continue to test all staff in response to identified cases or who otherwise may be higher risk (i.e., symptoms, international travel).
- Resident testing remains biweekly (every other week).



# SAFETY



## Admissions Observation Unit (AOU) Dismantled

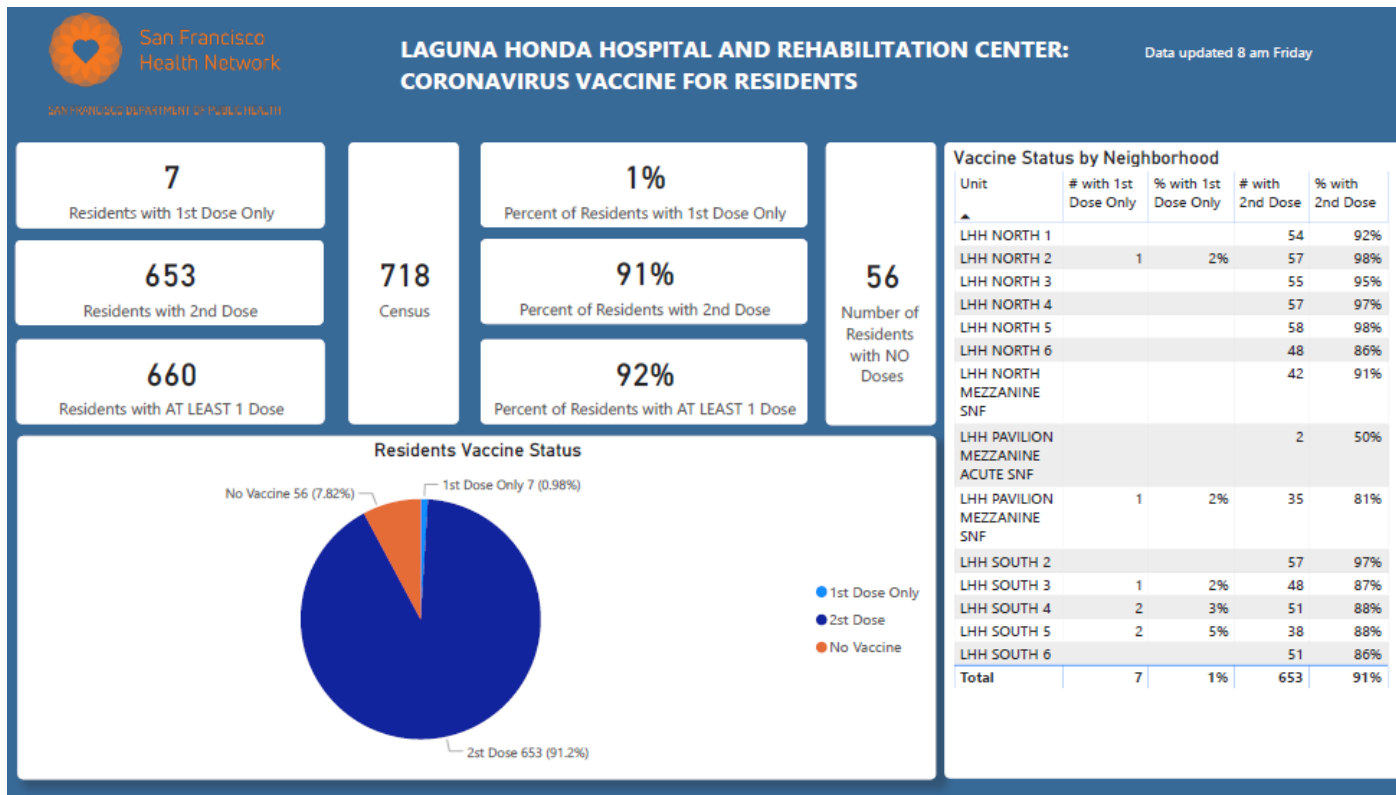
- In a sign of return to normalcy, the Admissions Observation Unit (AOU), developed in June 2020 to cohort new admissions during the pandemic, has been dismantled.
- **LHH will admit fully vaccinated residents directly to the appropriate neighborhood.**
- Unvaccinated and partially vaccinated residents will be observed for 14 days in Pavilion Mezzanine SNF.
- All new admissions will continue to be screened and tested for COVID-19.



# SAFETY



## COVID-19 Vaccine Rollout – Residents



Data as of 7/8/2021

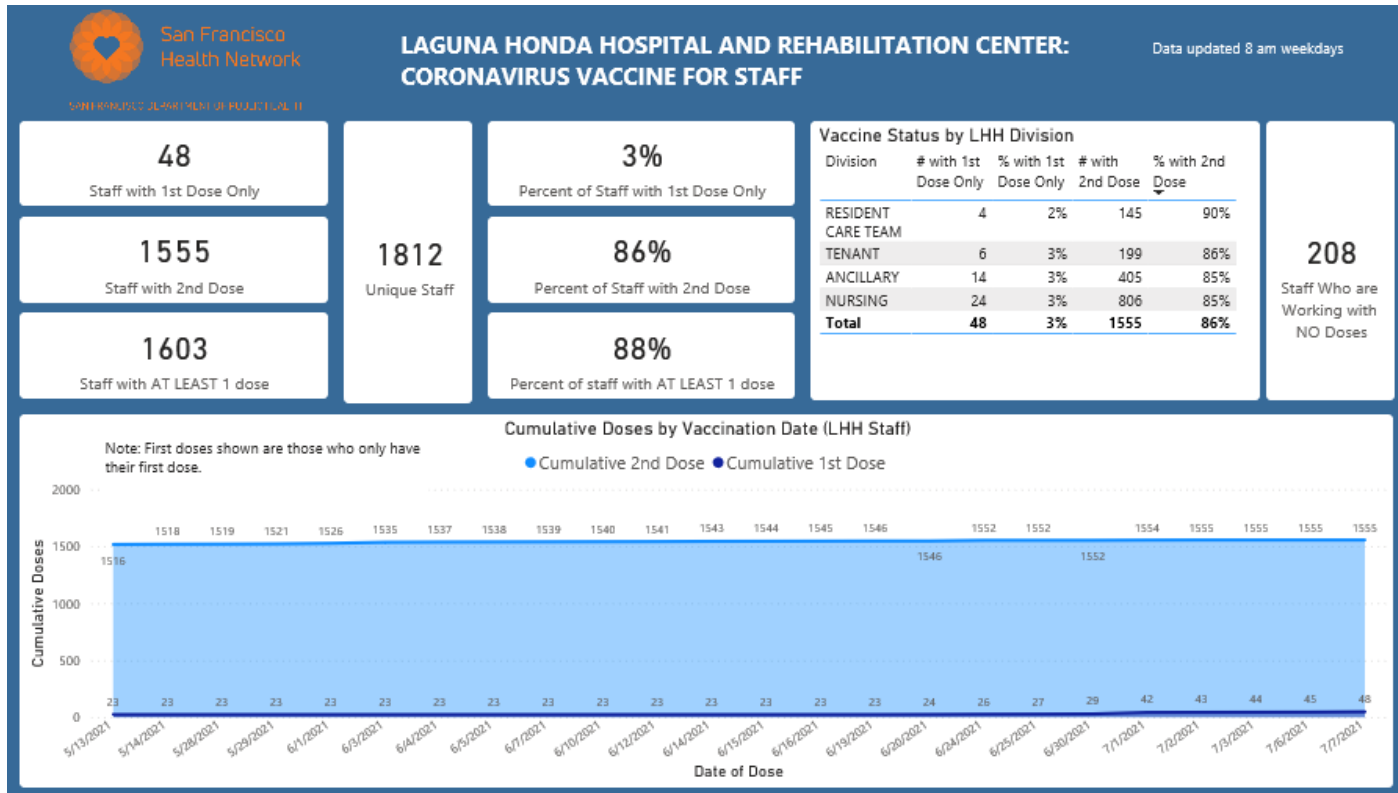




# SAFETY



## COVID-19 Vaccine Rollout – Staff



Data as of 7/8/2021



# SAFETY



## COVID-19 Vaccine Rollout – Mandatory Vaccines for Staff

- Effective July 8, 2021, the City’s Health Order requires that personnel at designated high-risk settings, such as Laguna Honda, be fully vaccinated by September 15, 2021.
- **LHH is supporting staff COVID-19 vaccines by opening drop-in clinic hours and engaging in many one-on-one conversations with our remaining unvaccinated staff.**



*LHH’s Shuyan Wu working at the Southeast Health Center’s vaccine clinic.*



# QUALITY



## Quality Management Presentation on Plan of Correction

- *Chief Quality Officer, Nawzaneen Talai will provide a separate presentation on the 2019 Plan of Correction.*



# CARE EXPERIENCE



## Celebrating Pride 2021

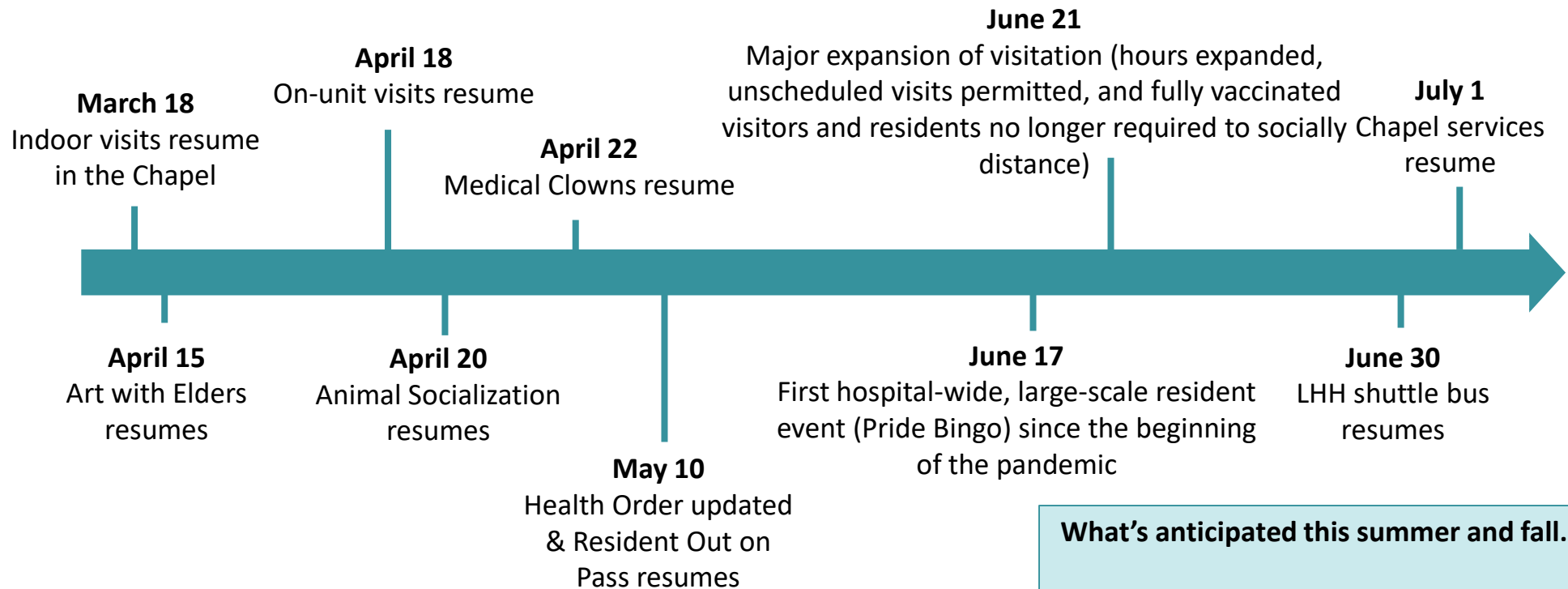
- **Pride Month celebrations were the first large-scale, hospital-wide resident activity since the beginning of the pandemic.**
- The Sisters of Perpetual Indulgence hosted two sessions of Pride Bingo with prizes and decorations.
- To cap the month, the LHH Pride Committee organized a Pride Prom with music, dancing, and decorations.



# CARE EXPERIENCE



## Spring Resident Care Experience Reopening Updates



### What's anticipated this summer and fall...

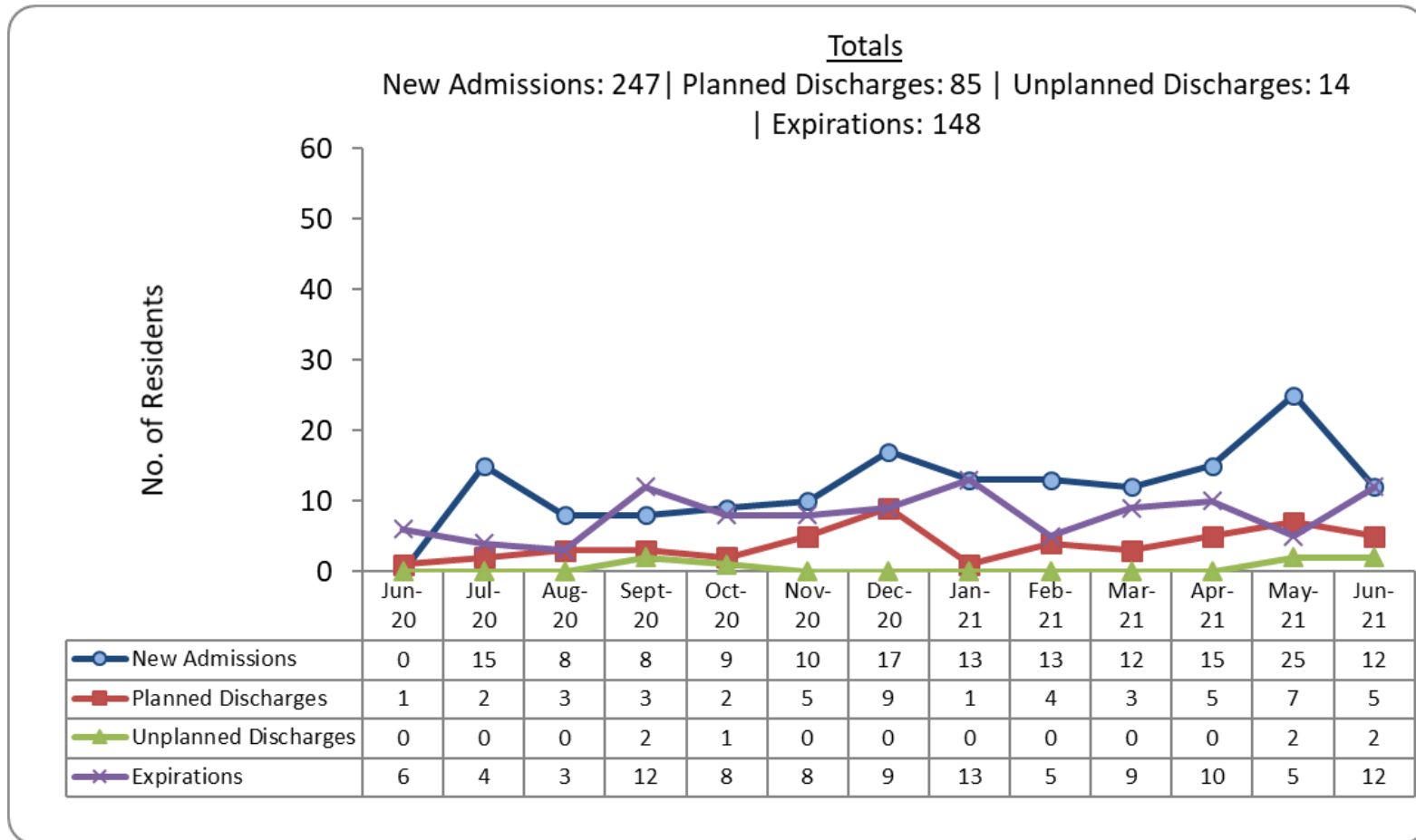
- Further visitation expansions
- Expanded Resident Out on Pass
- Additional programming



# CARE EXPERIENCE



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



# FINANCIAL STEWARDSHIP



## Finance Update

- FY20-21 Q3 Financial Report submitted to Controller's Office and Health Commission in May. Currently working on year end reporting.
- Expenditure surplus projections in salary, fringe, and materials and supplies largely attributed to COVID operations and cost recovery.
- Year end adjustments will likely decrease surplus and be offset by PRF funding. Awaiting final instructions on treatment of PRF funding.
- Fiscal year end close process underway. Successful cutover to FY21-22 and currently processing accruals and other post close activity.
- **FY21-22 and FY22-23 Mayor's Proposed (interim) Budget was submitted to the Board of Supervisors on June 1, 2021. No major changes to LHH budget.**



# FINANCIAL STEWARDSHIP



## Statement of Revenue (Q3)

	<u>Projection</u>	<u>Revised Budget</u>	<u>Original Budget</u>	<u>Variance</u>	<u>% Var</u>
<b>NET PATIENT SERVICE REVENUE:</b>					
Medi-Cal Revenue	198.04	185.49	185.10	12.56	6.8%
Medicare Revenue	7.57	9.83	9.83	(2.26)	-23.0%
Patient Fees	-	-	-	-	n/a
Other Patient Revenue	(0.30)	0.54	0.93	(0.84)	-154.6%
<b>TOTAL NET PATIENT SERVICE REVENUE</b>	<b>205.32</b>	<b>195.86</b>	<b>195.86</b>	<b>9.46</b>	<b>4.8%</b>
<b>OTHER OPERATING REVENUE:</b>					
Fees/Fines/Licenses	0.56	0.56	0.56		n/a
Other State/Misc	(0.33)	0.28	0.28	(0.61)	-216.4%
Revenues from Other Departments	0.24	0.24	0.24		n/a
Multi-Year Projects	6.67	6.67	4.70	-	n/a
Transfer-In	4.62	4.62	2.00	-	n/a
<b>TOTAL OTHER OPERATING REVENUE</b>	<b>11.77</b>	<b>12.38</b>	<b>7.79</b>	<b>(0.61)</b>	<b>-4.9%</b>
<b>TOTAL OPERATING REVENUE</b>	<b>217.09</b>	<b>208.23</b>	<b>203.65</b>	<b>8.85</b>	<b>4.3%</b>





# FINANCIAL STEWARDSHIP



## Statement of Expenses (Q3)

	<u>Projection</u>	<u>Revised Budget</u>	<u>Original Budget</u>	<u>Variance</u>	<u>% Var</u>
<b>OPERATING EXPENSES:</b>					
Salaries	149.97	154.38	152.41	4.42	2.9%
Mandatory Fringe Benefits	69.84	73.79	73.21	3.95	5.4%
Non-personnel Services	12.81	12.52	10.63	(0.30)	-2.4%
Materials and Supplies	30.87	32.95	24.36	2.08	6.3%
Capital Outlay	2.66	2.66	1.72	-	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	17.64	17.64	9.37	-	n/a
Transfer-Out	2.00	2.00	2.00	-	n/a
<b>TOTAL OPERATING EXPENSES</b>	<b><u>306.04</u></b>	<b><u>316.19</u></b>	<b><u>292.93</u></b>	<b><u>10.15</u></b>	<b><u>3.2%</u></b>



# WORKFORCE



## Team of the Month Recognition: North 1 Nursing Staff

- The North 1 Team is no stranger to overcoming challenges—and getting through them better and stronger than before.
- The N1 did an excellent job protecting and support LHH residents during the pandemic.
- The team has also successfully implemented weekly behavioral rounds. The rounds provide a place for the team to work together to implement meaningful goals of care.



# WORKFORCE



## Nursing Leadership Updates for DET and South 4



- As the **Director of the Department of Education and Training, Crystal Figlietti** will lead a department undergoing much growth. The new director-level position reflects the critical role DET plays in clinical excellence. Crystal was most recently the Nurse Manager on S2.
- Crystal holds a Doctorate in Nursing Practice from the University of San Francisco. She is a Certified Clinical Nurse Leader, a Certified Lean Healthcare Practitioner, and Certified in Epic. Crystal also has her Director of Staff Development Certification.
- **Brigitta van Ewijk, Acting South 4 Nurse Manager** brings over 20 years of nursing experience to the role of Nurse Manager, including five years as the S2 Charge Nurse. Brigitta completed graduated studies through the University of San Francisco's MSN Clinical Nurse Leader Program.



# EQUITY



## Department of Equity and Culture Presentation

- *The Director of the Department of Equity and Culture, Amie Fishman will provide a separate presentation on departmental updates.*





# San Francisco Health Network Laguna Honda Hospital and Rehabilitation Center



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