



San Francisco Health Network  
Laguna Honda Hospital  
and Rehabilitation Center

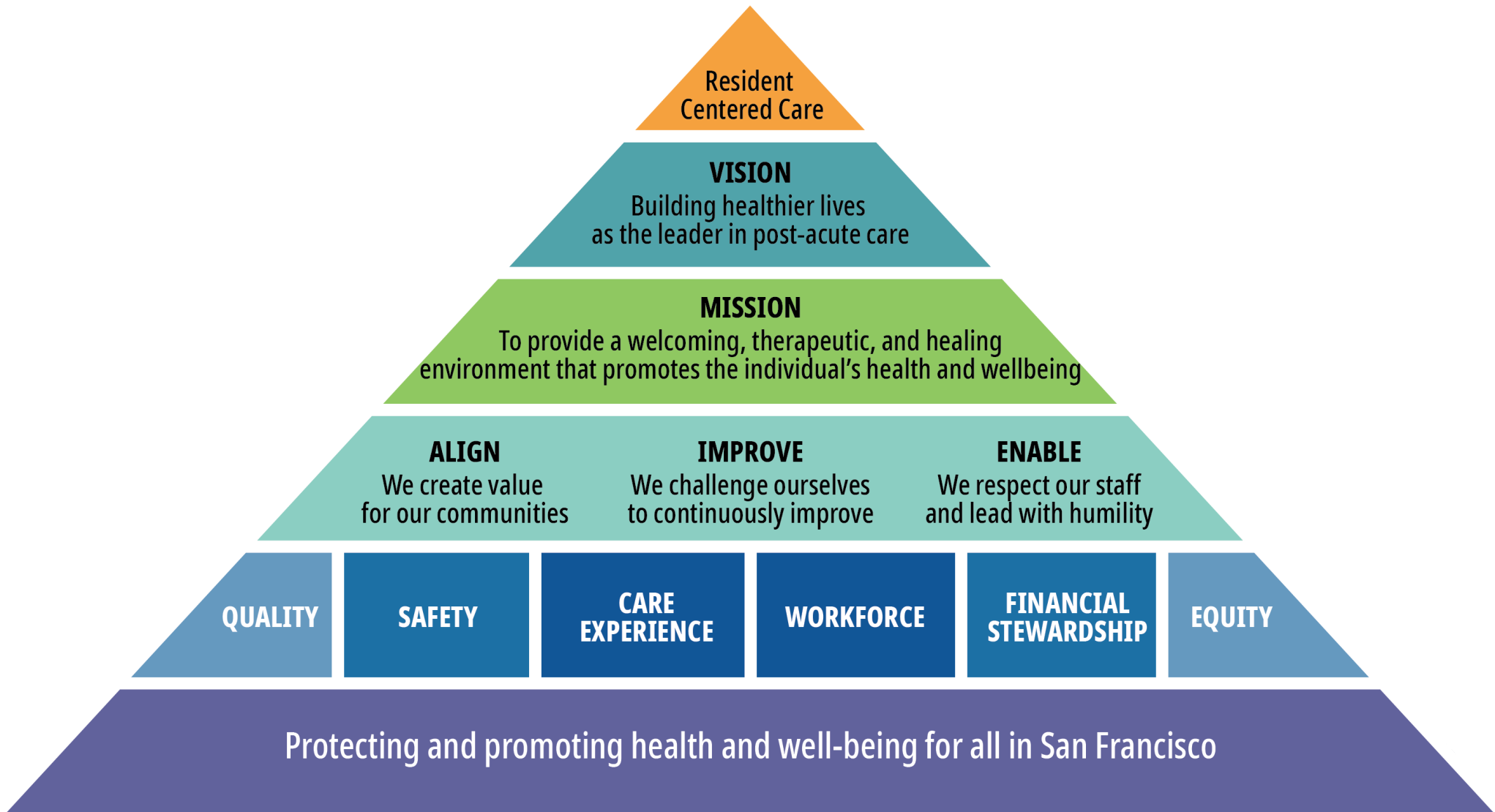
# Laguna Honda Hospital Executive Team Report

Michael T. Phillips, MHA, FACHE  
February 8, 2022





# San Francisco Health Network Laguna Honda Hospital and Rehabilitation Center



# FEBRUARY 2022 Updates

## SAFETY

### Pages 4 to 7

- COVID-19 Update
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- COVID-19 Vaccines and Boosters

## QUALITY

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## WORKFORCE

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- Announcing Edward Guina as Acting Chief Nursing Officer

## EQUITY

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# SAFETY



## COVID-19 Cases at Laguna Honda

	Resident	Staff	Grand Total
Total 2020 Cases	46	129	175
Total 2021 Cases	32	158	190
January 2022	47	228	275
<b>Total</b>	<b>125</b>	<b>515</b>	<b>640</b>

	Total Cases	Active Cases	Recovered Cases	Deaths
Staff	515	37	478	0
Resident	125	11	108	6

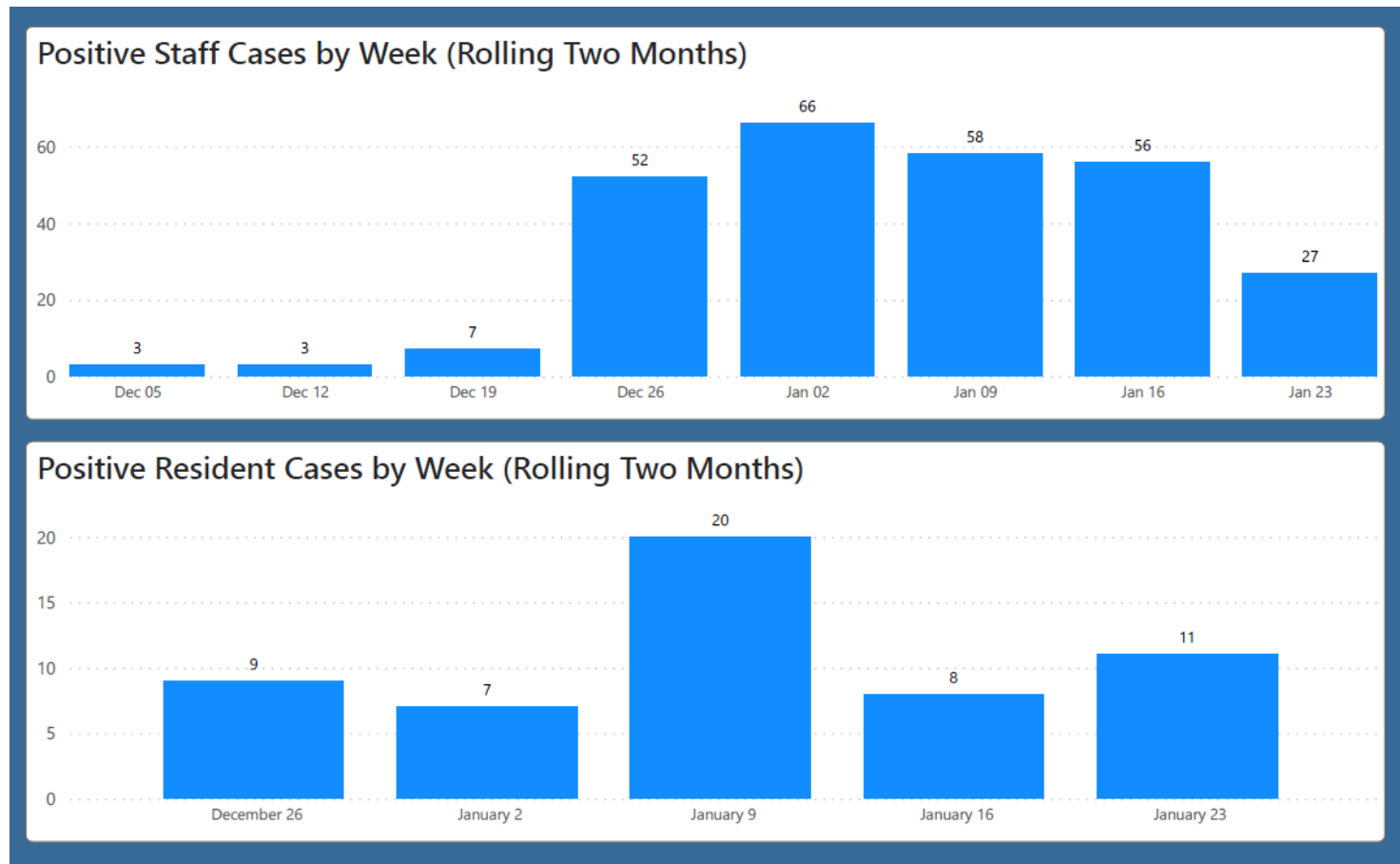
*Data as of 2/4/2022*



# SAFETY



## Tracking the Omicron Surge at Laguna Honda



*Data as of 2/1/2022*



# SAFETY



## Responding to the Omicron Surge at Laguna Honda

- LHH appears to have turned a corner with cases beginning to decline. **On January 7<sup>th</sup>, LHH's test positivity rate for staff was 12% and on January 31<sup>st</sup> it was 1%.**
- High booster rates and treatments have helped recover over 30 residents this year with the remaining 11 active cases clinically stable.
- Resident Out On Pass resumed on February 7<sup>th</sup>.
- Overall surge response remains in effect:
  - Residents and staff tested twice weekly.
  - Staff wearing fit-tested respirators in the hospital building.
  - Visitors tested upon entry and wearing universal respirators.



# SAFETY



## COVID-19 Vaccine Boosters

- We are proud of our high vaccination and booster rates.
- **As of February 1, 2022, 81% of all staff and 86% of all residents (eligible and not eligible) have received their booster.**
- Laguna Honda has boosters available daily for residents and staff.
- The State requirement for booster doses for healthcare workers was extended from February 1, 2022, to March 1, 2022, or within 15 days of becoming eligible.



# QUALITY



## Neighborhood Partnerships with Quality Management's Performance Improvement (PI) Team

- Collaborating with Resident Care Teams to provide consultations that incorporate Gemba observations (go to the where the work happens), plan-do-study-act methodology, and data to drive decisions.
- Supporting monitoring and plans of correction and assisting with survey readiness.
- **Meet the LHH PI Team:**
  - Rebecca Mathew, PI Specialist for NM, N1, and N6
  - Whitley Lucas, PI Specialist for N2, N3, N4, and N5
  - Lizzie Jekanowski, PI Specialist for S2, S3, and S4
  - Kabiru Ohikere, PI Specialist for S5, S6, and PMS/PMA





# QUALITY



## New Quality Newsletter to Improve Coordination and Communications Hospital-Wide

- As part of the expansion and reorganization of the Quality Management Department, Laguna Honda launched the Quarterly QM Newsletter and internal website. Snippets from the first newsletter are below.



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## Quality Management

Quarterly Newsletter - Winter 2022

Laguna Honda's Quality Management (QM) Department is embarking on a new and exciting chapter. A major restructuring and greatly expanded team under the leadership of the inaugural Chief Quality Officer Nawzaneen Talai means QM is better integrated hospital-wide and is more proactive in improving resident care and hospital systems.

The Quarterly QM Newsletter and newly launched QM website provide opportunities to stay connected and updated on all things Quality at LHH.

**In this Issue:**

- About the QM Department
- Meet the Teams
- Department Priorities
- Performance Improvement Neighborhood Partnerships
- Survey Readiness
- Coming Soon

### Meet the QM Teams

#### Regulatory Affairs

The Regulatory Affairs team is responsible for being aware of new and existing regulations for both acute and skilled nursing facilities, supporting California Department of Public Health surveyors when onsite and/or completing desk reviews, and ensuring LHH is continuously survey ready and in compliance with all federal, state, and local regulations. The team is tasked with working across disciplines, providing trainings to staff, and rounding for outcomes.

>> [Regulatory Affairs homepage](#)



Geraldine Mariano, Director of Regulatory Affairs

#### Performance Improvement

The Performance Improvement team is responsible for proactive metric review of health indicator and quality metrics. The team is tasked with supporting performance improvement plans, corrective actions, providing data dashboards, managing committees as part of Quality Assurance Performance Improvement, and much more. The Performance Improvement team will work proactively with frontline staff and neighborhood leadership in review of metrics which directly reflect their unit population.

>> [Performance Improvement homepage](#)



Elizabeth Schindler, Director of Performance Improvement

#### Risk Management

The Risk Management team is responsible for identifying and evaluating risks to reduce injury to residents, staff, and visitors. The team is tasked with monitoring unusual occurrence reports, conducting organizational root cause analysis, supporting claims and



Chuck Lamb, Director of Risk Management

#### Infection Prevention and Control

The Infection Prevention and Control team is responsible for taking an evidenced-based approach in preventing residents and staff from being harmed by avoidable



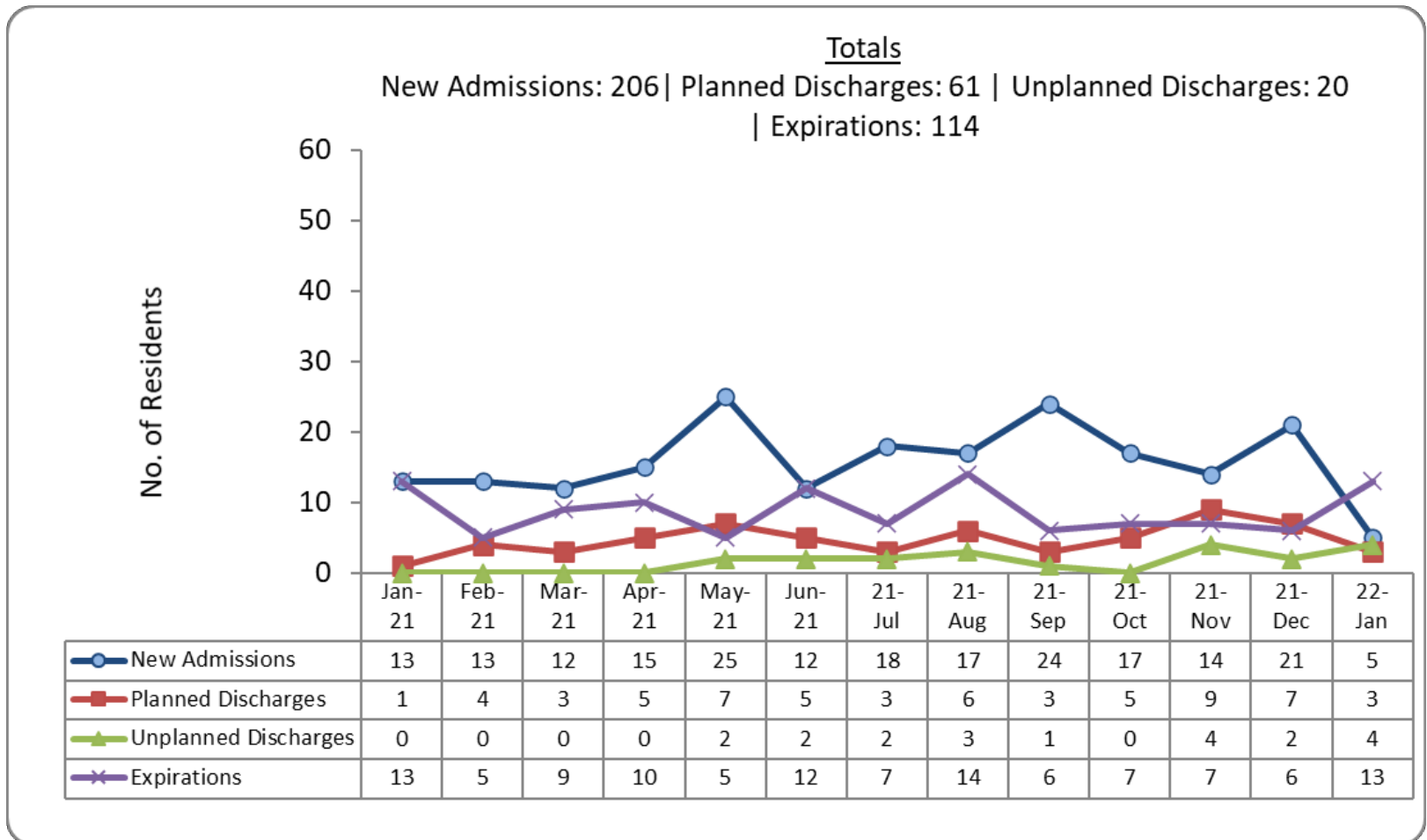
Dr. Keith Howard, IPC Nurse



# CARE EXPERIENCE



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



# WORKFORCE



## Welcome New Nurse Managers

- We welcomed three new nurse managers to the nursing leadership team:
  - **Yolanda Huertas, Acting Float Nurse Manager (assigned to PMS)**
  - **Mark Bernard, AM Float Nurse Manager**  
*Pictured*
  - **Sheilah Zarate, South 2 Nurse Manager**  
*Pictured*



# EQUITY



## Department of Equity and Culture Updates

- Held strategic planning retreat in January 2022
  - Identified priority target areas: workforce equity, health outcomes, sustainability, and community engagement.
- Piloted conflict communication training with nursing leadership
  - Held first session (1 of 3) with 25 nurse managers and nursing directors in January.
  - Building skills for cross cultural communication through conflict to support accountable and equitable leadership



# WORKFORCE



## Announcing Edward Guina as Acting Chief Nursing Officer

- Ed joined Laguna Honda in November 2011 as a Nurse Manager on Pavilion Mezzanine and was promoted to Nursing Director of Quality in August 2013.
- Additionally, Ed has served as Nursing Operations Director since May 2016.
- **Ed is an exceptional nursing leader, and we are very fortunate to have him serve in this capacity.**





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