



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital Recertification Progress Update

May 14, 2024



Recertification Status Update



Medicare recertification next steps

- Laguna Honda remains focused on Medicare recertification and long-term sustainability of corrective actions.
- Surveyors were onsite from April 15th – 19th for a revisit survey for the December 2023 Medicare Certification Survey, to resolve two plans of correction related to our falls process, and to review 1 facility report incident and 21 anonymous complaints.
- Preliminary findings, which are subject to district office review before being finalized, indicate *zero* deficiencies for the Medicare Certification Survey and *zero* deficiencies for the two falls process plans of correction. The team is very proud of this result.
- We anticipate a deficiency from one of the 21 anonymous complaints. We expect that we must resolve this deficiency before full recertification.



Recertification Status Update



Reviewing complaints and incidents

- Surveyors again were onsite from April 29th – May 3rd to review additional facility reported incidents and anonymous complaints.
- The facility reported incidents are from March 2024 and April 2024.
- Surveyors exited, however, the review of incidents and complaints is not yet complete. We do anticipate a deficiency from one of the incidents.
- We take the process of reporting and investigating incidents very seriously. This is part of resident safety, continuous improvement, and skilled nursing facility best practices.
- Facility reported incidents and anonymous complaints will continue to be investigated by regulators and may impact our recertification timeline.



Next Phase of Laguna Honda Leadership



Health Advisory Group (HSAG) Consistent Care at the Bed Side Monitors exit Laguna Honda in May

- Together, Laguna Honda and HSAG created the Action Plan with nearly 1,000 milestones. HSAG served as the Quality Improvement Expert as part of the settlement agreement with CMS. HSAG also helped lead our Consistent Care at the Bedside initiative, one of the most impactful efforts in our recertification efforts, providing training and support directly to staff.
- We worked thoughtfully to develop sustainability plans and ensure a seamless transition.
- We welcome this moment and look forward to this new era of leadership at Laguna Honda.
- As we look to the future, we will continue to periodically leverage industry experts to complement our Laguna Honda team.



Good Government Awards



Celebrating staff, residents and families, and all those who continue to support the recertification efforts.

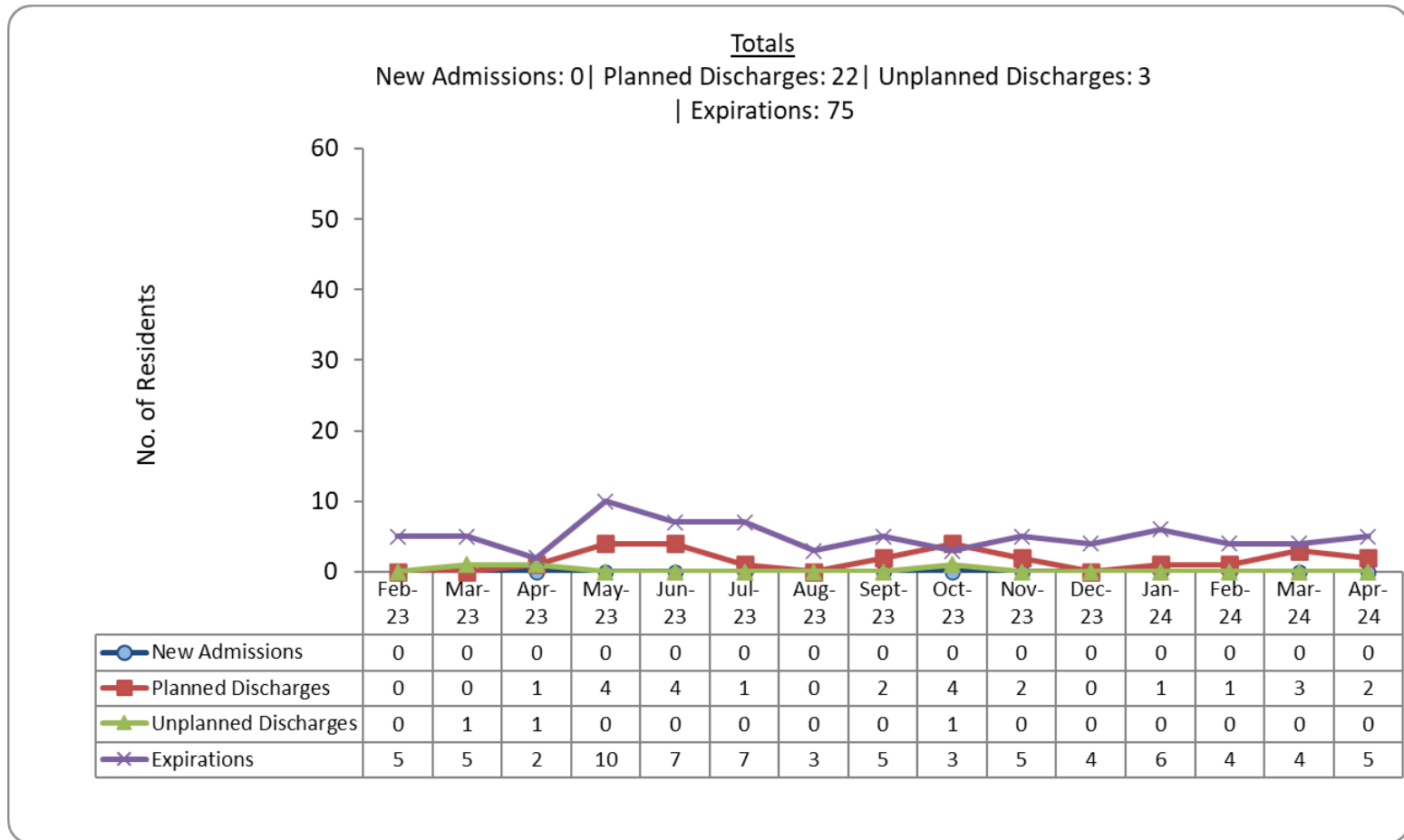
- Laguna Honda was honored at the 2024 Good Government Awards on April 25th for our work to secure the future of publicly funded skilled nursing care in San Francisco.
- The awards ceremony and video on Laguna Honda's recertification efforts are available to view on SFGovTV.



State of the Hospital



Admissions*, Discharges, and Expirations



April 2024 average daily census was 422

**New admissions are currently on hold.*



Discharge Update



Update on process to discharge residents with non-SNF level of care needs

- Actively working to discharge residents who no longer require skilled nursing facility-level (SNF) care.
- The discharge process is often challenging with extended timelines.
- Since facility-initiated discharges resumed in April 2023, Laguna Honda has discharged 27 non-SNF level of care residents.
- There are currently 38 residents identified as no longer needing SNF level of care.



Masking Updated at Laguna Honda



Staff masking remains required in all resident care areas.

- With the recent expiration of the San Francisco Health Officer Order, Laguna Honda updated respiratory illness protocols.
- Staff masking remains required in residents care areas such as on the units, during resident transport, and for large group activities.
- Staff masking is recommended but no longer required in other parts of the hospital building and in the administration building.
- Visitors are strongly encouraged to mask when inside the facility.
- We continue to be responsive to the situation at Laguna Honda and in the larger community. Masking and other safety measures to slow the spread of respiratory illnesses may change as needed.



Celebrating Our Laguna Honda Nurses!





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