



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Preparing to Resume Admissions at Laguna Honda Hospital

July 2, 2024



Celebrating Full CMS Recertification



Laguna Honda is fully recertified!

- After a 2+ year journey, Laguna Honda is fully recertified in both Medicare and Medicaid.
- During recertification, we made transformative changes to operations and culture.
- We celebrate staff, residents and their families, union partners, local leaders, and everyone who helped secure the future of Laguna Honda.
- Laguna Honda's key role to serve the diverse residents of San Francisco is why we all fought so hard to secure our future.



Laguna Honda Goals for 2024

Goal #1:

Full recertification in Medicare and Medicaid

Completed!

Goal #2:

Sustain status as a high-performing skilled nursing facility

Goal #3

Welcome back eligible former Laguna Honda residents

Goal #4

Resume admissions



Sustaining Improvements



Deliberate and gradual approach to admissions

- Sustain the significant improvements made during CMS recertification.
- Take a gradual and methodical approach to resuming admissions.
- Only accept residents we are certain we can care for based on the approved and revised admissions policy and procedure.
- Begin with a maximum of 1-5 admissions per week.
- Perform an audit on every new admission.
- Perform a focused review and assessment after every 10 new residents for at least 4 cycles, or more as needed based on the audits.



Preparations for Admissions



Key focus areas

- Improving screening tools to ensure appropriateness of each new admission and best fit location within Laguna Honda.
- Recommitting to a centralized admitting process.
- Recommitting to resident-centered specialized units to provide the most appropriate care to each resident.
- Ensuring all admissions-related policies and materials are aligned with skilled nursing facility best practices.
- Using metrics to direct readiness including care plan compliance and clinical indicators from the QAPI (quality assurance performance improvement) process.



Review of Admissions Priority Groups



Per LHH Policy 20-01* – Residents of San Francisco with SNF or acute rehabilitation needs:

- 1) Residents who were involuntarily transferred from Laguna Honda and meet the criteria for care will be considered new admissions and given first priority.
- 2) Persons not in a medical facility (e.g. home) who are currently receiving skilled nursing and/or rehabilitation services (e.g. home care for wounds) and are now in need of skilled nursing / rehabilitation care in a facility.
- 3) Patients at a San Francisco Health Network facility who need skilled nursing and/or rehabilitation services ready for discharge to SNF level of care.
- 4) Persons not in a medical facility who are receiving skilled nursing and/or rehabilitation services adequate care in their present circumstances.
- 5) Patients at non-San Francisco Health Network medical facilities who require skilled nursing and/or rehabilitation services.

** Updated 09/05/2023*



Admission of Former Residents



Priority #1: Former residents who were transferred and meet the criteria for care

- Laguna Honda completed outreach to former residents who were transferred during CMS recertification.
- Residents who meet the criteria for skilled nursing care, and express a desire to return, will receive first priority.
- Approximately 10 former residents are interested and eligible.
- Former residents are considered new admissions and will require a full assessment.



Admissions Process

Priority #1:
Former Laguna Honda residents

Priority #2:
San Franciscans not in medical settings

Priority #3:
Eligible SFHN patients

Priority #4:
San Franciscans receiving SNF and/or rehabilitation
services in other facilities

Priority #5:
Patients at non-SFHN medical facilities

Ongoing Processes to Ensure Successful Admissions

- Admissions-specific metrics to track readiness and direct future admissions
- Focused reviews and assessment cycles to evaluate the admissions process
- Audits of each new admission for continuous improvement



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Questions?

