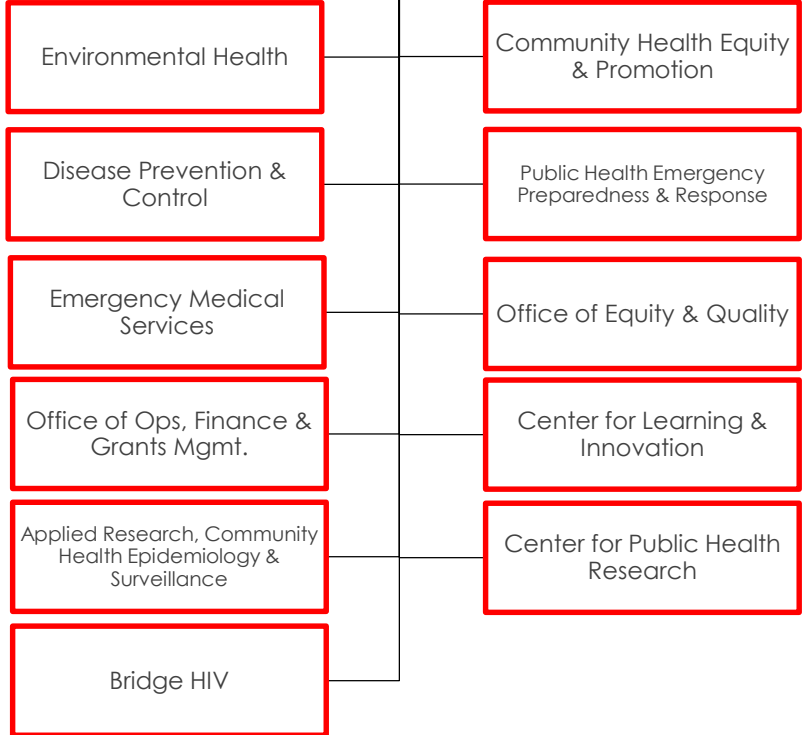
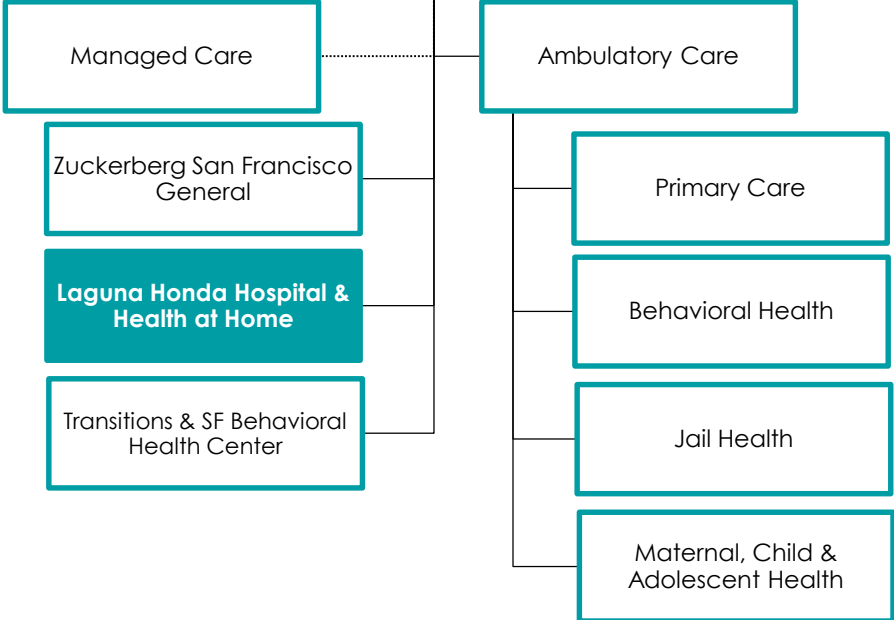
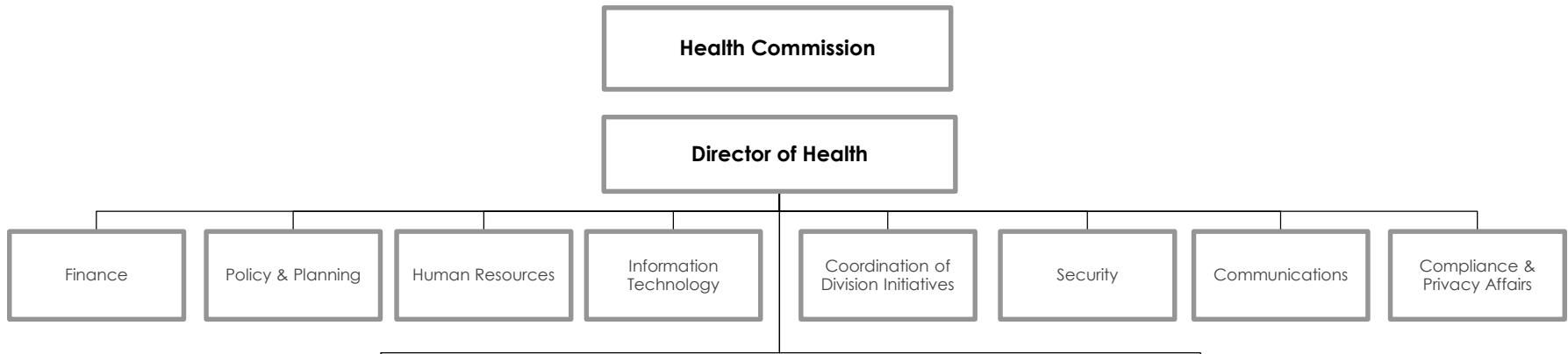




# ANNUAL REPORT

## FISCAL YEAR 2015-2016





# About Us



## OUR MISSION

We provide a welcoming, therapeutic and healing environment that promotes the individual's health and well-being.

## OUR VISION

Building healthier lives as the leader in post-acute care.





# Warren from North 3



Our new mission and vision reflects the care experience we provide to our residents.



**Fun Fact:**  
At the time of admission in 1962, Warren was the youngest resident

**Also Fun Fact:**  
Now 68 years-old, Warren is the longest tenured resident at Laguna Honda





# DPH Pillars



The pillars of the Department, along with our strategic goals, provides our community a common direction and momentum from each other as we strive to reach these goals.

## Our 4 Leadership Initiatives

- Cultural Humility
- Continuous Improvement
- Collective Impact
- Trauma Informed Systems



From Ayanna Bennett, MD  
Director of Interdivisional Initiatives  
San Francisco Department of Public Health  
October 2016





# Five for Five



Our community identified 5 strategic goals for the next 5 years.

<p><b>CENTERS OF EXCELLENCE</b></p> <p>Become nationally recognized as a Centers of Excellence in Post Acute Care (PAC)</p>	<p><b>COMMUNICATION</b></p> <p>Disseminate information to Laguna Honda community in a consistent and timely manner</p>	<p><b>CULTURAL HUMILITY</b></p> <p>Increase awareness of the meaning of cultural humility and diversity</p>	<p><b>PHILANTHROPY</b></p> <p>Establish a successful and sustainable philanthropy program</p>	<p><b>TECHNOLOGY</b></p> <p>Have a state-of-the-art integrated technology to support Post Acute Care (PAC)</p>





# Health at Home Highlights



Served 1,324 clients and provided 20,187 home visits.



Increase in revenue of \$449,677 which was 20% above the budgeted revenue projection.



Staff satisfaction committee, is well established and is actively engaged in implementing innovative actions to improve staff satisfactions.



Expanded language access and efficiency by utilizing of SFHN Interpreter Service.





# Quality Measures



## Laguna Honda compared to the **California** average

Self-reported moderate/severe pain

Behavioral symptoms affecting others

Increased help with Activities of Daily Living

↑ **3**

California Average Line

**9** ↓

Hi-risk pressure ulcer

Physical restraints

Antipsychotic meds

Antianxiety/hypnotic

Depression symptoms

Urinary tract infection

Catheter left in bladder

Bowel & bladder continence

Excessive weight loss



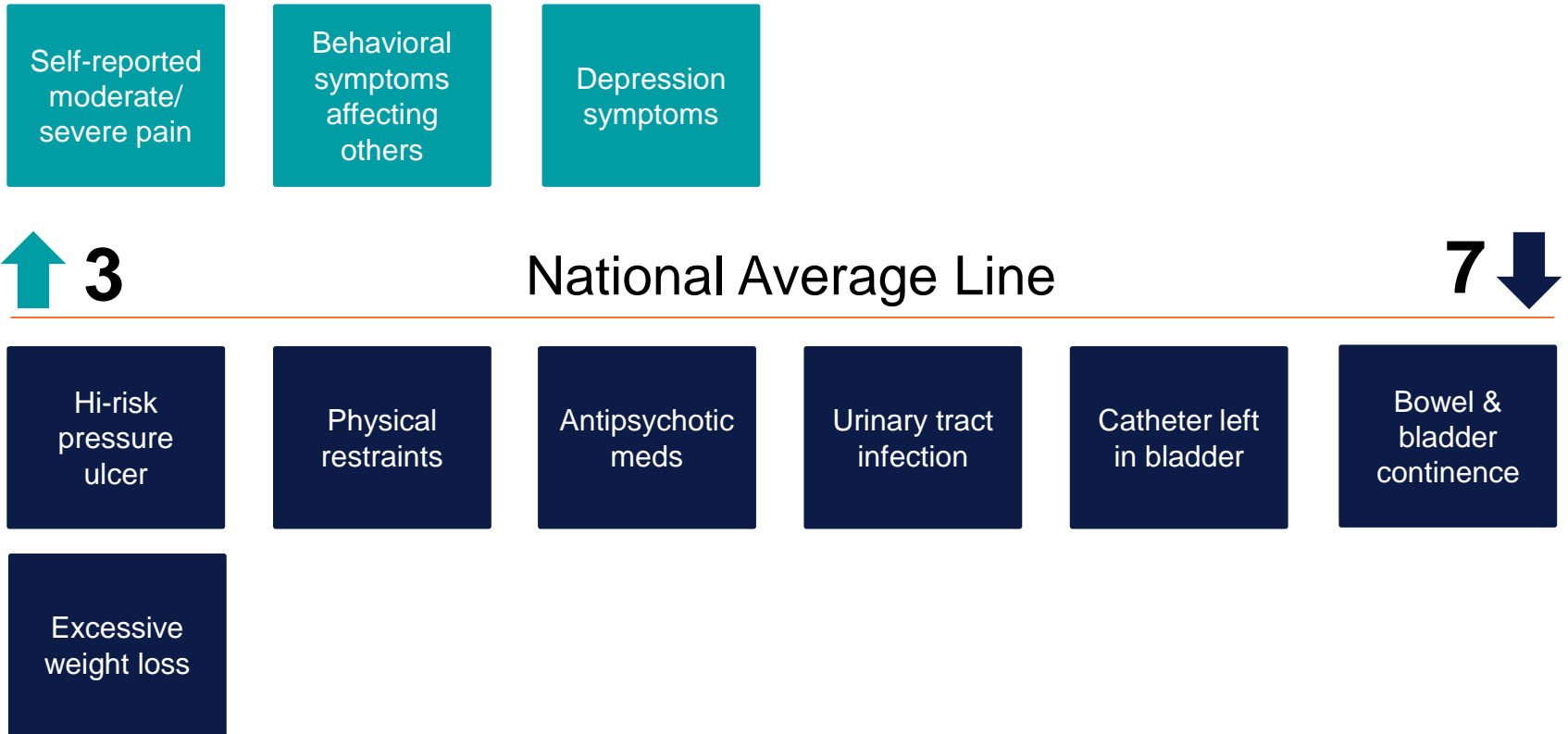




# Quality Measures



## Laguna Honda compared to the **National** average





# Resident & Family Satisfaction



## Resident

51% Response Rate (n=167)

- Quality of Care provided by licensed nurses – 88%
- Safety - 86%
- Promptness of maintenance services - 86%
- Cleanliness of room and surroundings - 84%
- Recommendation to others - 75%

## Families

31% Response Rate (n=158)

- Recommendation to others – 98%
- Respect shown to the resident by staff – 96%
- Respect for resident culture, race and/or ethnicity - 95%
- Quality of care provided by licensed nurses – 95%
- Opportunities for family to make decisions – 95%





# Resident Highlights



*"Feels safe because of housing allowance, getting back to the work force, and independent living."*

*"You have better staff, nicer nurses, wonderful social worker. I would say a wonderful doctor in my experience from what I see."*

*"Overall my experience has been 100% positive. At first not sure if I would come to this place, but I'm glad I did."*





# Employee Satisfaction



Led by Nursing, more than 20 other departments participated in this year's survey

77% Response Rate (n=1,293)

## Reasons for Excellent or Good Rating

- Enjoy working at Laguna Honda / good place to work
- Supportive / professional supervisors
- Feel like part of a team

## Job Satisfaction Attributes

- Adequacy of Equipment / Supplies
- Quality of training
- Communication amongst coworkers / staff





# Employee Highlights

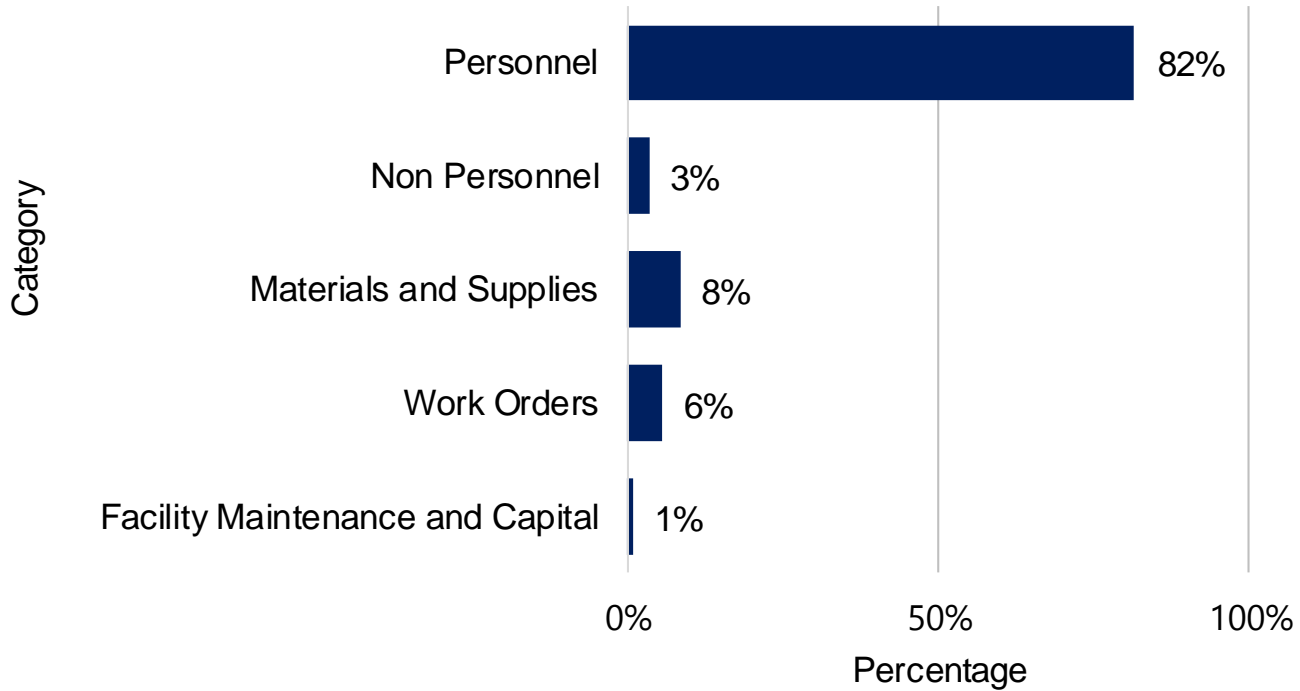




# Fiscal Expenditures



## Fiscal Year (FY) 15-16 Operating Expenditures

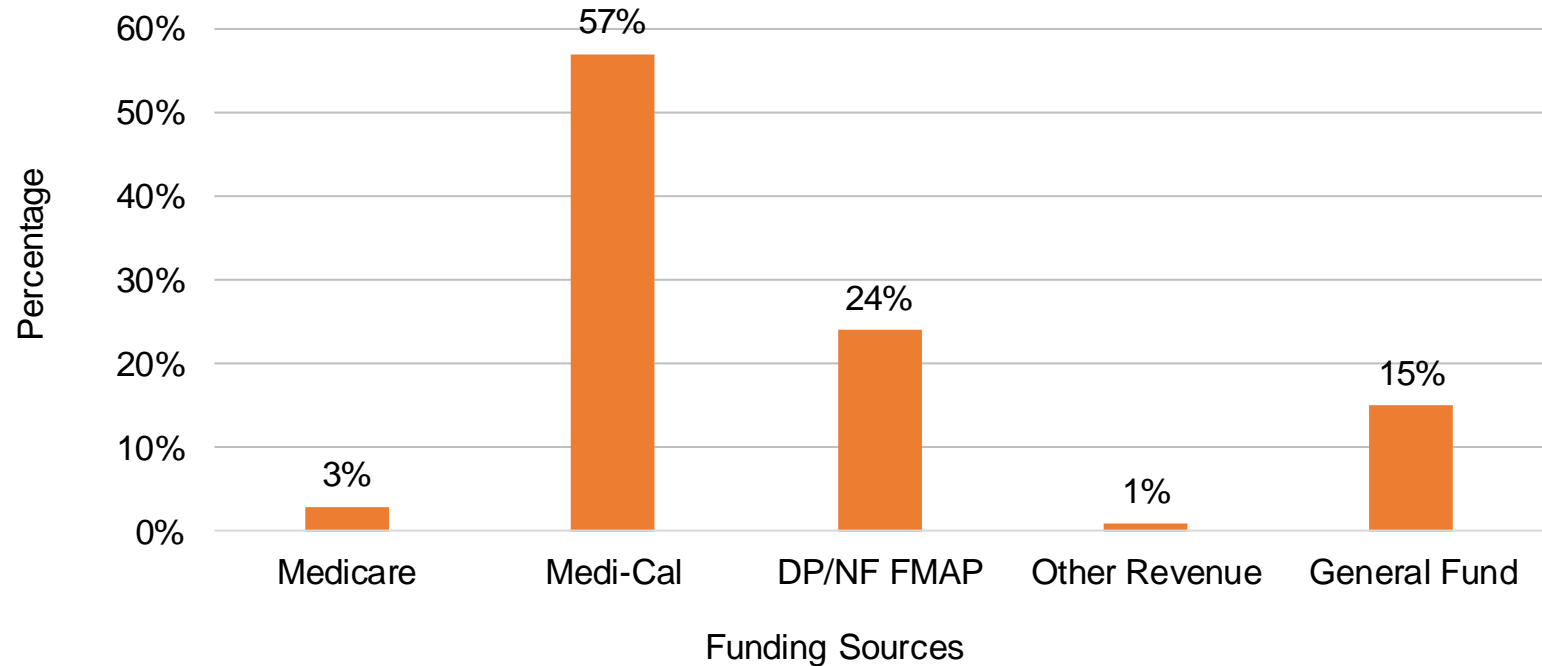




# Fiscal Funding Sources



## Funding Sources Fiscal Year (FY) 15-16





# Leader of the PAC



Laguna Honda is well-positioned to embrace the city's aging population by

- Operationalizing strategy that aligns with the department's commitment to public health
- Having programs and services that meet or exceed state and national benchmarks
- Making efforts to enhance both resident and employee experiences
- Being financial stewards of funds through earnings and general public

## Silver Tsunami

*"By 2020, more than 21% of San Franciscans will be over 60."* – SF Business Times, January 2008







# Questions, Comments, Suggestions

