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**MINUTES  
JOINT CONFERENCE COMMITTEE MEETING FOR  
LAGUNA HONDA HOSPITAL AND REHABILITATION CENTER  
May 10, 2022, 4:00 p.m.  
Remote Meeting via Webex Event**

**1. CALL TO ORDER**

Present: Commissioner Tessie Guillermo, Chair  
Commissioner Edward A. Chow, M.D., Member  
Commissioner Laurie Green, M.D., Member

Staff: Michael T. Phillips, Lisa Hoo MD, Wilmie Hathaway DO, Daniela Kim MD,  
John Grimes, Troy Williams, Zoe Harris, Claire Horton MD, Valerie Lopez,  
Nawzaneen Talai, Michelle Fouts, Terry Dentoni, Roland Pickens

The meeting was called to order at 4:08pm.

**2. APPROVAL OF MINUTES FOR MEETING OF MARCH 8, 2022**

Action Taken: The Committee unanimously approved the March 8 ,2022 minutes.

**3. GENERAL PUBLIC COMMENT:**

There was no public comment.

**4. EXECUTIVE TEAM REPORT**

Michael T. Phillips, Chief Executive Officer, presented the item.

Commissioner Comments:

Commissioner Chow asked how the state may be assisting LHH in passing CMS surveys and in the recertification process. Mr. Phillips stated that both CDPH and CMS have made themselves available through regular meetings to discuss various aspects of recertification preparation. CMS has also provided assistance through the CQIQ/HSAG teams, who have assisted with aspects of care planning audits, staff education, and reviewing of policies and procedures.

Commissioner Chow asked for information regarding the development of the LHH Closure and Transition Plan and for ongoing updates to the JCC. Mr. Phillips stated that the plan development involves many LHH staff, with responsibilities in all areas of the facility.

Commissioner Chow asked Ms. Dentoni, Acting LHH Chief Nursing Officer, for her perspective on the situation. Ms. Dentoni stated that in the ten days she's been onsite, she has noted staff morale issues. She feels it important for staff to feel empowered as changes are made in the organization. She meets with nursing directors daily to discuss patients and the plans of correction. Early in the day, the focus was on putting labels for "As Needed" medications to reduce medication errors. She has begun posting environment of care rounding information so staff can refer to the boards during surveys to help answer questions. She noted that a prize is given to the best environment of care board.

Commissioner Chow asked how patients and families have reacted to new procedures regarding how LHH deals with contraband items. Mr. Phillips stated that the LHH patient population is accustomed to change. He noted that some residents are not pleased with the changes and LHH staff continues to work with them to adjust. He noted that overall, patients and family support the new procedures.

Commissioner Chow asked whether recent LHH messaging to patients and families has built trust. Mr. Phillips stated that patients and families are generally supportive of all the changes being made. He noted that some family members have been more anxious and have reached out to LHH for support and additional information.

Commissioner Green asked for more information regarding expectations of the consultants in regarding to how involved they will be in developing protocols and procedures. Mr. Phillips stated that Health Management Associates will be leading the recertification efforts and conducting an assessment of the LHH organization, which will include a look at administrative and clinical systems. He expects the consultants will be directly working with LHH staff.

Commissioner Green asked if there is more information available on the consultant contracts. Mr. Phillips stated that the contract documents will be shared with the Commission as they are developed. Roland Pickens, Director, San Francisco Health Network, stated that the Health Management Consultants are tasked with assisting LHH prepare for CMS recertification and a top-to-bottom organizational assessment. Mr. Phillips is the DPH liaison for the recertification process and Mr. Pickens is the liaison for the organizational assessment. He also stated that the Health Services Advisory Group will also be contracted to assist with regulatory issues.

Commissioner Guillermo requested a graph showing timelines related to the recertification work to assist the Health Commission in tracking and monitoring progress.

## **5. REGULATORY AFFAIRS REPORT**

Nawzaneen Talai, Chief Quality Officer, presented the item. She stated that CDPH has indicated that it intends to send surveyors onsite to investigate and close out all open LHH cases. Ms. Talai noted that staff are prepared with case files and plans of correction.

### **Commissioner Comments:**

Commissioner Green asked if the LHH internal review of the CDPH survey results matches the conclusions from those surveys. Ms. Talai stated that on average, the LHH review generally matches the CDPH survey reports. She added that often when CDPH surveys come onsite, LHH is already aware of the area of concern and will work with staff to develop just-in-time corrections.

Commissioner Chow asked if plans of corrections for the survey findings from March through April have been submitted. Ms. Talai stated that all submitted plans of correction have been accepted.

## **6. PRESENTATION: PHARMACY UPDATE**

Michelle Fouts, Director of Pharmacy, presented the item.

### Commissioner Comments:

Commissioner Green asked for more information regarding best practices with patients using herbal supplements, noting this was an issue in the last survey report. Dr. Fouts stated that these supplements are unregulated and patient use poses a challenge. For the past year, medical providers and nurses have collaborated with pharmacy staff to check the supplements in available databases to learn about possible drug interactions. She noted that certain medications (e.g. Warfarin) may interact with supplements more severely than others. Based on the information learned from the databases, the pharmacist may assist the physicians in weighing the risk and benefit of the supplement so that the patient can be given recommendations. She noted that only 10 LHH patients currently use these types of supplements. She also stated that the pharmacy provides a small number of supplements such as a cranberry product to reduce urinary tract infections. Commissioner Green stated that she is glad to hear that only a small number of patients use the supplements.

Commissioner Chow congratulated LHH on a great job of implementing bar codes for medication distribution. He asked for more information regarding medication documentation issues. Dr. Fouts stated that a nurse may request medication through the pharmacy. Pharmacy staff verifies dosage and monitors patients. Pharmacy staff make several medication deliveries a day. Nurses may also send coaches or attendants to pick up requested medication from the pharmacy. Dr. Fouts stated that a past issue is the lack of medication documentation in EPIC. LHH Pharmacy staff are working to improve this documentation issue and to better anticipate medications that will be needed.

Commissioner Guillermo thanked Ms. Fouts for the presentation and noted that she looks forward to more critical thinking and improvements.

## **7. CLOSED SESSION**

- A) Public comments on all matters pertaining to the Closed Session. (San Francisco Administrative Code Section 67.15).
- B) Vote on whether to hold a Closed Session. (Action Item)
- C) Closed Session Pursuant to Evidence Code Sections 1156, 1156.1, 1157, 1157.5, 1157.6, and 1157.7; Health and Safety Code Section 1461; San Francisco Administrative Code Sections 67.5, 67.8, 67.8-1, and 67.10; and California Constitution, Article I, Section 1.

**CONSIDERATION OF MEDICAL STAFF CREDENTIALING MATTERS**

**CONSIDERATION OF MEDICAL QUALITY IMPROVEMENT**

**CONSIDERATION OF PERFORMANCE IMPROVEMENT AND PATIENT SAFETY REPORTS  
AND PEER REVIEWS**

**RECONVENE IN OPEN SESSION**

1. Discussion and Vote to elect whether to disclose any portion of the closed session discussion that is not confidential under Federal or State law, The Charter, or Non-Waivable Privilege (San Francisco Administrative Code Section 67.12(a).) (Action item)
2. Possible report on action taken in closed session (Government Code Sections 54957.1(a) and 54957.7(b) and San Francisco Administrative Code Section 67.12(b).

**8. POSSIBLE DISCLOSURE OF CLOSED SESSION INFORMATION**

Action Taken: The Committee voted to disclose that it had approved the Credentials Report, Medical Quality Improvement, and Performance Improvement and Patient Safety Reports.

**9. ADJOURNMENT**

The meeting was adjourned at 6:19pm.