Laguna Honda Hospital
Recertification
Progress Update

August 15, 2023
Our Application for Medicaid Recertification

- On August 1, a resolution authorizing Laguna Honda to apply for recertification as a Medicare/Medicaid provider was approved by the San Francisco Health Commission.

- Laguna Honda Hospital has submitted an application for Medicaid recertification. This initial application will allow for recertification into the Medicaid provider program.

- Over 95% of residents are supported by Medicaid.

- As part of the recertification application process, we may have another survey at any time and without prior notice.
Recertification Status Update

Fire Life Safety and Emergency Preparedness Survey

• Last week, the California Department of Public Health (CDPH) conducted our Fire Life Safety and Emergency Preparedness survey.

• CDPH informed us that there were very few, and minor, preliminary findings.

• This outcome is the result of the hard work and dedication of the entire staff at LHH.
Recertification Status Update

Action Plan Update

• The Centers for Medicare and Medicaid Services (CMS) 90-Day Monitoring Survey #3 took place in June and there was significant progress from the first full monitoring survey that took place last year.

• On July 12, we submitted our proposed Action Plan in response to the June survey, as well as other non-monitoring-survey findings, to CMS.

• The proposed Action Plan includes 290 milestones for Monitoring Survey #3 and 85 milestones for non-monitoring-survey findings.

• The work to complete all Action Plan milestones is currently underway.

• Our goal is to have all Action Plan milestones completed by September 1 so that Laguna Honda is recertification ready.
Recertification Education Fair

Action Plan Related Trainings

• The Action Plans require a significant amount of facility-wide education.

• To ensure compliance, Laguna Honda hosted its third Recertification Education Fair.

• Topics included abuse and grievance response, linen handling, meal delivery processes, creating a homelike environment for residents, resident mobility, and medication administration.
Abuse Prevention Coordinator

Role of the Abuse Prevention Coordinator

- Prevention and response to allegations of abuse and neglect is critical to the safety and wellbeing of our residents.

- Creating robust systems to investigate and respond to allegations of abuse is necessary for this purpose.

- Sandra Simon, LNHA, MBA, Nursing Home Administrator and Chief Executive Officer has been named as the Abuse Prevention Coordinator.

- The Abuse Prevention Coordinator is responsible for overseeing abuse screening, training, prevention, identification, investigation protection, reporting and response for all allegations of abuse, neglect, misappropriation and exploitation.

- The Abuse Prevention Coordinator is the central point of contact among all departments involved in resident care to ensure that allegations of abuse will be responded to in a thorough, urgent, and timely manner.
Abuse Awareness Campaign

Identifying Abuse

Residents have the right to be free from abuse, neglect, and exploitation. If you see any signs of abuse or if a resident reports abuse has occurred, notify your supervisor immediately.

**ABUSE** is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish.

**NEGLECT** is the failure to provide goods and services to a resident that are necessary to avoid physical harm, pain, mental anguish, or emotional distress.

**EXPLOITATION** means taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats, or coercion.

**MISAPPROPRIATION** of resident property means the deliberate misplacement, exploitation, or wrongful, temporary, or permanent use of a resident’s belongings or money without the resident’s consent.

Abuse Procedures

**How to Report Abuse**

- CDPH 415-330-6553
- Ombudsman 415-751-9788
- Nursing Ops 415-327-1902

**All LHH Staff, Contractors, & Volunteers Are Mandated Reporters**

Mandated reporters shall immediately respond to and report observed or suspected incidents of abuse.

**Dementia and Abuse Prevention**

- Understand Dementia
  - Persons with dementia are thought to be at greater risk of abuse and neglect. Understand that residents with dementia can’t control their behaviors.
- Communication Strategies
  - Communication is a two-way street. Persons with dementia can’t change the way they communicate, so we must change ours.
- Understand Behaviors and Actions
  - Consider behaviors of a person with dementia as actions and reactions that are forms of communication. Evaluate possible reasons behind the actions and reactions.
- Stop Chain of Events
  - Respond to resident actions in such a way that might prevent a negative series of actions and reactions that can lead to abuse.
- Respond To Abuse
  - Consider the SAFE acronym when responding to abuse: Safe, Alert, Friend, Emergency.
Smoke and Tobacco Free Environment Policy Update

Resident Safety Update

• Laguna Honda is a smoke and tobacco free environment.

• Some residents may be allowed to smoke in a designated smoking area if it is in line with the individualized care plan developed by their Resident Care Team.

• We want to make sure that residents who are allowed to smoke in the designated smoking area are doing so in a safe environment.

• Moving forward, residents who smoke in the designated smoking area will be assessed by the Resident Care Team for their need to wear a smoker’s apron.

• The aprons enhance resident safety to prevent smoking material debris from landing on the individual who is smoking.
Resident & Family Survey

We Want to Hear From Our Residents & Families

• Laguna Honda is passionate about the quality of care our residents receive, as well as their day-to-day experience.

• The best insight we can receive comes from Laguna Honda’s residents and families.

• We are currently distributing a survey to residents and families so we can receive more feedback on how we are doing, what we do well, and what can be improved.

• We look forward to reviewing the results of the survey and incorporating feedback.
State of the Hospital

Admissions*, Discharges, and Expirations

July 2023 average daily census was 499

*New admissions are currently on hold.
San Francisco Health Network
Laguna Honda Hospital and Rehabilitation Center