



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

LHH Operations and Resident Care Executive Team Report

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February 9, 2021



San Francisco Department
of Public Health



San Francisco Health Network Laguna Honda Hospital and Rehabilitation Center



QUALITY



CDPH COVID-19 Focused Infection Control Survey

- On January 27, 2021, six CDPH surveyors conducted the second COVID-19 Focused Infection Control Survey.
- **No deficiencies were noted. LHH was in full compliance with its facility mitigation plan and CDPH COVID protocols for LTCF.**
- LHH continues to review its Infection Prevention and Control Management Plan to ensure the most effective protocols are in place to mitigate the spread of COVID-19.



SAFETY



COVID-19 Case Check-In

- COVID-19 response continues to be our highest priority.
- The past two months were the most challenging yet during the pandemic. LHH saw a surge in cases reflective of what was happening in the community. And we were devastated to have lost six of our COVID-19 positive residents.
- **While the pandemic is far from over, LHH has seen a significant decrease in new cases and many recoveries among both staff and residents.**
- Case Check-In: 226 total positive COVID-19 cases—63 resident cases, including 5 active cases, 52 recoveries, and 6 deaths and 163 staff cases, including 3 active cases and 160 recoveries (as of 2/4/2021).



SAFETY



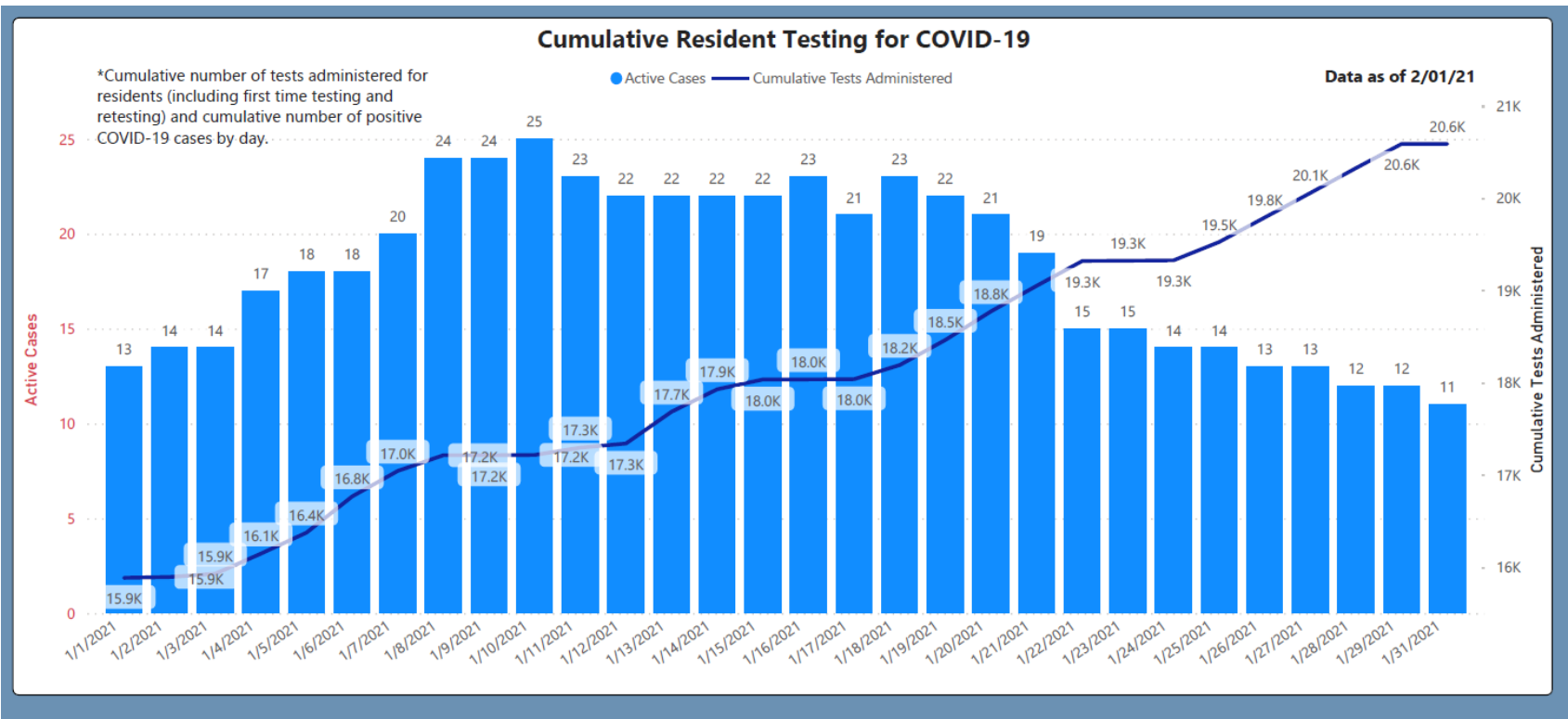
COVID-19 Winter Surge Response

- Laguna Honda residents and staff effectively responded to the winter surge in cases with new measures, including the following:
 - **Increased testing (twice weekly for residents and staff that visit units) – *still in place***
 - **Binax Rapid Response testing – *still in place***
 - **A two week neighborhood shelter-in-place for residents – *lifted***
 - **Surge PPE – *lifted***
 - **Continuous eye protection and respirators on units – *still in place***



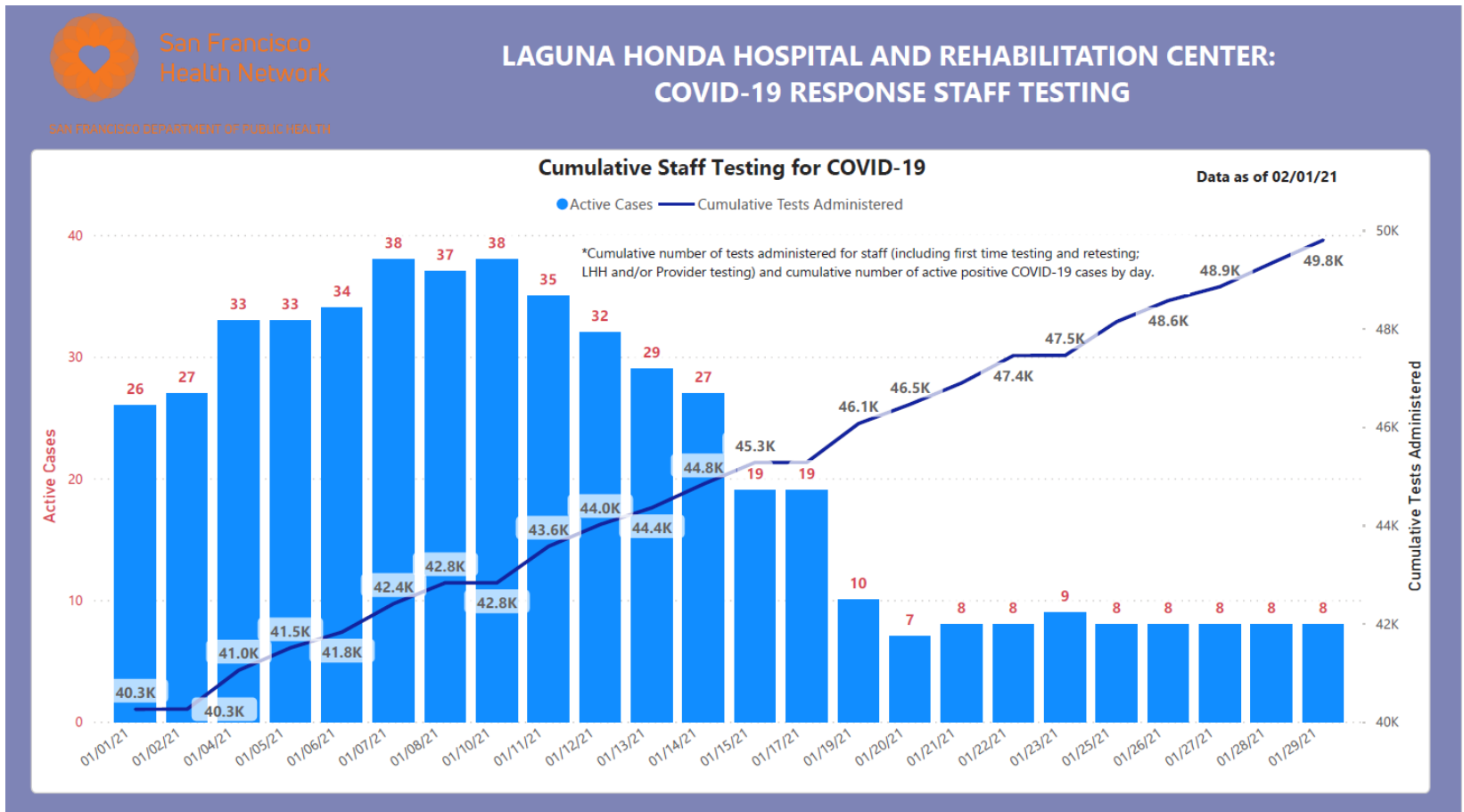
SAFETY

COVID-19 Resident Testing Check-In



SAFETY

COVID-19 Staff Testing Check-In



SAFETY



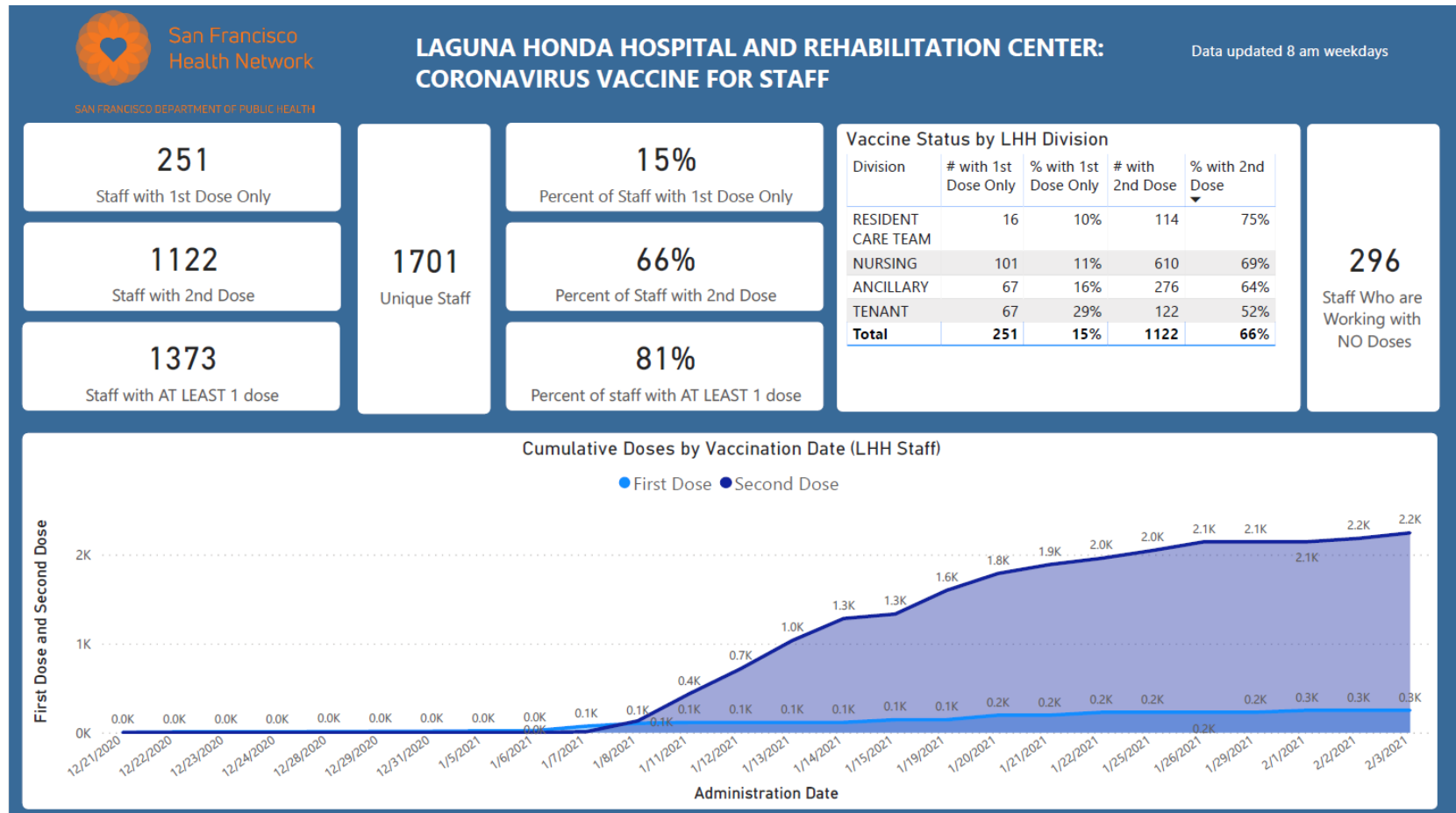
COVID-19 Vaccine Rollout – Staff

- 1,371 (81 percent) LHH staff have received at least one dose of the COVID-19 vaccine with 1,122 (66 percent) fully vaccinated.
- Staff vaccinations are administered by LHH's clinic nurses onsite.
- We strongly encourage all staff to get vaccinated to protect our community and help end the pandemic.



SAFETY

COVID-19 Vaccine Rollout – Staff



SAFETY



COVID-19 Vaccine Rollout – Residents

- 606 (87 percent) LHH residents have received at least one dose of the COVID-19 vaccine with 541 (78 percent) fully vaccinated.
- We thank our partners at Walgreens for administering residents vaccinations.
- We are proud that LHH residents have been the face of the City's vaccination campaign and are encouraging others to get vaccinated.

COVID-19 vaccine is here, but supply is low

The vaccine is one of the most important ways to end the pandemic. But supplies are limited.

We are currently vaccinating frontline healthcare workers and people 65 and over. The vaccine will be available by appointment at high-volume and community sites, certain clinics, and pharmacies.

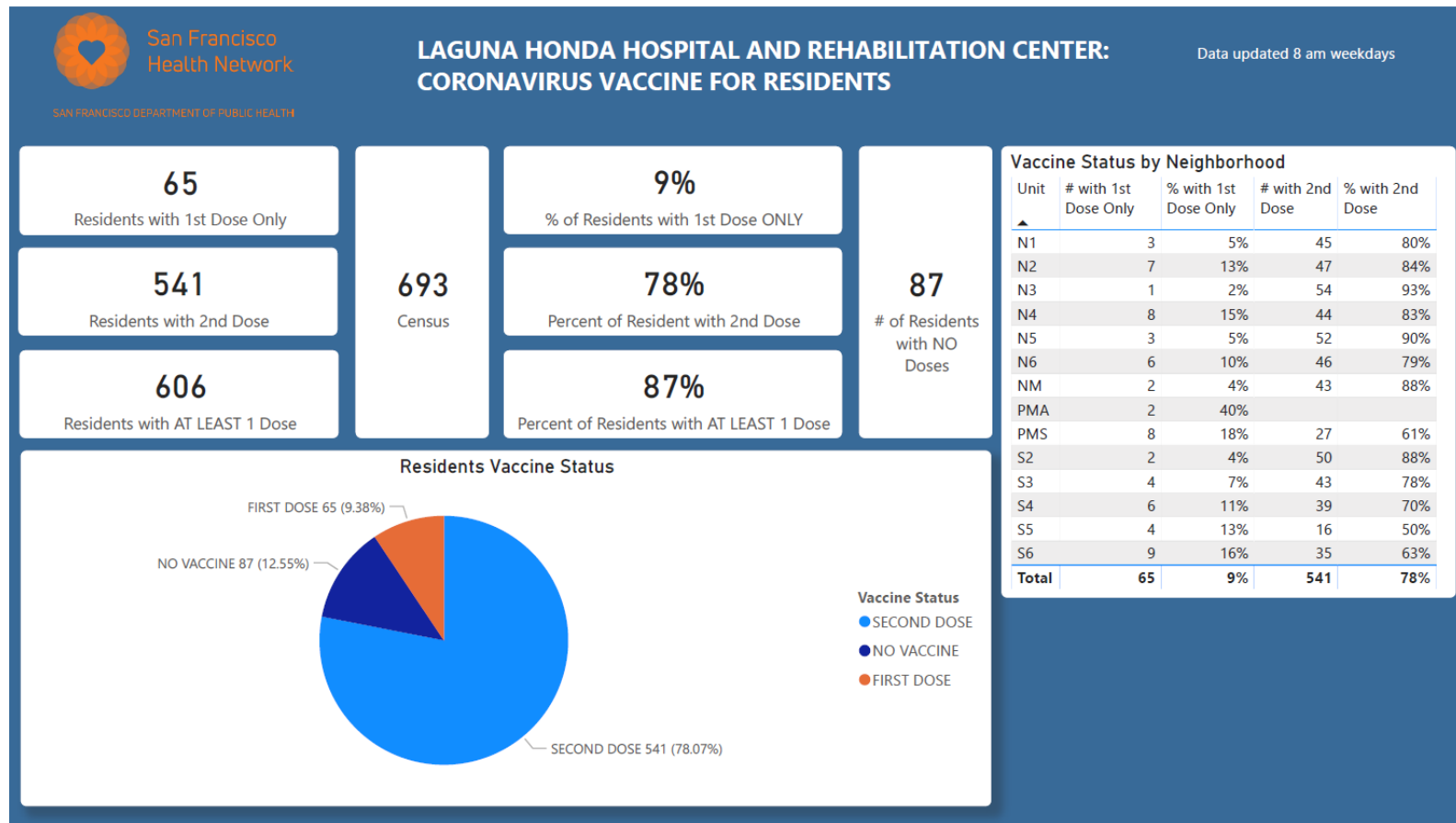
When it's your turn, step up for your health, the health of your loved ones, and of your community.

[Get vaccinated](#)



SAFETY

COVID-19 Vaccine Rollout – Residents



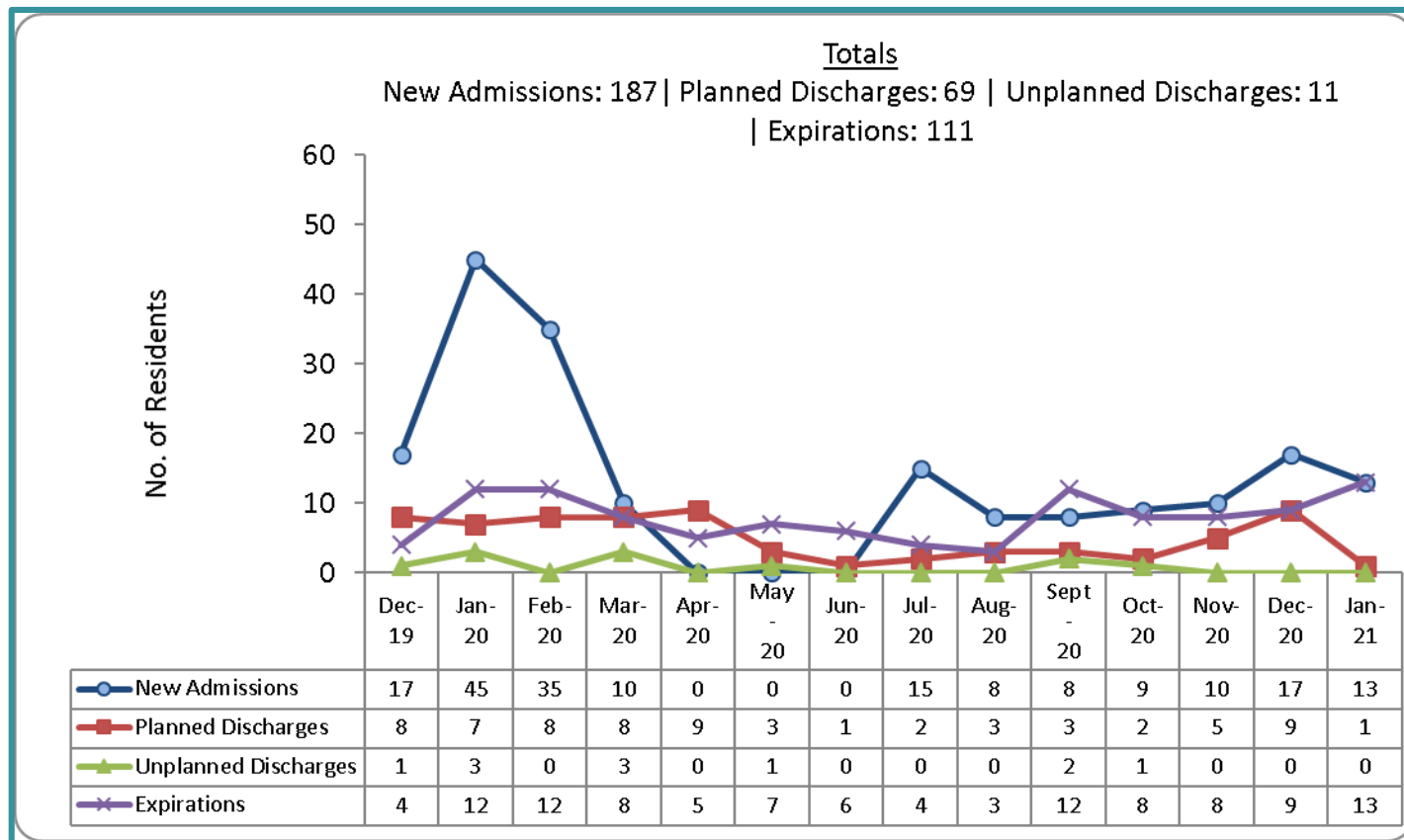
SAFETY

COVID-19 Vaccine Rollout – Residents



CARE EXPERIENCE

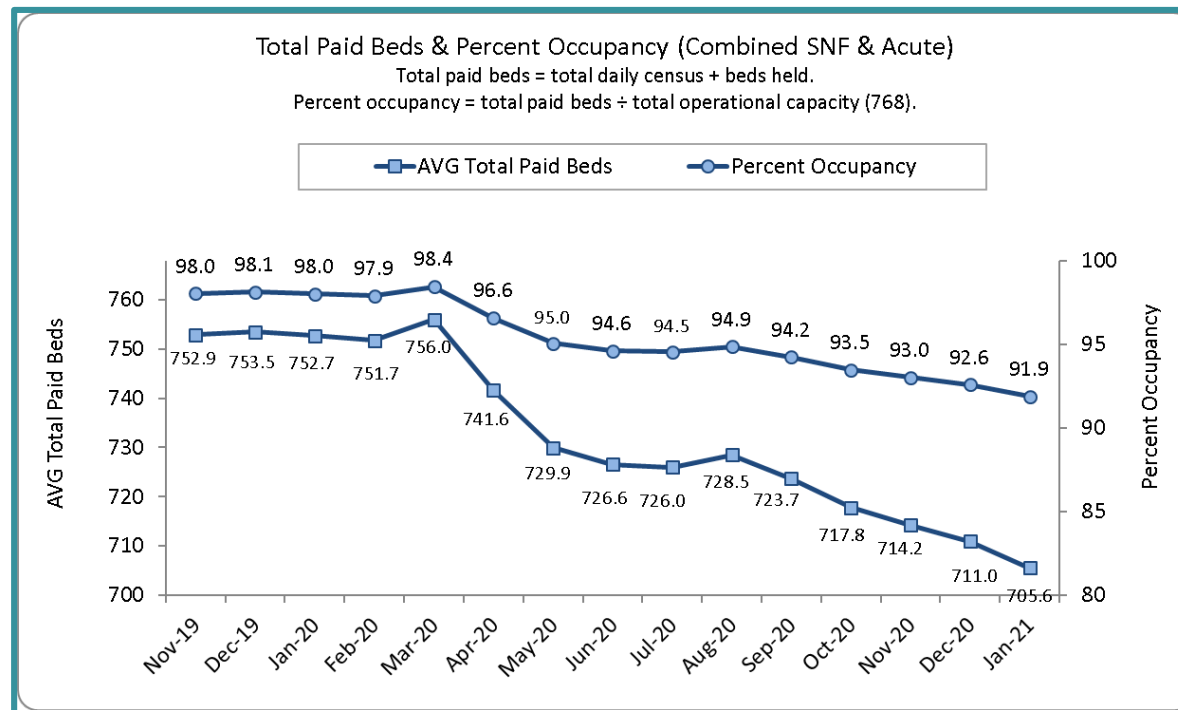
State of the Hospital – Admissions, Discharges, and Expirations



CARE EXPERIENCE

State of the Hospital – Census

Period	SNF Occupied	Beds Held	Total SNF Census	Acute Medical Census	Acute Rehab Census	Total Daily Census	Total Paid Beds	Percent Occupancy
1/1/20 – 1/31/21	719.86	4.83	724.52	1.80	2.05	724.81	729.64	95.01



CARE EXPERIENCE



Celebrating the Winter Holidays

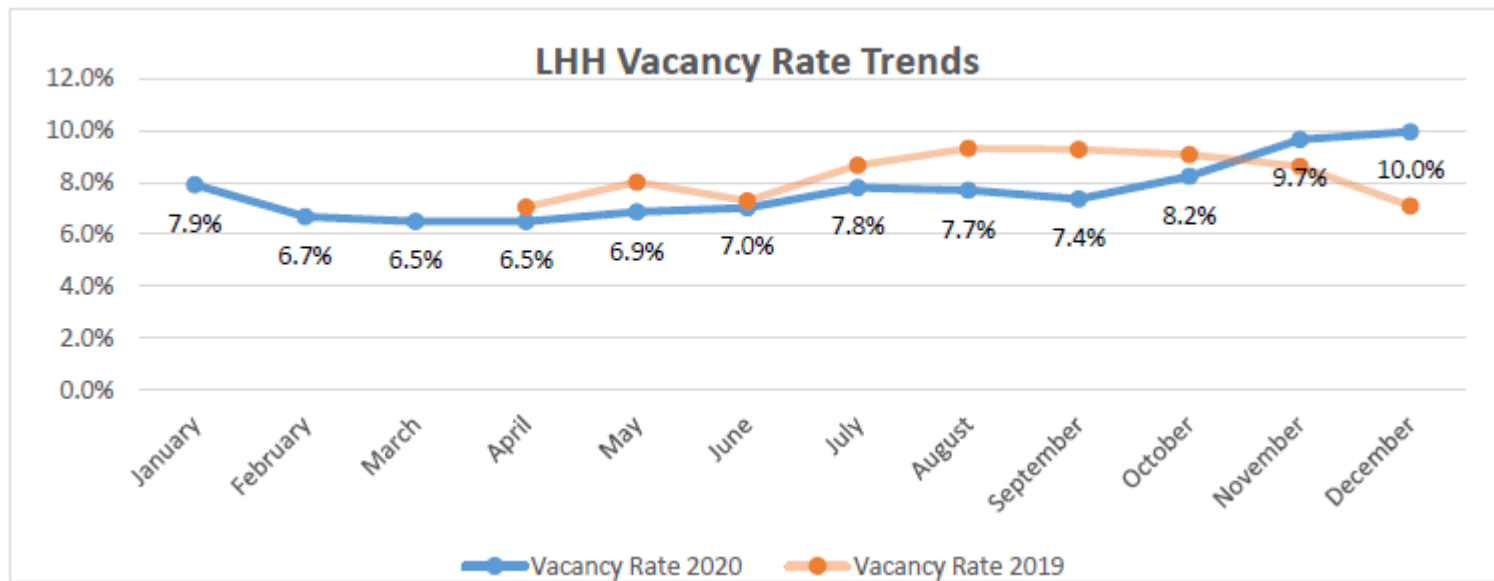
- Resident Care Teams worked hard to make sure residents safely enjoyed the winter holidays despite the challenges of being apart from family and friends.
- **Through a collaboration with Finance, Volunteers, Activity Therapy, and the Sherriff's Department, the residents received holiday gifts through our annual holiday gift program.**
- Residents also celebrated the holidays through holiday themed happy hours.



WORKFORCE



Staff Vacancy Rate, New Hires, and Separations Reports.



WORKFORCE



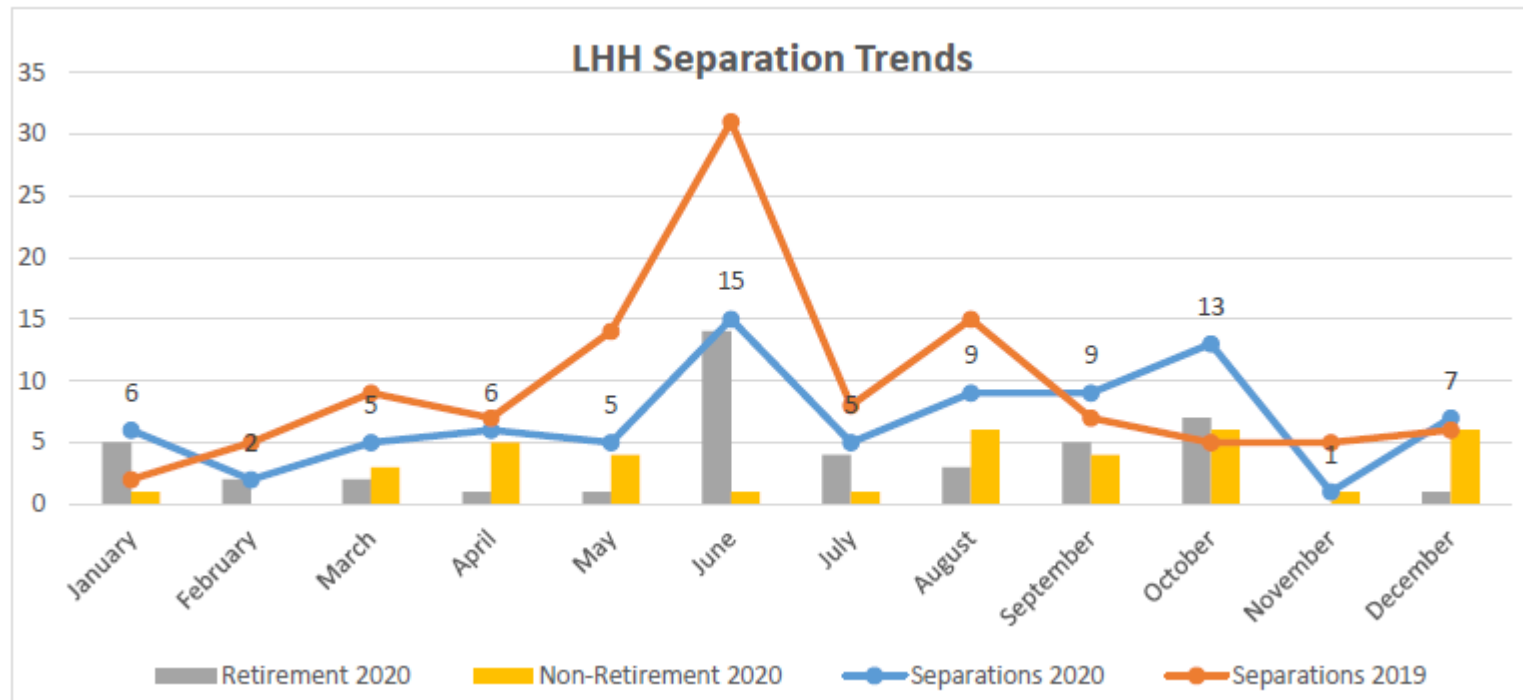
Staff Vacancy Rate, New Hires, and Separations Reports.



WORKFORCE



Staff Vacancy Rate, New Hires, and Separations Reports



WORKFORCE



Announcing Dr. Wilmie Hathaway, Chief Medical Officer

- Dr. Wilmie Hathaway was selected as LHH's new Chief Medical Officer (CMO).
- Dr. Hathaway has served in several important leadership capacities, including Medical Executive Committee member (2010-2012), Vice Chief of Staff (2012-2016), Chief of Staff (2016-2020), and Acting CMO (2020-2021).
- Dr. Hathaway has demonstrated great commitment and dedication to LHH. She has an in-depth knowledge and appreciation of the unique history of LHH, and the importance of this institution to the Department of Public Health and the City of San Francisco.



WORKFORCE



Team of the Month Recognition: Central Processing Department (CPD)

- CPD is LHH's supply hub in charge of receiving, storing, and distributing medical supplies and equipment needed for resident care and daily operations within the facility.
- **Since March, CPD, together with the City's COVID Command Center, has efficiently managed LHH's supply chain.**



FINANCIAL STEWARDSHIP



Finance Report

- **Currently projecting staffing surplus of \$3.5M.** Surplus is due to unfilled vacant positions, decreased temporary staffing, and a continued reallocation of costs associated with LHH staff activated as disaster service workers to central/non-LHH cost centers. Projection also includes a one-time cost of living adjustment which offset the deficit presented in the December JCC report.
- **Revenue and other expenses are on budget.**
- Continuing to work with the Controller's Office and DPH staff on FEMA and CARES COVID-19 reimbursement claims.
- Six month financial report and gift fund report will be included in the March JCC report.



EQUITY



Introducing the Department of Equity and Culture

- **The Department of Equity and Culture (DEC) led by Amie Fishman, MPH will work with the DPH's Office of Health Equity (OHE) and the City's Office of Racial Equity (ORE) to implement the DPH's Racial Equity Action Plan (REAP).**
- Amie Fishman and Jennifer Carton-Wade worked with DPH's OHE leadership to draft the REAP.
- The DEC worked with LHH's Executive Leadership to create an A3 for 2021 that includes a plan to address REAP goals and internal LHH equity priorities.





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Thank you

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