



San Francisco Health Network  
Laguna Honda Hospital  
and Rehabilitation Center

# Laguna Honda Hospital Recertification Update

June 14, 2022



# Agenda

- About Laguna Honda Hospital
- Timeline and Path to Recertification
- Closure and Patient Transfer and Relocation Plan
- Dashboards and Data



# About Laguna Honda Hospital

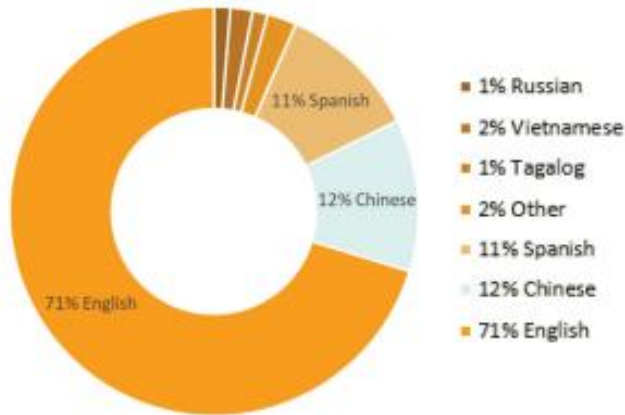
## History & Care

- Cares for San Francisco's most in-need patients for more than 150 years
- Serves approximately 700 low or very low-income patients with complex medical needs as part of City's health care safety net.
- Provides restorative care programs, palliative care, hospice and rehabilitative services.
- Serves people with complex or chronic conditions such as stroke, traumatic brain injury or degenerative diseases.
- Provides nationally recognized programs for memory care for people with Alzheimer's/dementias.
- Has one of the only HIV/AIDS skilled nursing programs in the Bay Area.
- Provides monolingual care in Spanish and Chinese.

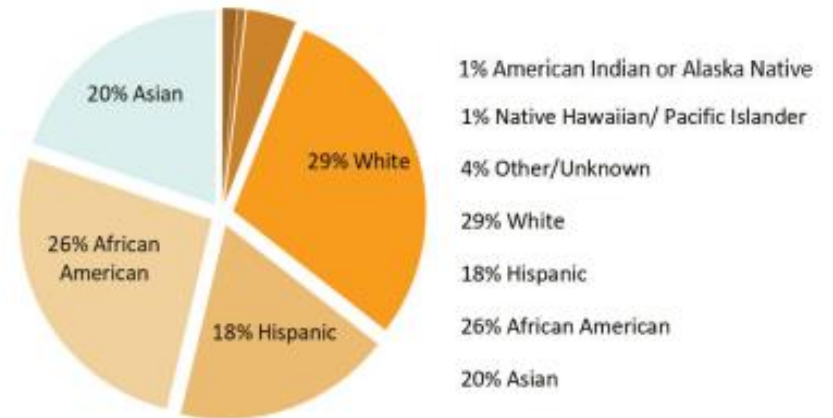


# About Laguna Honda Hospital

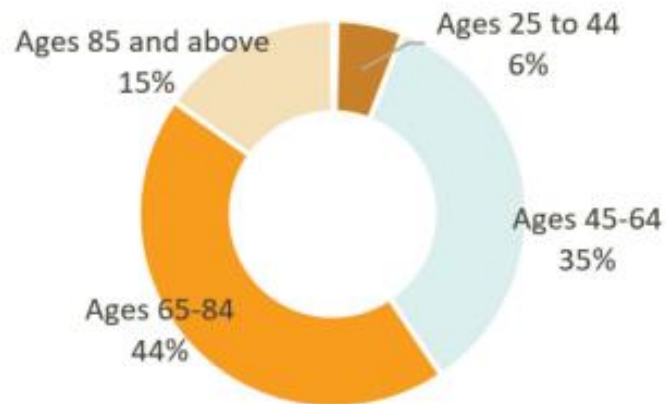
## Patients by Primary Language



## Patients by Race

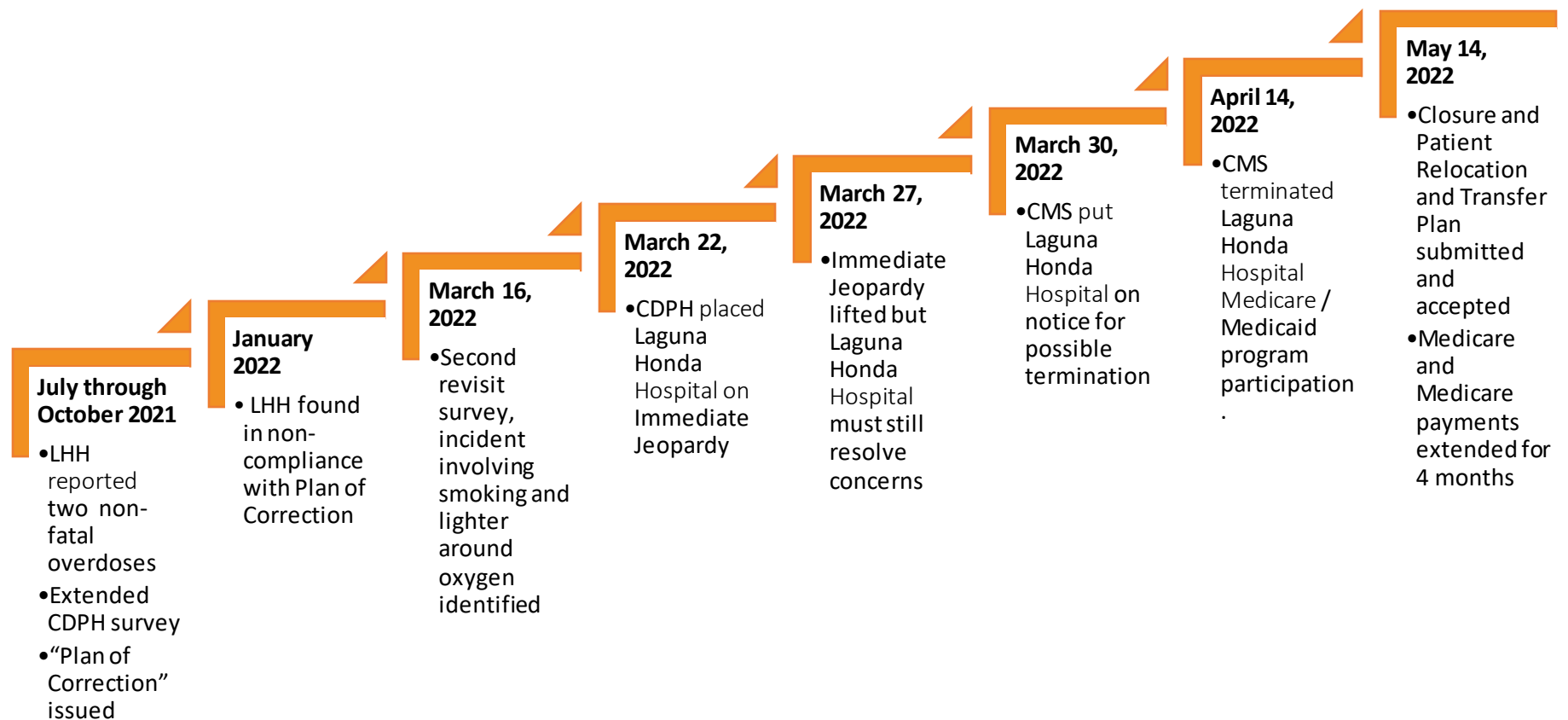


## Patients by Age



# Laguna Honda Hospital: Brief Timeline of CMS Certification Issue

## Overview



# Laguna Honda Hospital Path to CMS Recertification



## Laguna Honda Hospital Recertification Update

We are leading an aggressive initiative to achieve Medicare and Medicaid recertification with CMS.

*Our **highest priority** is to **remain open** and continue providing **quality healthcare to patients** while **ensuring federal and state regulatory compliance**.*

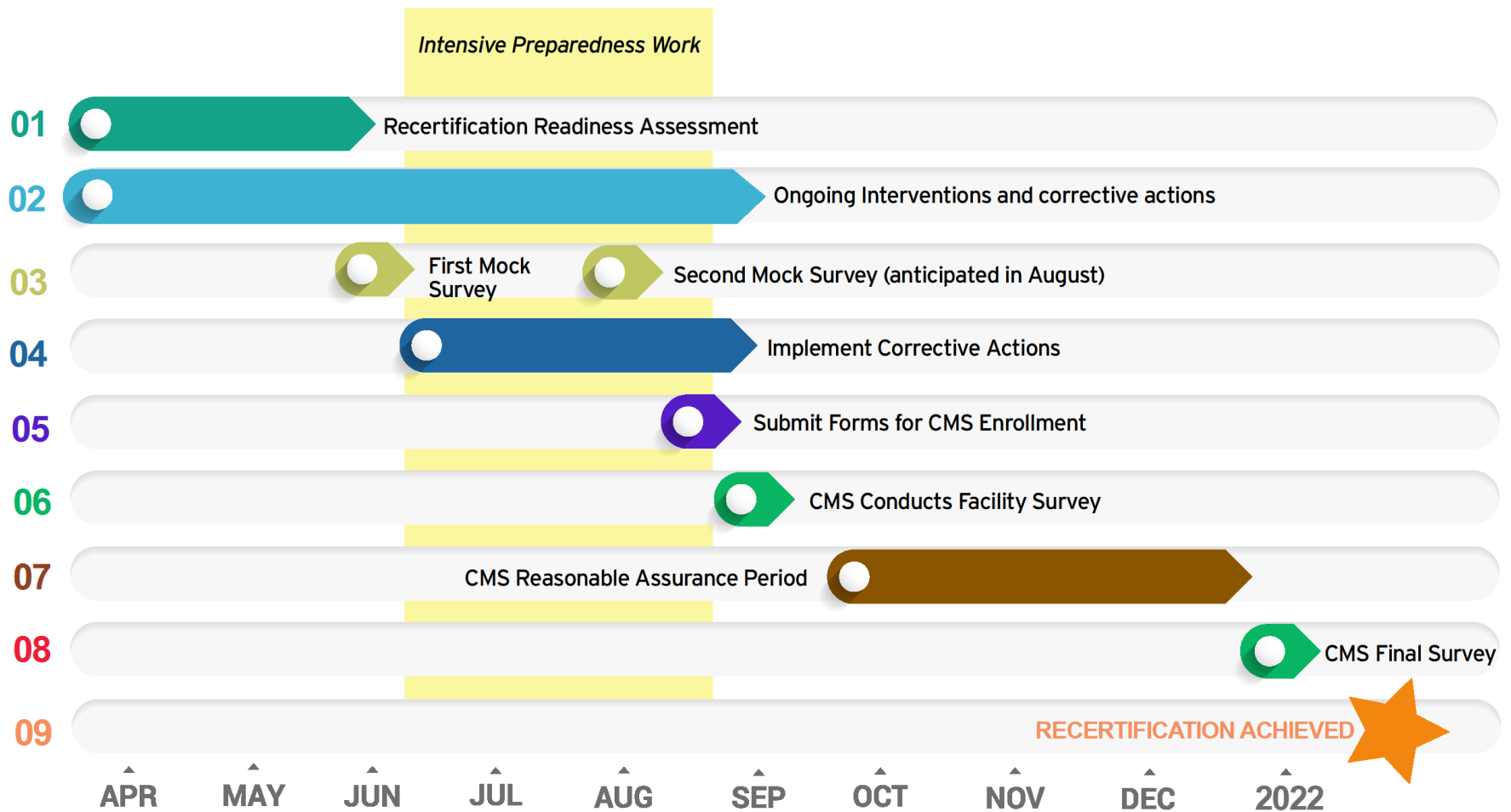
We hired specialized independent third-party **consulting firms** who are:

- conducting top-to-bottom assessment (i.e., patient care, culture, leadership, and governance)
- working collaboratively with Laguna Honda Hospital (LHH) Incident Command, staff, and union partners
- providing technical support for ongoing CDPH and CMS compliance



# Laguna Honda Hospital Path to CMS Recertification

## LAGUNA HONDA HOSPITAL CMS RECERTIFICATION TENTATIVE TIMELINE





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# Laguna Honda Hospital Closure and Patient Transfer and Relocation Plan Update

June 14, 2022





# Laguna Honda Hospital Closure and Patient Transfer and Relocation Plan



Laguna Honda Hospital is required by regulation to submit and implement a Closure and Patient Transfer and Relocation Plan.

CMS approved the plan on May 13, 2022, which extended critical federal funding for four months with a possible two-month extension, for a total of up to six months.

For Laguna Honda Hospital to receive continued funding, all efforts must be made to implement the plan, which means we must actively transfer patients.



# Laguna Honda Closure and Patient Transfer and Relocation Plan



Process includes (as outlined in the approved plan):

- Notify patients, staff, families, decisionmakers, and State ombudsperson
- Assess patients for safe transfers and/or discharges
- Conduct patient and family meetings
- Hold staff meetings
- Discharge appeal process
- Relocate patients

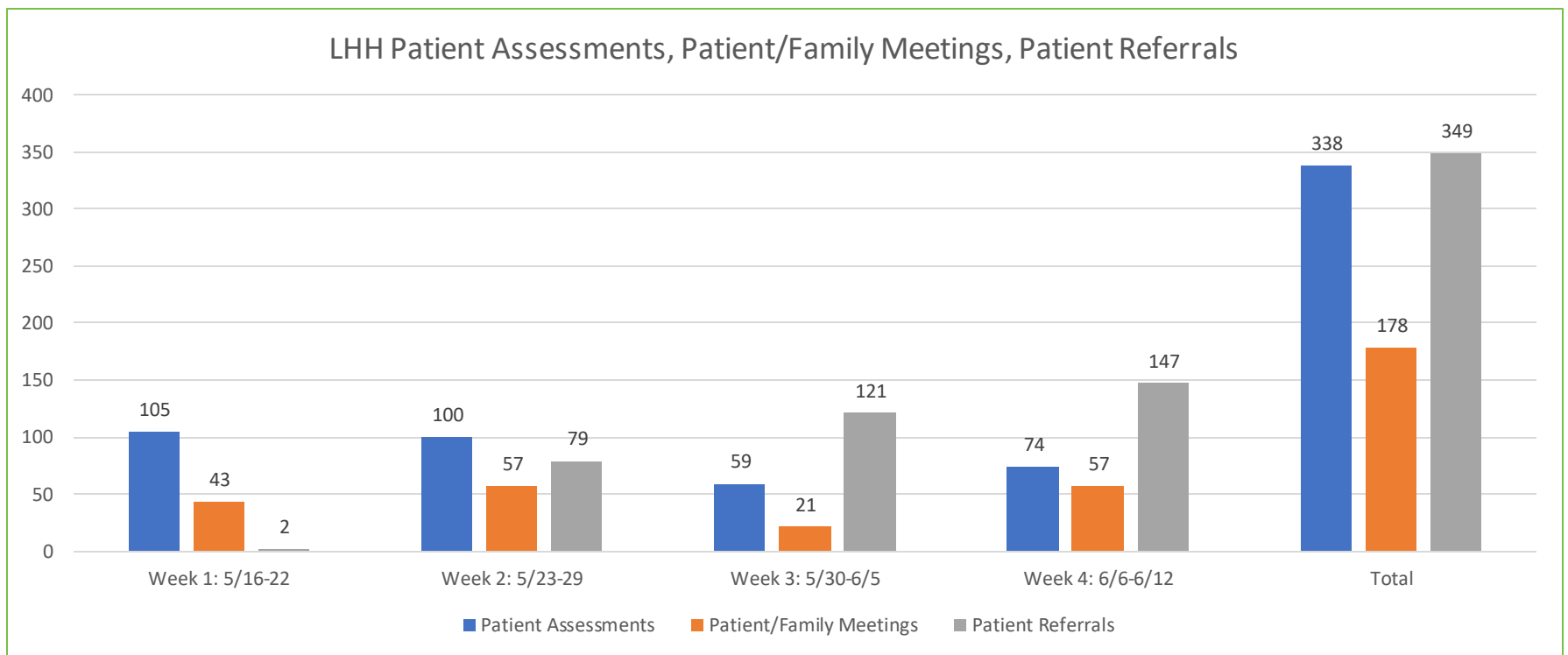
# Laguna Honda Hospital Closure and Patient Transfer and Relocation Plan

Reports to CMS and CDPH, as of June 13, 2022

Category	Week 1 5.16-22	Week 2 5.23-29	Week 3 5.30-6.5	Week 4 6.6-12	TOTAL
Community	0	1	0	1	2
Facility	0	0	0	4	4
Total LHH Coordinated Discharges	0	1	0	5	6
Expirations	1	1	1	0	3
AMA/AWOL	0	1	0	0	1
Daily Census	681	677	677	675	

# Laguna Honda Hospital Closure and Patient Transfer and Relocation Plan

Reports to CMS and CDPH, as of June 13, 2022



# Supporting Laguna Honda Hospital Staff

## Supporting professional, social, and emotional well-being and development of employees during recertification and closure plan work:

- Hold frequent, timely and accurate communication with staff
  - Increase opportunities for interactions with Laguna Honda Hospital leadership, Human Resources, and Unions
  - Promote wellness resources
    - Employee Assistance Program
    - Employee Wellness Hub
  - Support skills development
    - Professional Development
    - Trainings
  - Celebrate successes and milestones as a community
-

# Laguna Honda Hospital Closure and Patient Transfer and Relocation Plan

Reports to CMS and CDPH, as of June 13, 2022

LHH Phone Calls to Skilled Nursing Facilities (SNF)

	Calls to SNF facilities	Week 1 5.16-22	Week 2 5.23-29	Week 3 5.30-6.5	Week 4 6.6-12	TOTAL
SF County	Unique facilities in SF called weekly	15	15	15	15	60
	Total number of weekly calls made to facilities in SF	30	30	30	30	120
Out of County	Unique facilities out of county called weekly	482	1,095	850	1,103	3,530
	Total number of weekly calls made to facilities out of county	709	1,158	1,132	1,388	4,387
	<b>Total calls made to facilities</b> (SF & Out of County)	<b>739</b>	<b>1,188</b>	<b>1,162</b>	<b>1,418</b>	<b>4,507</b>

# Laguna Honda Hospital Closure and Patient Transfer and Relocation Plan

Reports to CMS and CDPH, as of June 13, 2022

## Bed Availability at Skilled Nursing Facilities (SNF)

Bed Availability		Week 1 5.16-22	Week 2 5.23-29	Week 3 5.30-6.5	Week 4 6.6-12	TOTAL
<b>SF County</b>	Number of available Medi-Cal certified beds in SF	0	0	0	0	0
	Number of available Medicare certified beds in SF	0	0	0	0	0
	Total number of beds available in SF (Medicare or Medi-Cal certified bed type not disclosed by facility)	11	0	10	2	23
<b>Out of County</b>	Number of available Medi-Cal certified beds out of county	53	0	0	5	58
	Number of available Medicare certified beds out of county	157	0	24	49	230
	Total Number of beds available out of county (Medicare or Medi-Cal certified bed type not disclosed by facility)	1,187	1,070	1,457	1,540	5,254



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Thank you!