

Laguna Honda Reform

Board of Supervisors | October 23, 2019



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Overview

- Our *Promise* to San Francisco
- Ensuring Regulatory *Compliance*
- Reorganizing *Leadership*, Quality and Safety
- Preparing for the *Future*



Incidents at Laguna Honda

| DATE(S) | ACTION(S) |
|-------------------|--|
| February 2019 | Initial report of incidents reach LHH administration. |
| February 2019 | Reports to SFPD, City Attorney, DHR, regulatory agencies. Preliminary investigations commence. |
| June 28, 2019 | Public announcement at the office of the Mayor and DPH Director message to all LHH staff. |
| July 2019 | LHH staff town halls and staff retraining commences. |
| August 2019 | CDPH Survey and LHH Plan of Correction approved. |
| September 3, 2019 | LHH Reform Plan submitted to Health Commission. |
| October 15, 2019 | LHH found in compliance with state regulations. |



Promise

Promise

- Reform Plan for Laguna Honda
- Take Employee Misconduct Seriously
- Improve Patient Care and Safety





Compliance

Compliance

- Corrective Action Plan completed – CDPH certifies LHH is in compliance with regulatory standards
- Areas of organizational improvement
 - Culture of Safety
 - Medication Management
 - Quality Management
 - Leadership
 - Human Resources





Leadership

Leadership

- Permanent CEO and Quality Management Director
- More Hands-On Management
- Collaboration Between Clinical and Quality Management
- Culture of Safety





Future of LHH

Future

- Goal: Best Long-Term Care Facility
- Partner With Consultants and Experts
- Review and Implement Recommendations



Closing

- San Franciscans Deserve the Best Care
- Our Commitment to Improve
- Plan of Correction Approved and now in regulatory compliance
- Comprehensive Reform
- Regular Reports to Health Commission, Mayor, Board of Supervisors

