



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center



Laguna Honda Hospital and Rehabilitation Center

ANNUAL REPORT

FISCAL YEAR 2017-2018

TABLE OF CONTENT

About Laguna Honda Mission, Vision, Values and San Francisco Health Network	3
Executive Administrator Message Year in Review by Mivic Hirose	4
Resident Demographics Gender, Age, Race, Language and Discharges	5
Financial Statement Revenue and Expenditures	6
Highlights From Fiscal Year 2017-2018 Clinical Delivery Campus Events and Features Operational Excellence	7-13
SFHN Network Logo Launch	14
Resident Stories Spotlights	15
In Memoriam	16
Staff Recognition Employees of the Month	17
Volunteer Appreciation Spotlights	18-19
By the Numbers Statistics of the Year	20
Joint Conference Committee	21

ABOUT LAGUNA HONDA

Our Mission

To provide a welcoming, therapeutic, and healing environment that promotes the individual's health and well-being.

Our Vision

To build healthier lives as the leader in post-acute care.

Our Strategic Goals



Communication



Cultural Humility



Centers of Excellence



Philanthropy



Technology

Our Values

Resident Centered Care
Compassion
Professionalism
Competency
Teamwork
Collaboration
Integrity
Communication

San Francisco Health Network

Laguna Honda Hospital and Rehabilitation Center is part of the San Francisco Health Network, the Department of Public Health's integrated delivery system of care. The San Francisco Health Network was launched July 2014 as San Francisco's first complete system of care with the goal of improving value of services provided to patients, staff and all San Franciscans.

The mission of San Francisco Health Network is we provide high quality healthcare that enables all San Franciscans to live vibrant healthy lives.

The vision of San Francisco Health Network is to be every San Franciscan's first choice for healthcare and well-being.

EXECUTIVE ADMINISTRATOR MESSAGE

Leader of the PAC

After celebrating 150 years of dedicated and compassionate service to San Francisco, Laguna Honda Hospital and Rehabilitation Center (Laguna Honda) continues working towards our vision of being the leader in post-acute care.

Laguna Honda is actively adopting Lean Management in the spirit of developing our people and providing them the appropriate principles and tools to enhance resident life. The transformation of Laguna Honda into a Lean organization started with executive education for the Hospital Executive Committee. Department leaders learned the importance of tiered accountability and how to apply it through their areas of responsibility. This is especially important going into a future that will include priorities of implementing new electronic health record and value-based care requirements.



Mivic Hirose, RN, MSN, CNS
Executive Administrator

A handwritten signature in black ink, appearing to read "Mivic".

There were 1,114 residents who received specialized skill nursing care and/or other post-acute services during this past fiscal year. As we have previously seen, the demographics of our residents are diverse and each individual requires an individually tailored care plan that meets not only their clinical needs, but their social well-being as well.

Laguna Honda has worked diligently with human resource partners and education trainers across the Department of Public Health to onboard and strengthen a workforce that is reflective of the population we serve and one that is agile to provide culturally competent care.

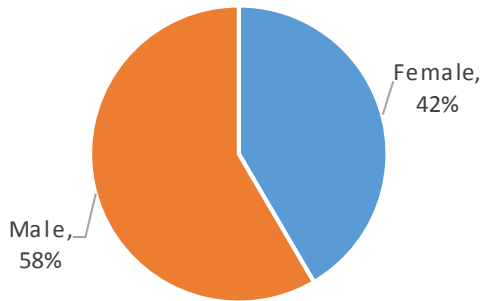
This report highlights our accomplishments related to clinical delivery, campus events, and operational excellences during fiscal year 2017-2018.

On behalf of the Laguna Honda community, I am honored and privileged to contribute as part of the San Francisco Health Network and the Department of Public Health. We are all public stewards of the City's resources and are committed to building a robust system of care for all San Franciscans.

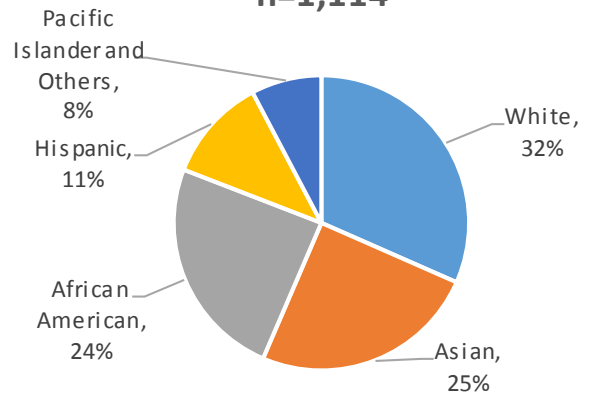
I am thankful for our partnering City agencies and philanthropic partners for their collaboration with Laguna Honda over the past year and going forward. Lastly, I want to acknowledge the people of San Francisco for their support of our work and trust in our organization to continue leading post-acute care for our City.

RESIDENT DEMOGRAPHICS

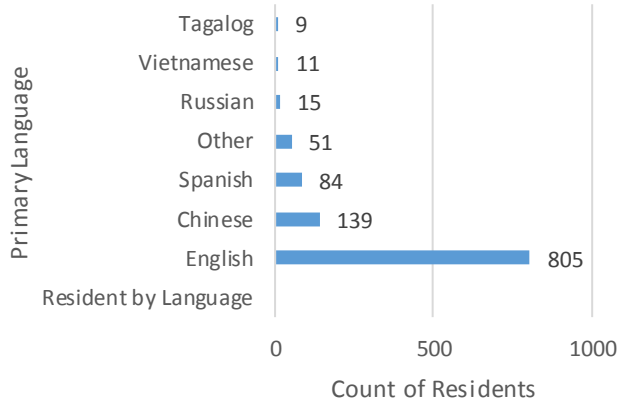
Residents by Gender
n=1,114



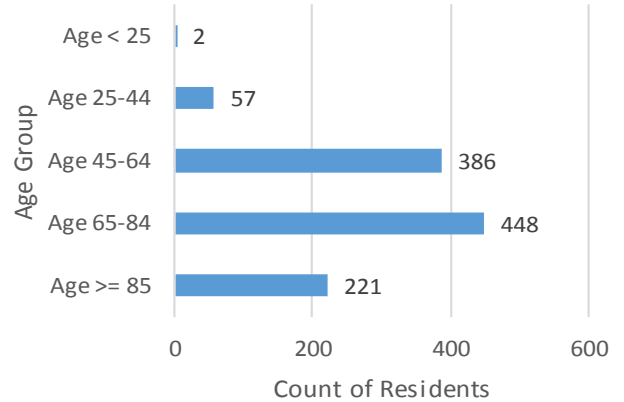
Residents by Race
n=1,114



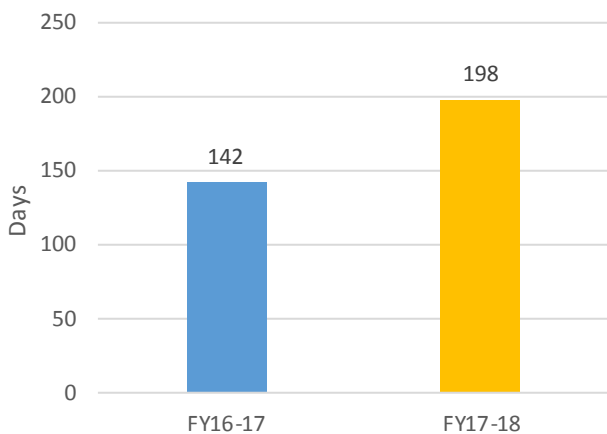
Residents by Primary Language
n=1,114



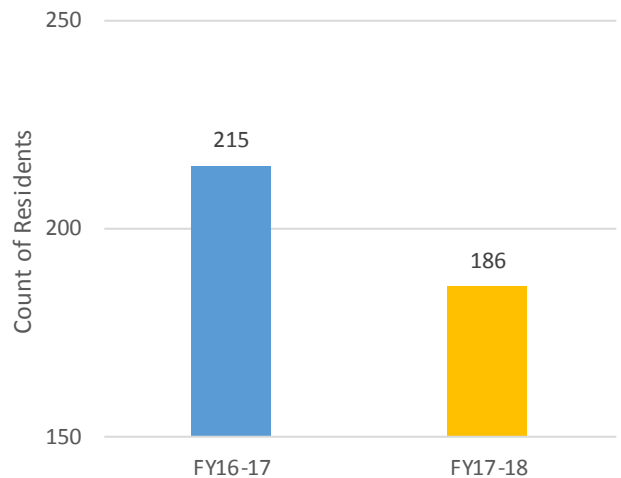
Residents by Age Group
n=1,114



Average Length of Stay for Community Discharges

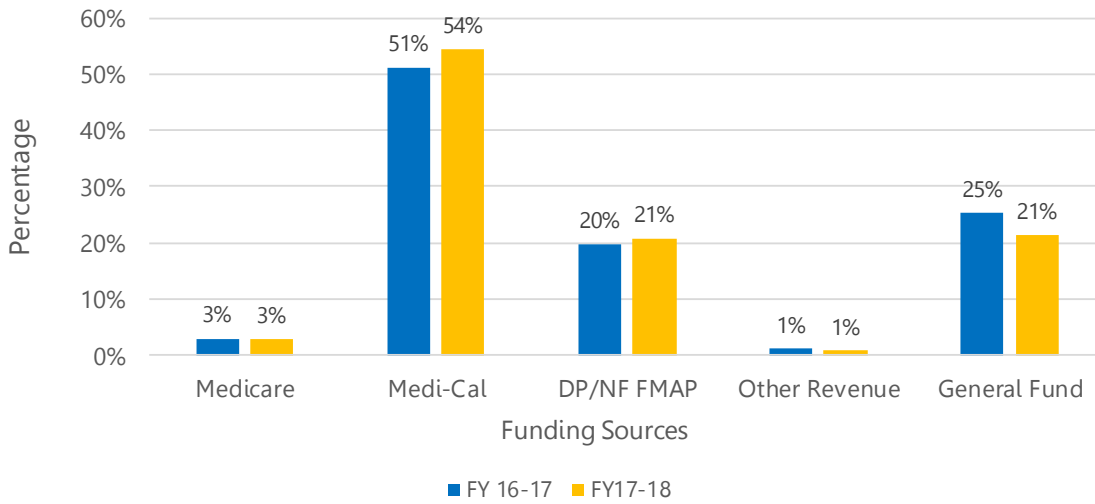


Community Discharges

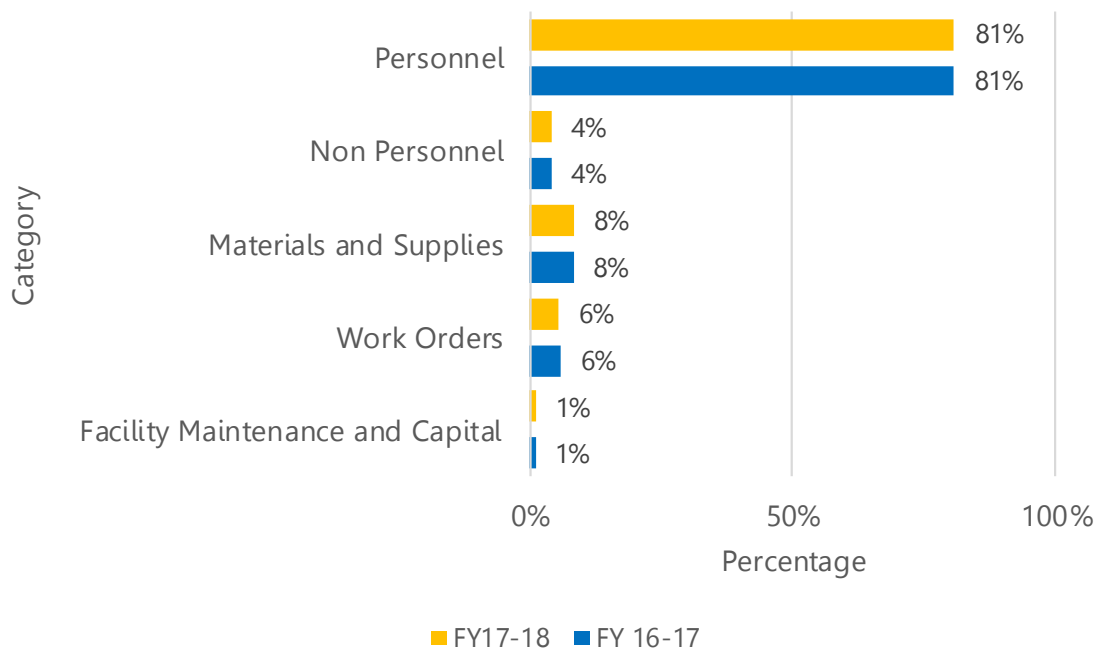


FINANCIAL STATEMENT

Fiscal Year (FY) Funding Sources



Fiscal Year (FY) Operating Expenditures



HIGHLIGHTS FROM FISCAL YEAR 2017-2018

CARE DELIVERY

Laguna Honda is always seeking new ways to enhance care delivery for residents. Over the last 150 years, our programs and services have evolved to include the latest evidenced-based practices that staff receive training on. However, we recognize that in order for residents to achieve their highest goals, caring for them must also be fun and innovative. This ideology is a reflection of our year's work through interactive treatment approaches.

HIV and Opportunistic Infections



Sheryl Ronquillo

Sheryl Ronquillo, South 2's Nurse Manager, participated in a six month Training Institute program for HIV nurses, nurse practitioners, social workers and case managers sponsored by the Bay Area and North Coast AIDS Education and Training Center (AETC) from January 2017 to July 2017.



Sheryl Ronquillo Presenting on South 2

The workshop focused on training and presentation skills including principles of adult learning theory, mentoring sessions and facilitation techniques. It was a great opportunity for Sheryl to learn new skills to share with Laguna Honda. She was able to network with other Department of Public Health counterparts and join the next generation of HIV trainers and educators.

Sheryl presented on HIV and Opportunistic Infections on South 2 in August 16, 2017 to nurses and members of the resident care team and it was well-received.

LPC's Annual Resident Holiday Party

On December 13th, Laguna Honda's Neurobehavioral program, the Laguna Premiere Club (LPC) held their Annual Resident Holiday Party. The Kanaley Center was filled with great food, holiday ambiance and live music.

Laguna Honda residents enjoyed the festive decorations and refreshments while opening holiday presents and listening to the musical talents of the Laguna Honda Latin Band, led by Laguna's very own Jose Lopez from Quality Management and Cho Tai from Activity Therapy.

It wasn't long before the party came alive as staff assisted residents to the dance floor and engaged in the true spirit of the holiday season. LPC's residents enjoyed what seemed much like a holiday fiesta south of the border.



LPC Residents Dancing Away

A special thanks to Nutritional Services, the Friends of Laguna Honda's gift program, the Laguna Honda Latin Band, LPC staff and all the Laguna Honda employees that contributed to this very successful event.

HIGHLIGHTS FROM FISCAL YEAR 2017-2018

North 3 Visits the Vogue Theatre



MOVIE MOMENTS AT THE VOGUE:

An interactive film program for people affected by dementia including family members, care partners, friends & neighbors!

Movie Moments at the Vogue is a one-of-a-kind film experience, designed specifically for people living with dementia and their care partners. Short, iconic film clips will be shown, interspersed with audience discussion and reminiscence, guided by moderators.

Date: Thursday, December 7, 2017
Time: 10 am – Noon
Location: The Historic Vogue Theatre
3290 Sacramento Street
San Francisco, CA 94115
Cost: Free – Complimentary popcorn and refreshments!

Advanced registration is required. For tickets, more information, or to volunteer, contact Rachel Main 415.463.8505 creativeagingsf@gmail.com

Sponsored by:

- ELDER CARE ALLIANCE
- RAY DOLBY BRAIN HEALTH CENTER
- alzheimer's association
- CREATIVE AGING SAN FRANCISCO
- MEDICAL CLINIC PROJECT

On December 7, 2017, North 3 took some of their residents to the Vogue Theater located in the Laurel Heights district of San Francisco for Movie Moments, a program geared towards those affected by dementia (whether they are someone that suffers from the illness or a caregiver or loved one).



William Lee and Adam Cooperstein (AT) at the Vogue Theatre

They featured wonderful clips from some classics like An American in Paris and West Side Story. Each clip was followed by Q&A sessions from the audience and presenters. The program lasted about an hour, was full of music and laughter and they even gave out free popcorn! A wonderful time was had by all.

Pavilion Acute Training

On December, Grace Chen CNS led an Acute Training for 43 RNs. This training focused on services provided in Pavilion Mezzanine's Inpatient Rehabilitation Facility (IRF, also known as Acute Rehab Unit) and Medical Acute Unit.



Nurses During Training

The RNs were represented from Pavilion Mezzanine, Float Staff and Nursing Operations. The training focused on rehabilitation diagnoses and conditions (such as spinal cord injury and bowel/bladder management, stroke, traumatic brain injury), acute care workflow and requirements compared to SNF care, pharmaceutical and IV management, pressure ulcer injury assessment, blood transfusion training, respiratory and laboratory services and skills and competency.



Nurses During Training



Tomom Tom, OT, Providing Demonstration

HIGHLIGHTS FROM FISCAL YEAR 2017-2018

CAMPUS AND COMMUNITY

Throughout the year, Laguna Honda acts as a contributor to the City's local events. We encourage residents and staff to participate to activities and causes that resonate most with them.

San Francisco AIDS Walk

Since 1981, HIV has infected more than 75 million people and claimed more than 36 million lives. The good news is that new HIV infections have fallen by 33% since 2001, but we have not gotten to zero yet.



Staff Volunteer at the AIDS Walk

Year after year, our Positive Care Team continues to be active, joining thousands of others to participate in AIDS Walk San Francisco. This year's event was held on Sunday, July 16th. The Positive Care Team met at Sharon Meadows in Golden Gate Park with residents, staff volunteers and family members. All proceeds went towards medical care, research and much needed services.

New Labyrinth

Thanks to the generous funding from the Friends of Laguna Honda, a new digital labyrinth was unveiled in the Gerald Simon Theater in September 2017. Designed by Scottish artist, Jim Buchanan, the labyrinth serves as a resource for the residents, staffs and visitors. It can be used to bring relaxation, enhance mindfulness and provide other health and wellness benefits.

Jim Buchanan provided two learning sessions in September to all staff members to provide understanding on how the labyrinth can play a positive role on care experience at Laguna Honda.



Jim Buchanan Explaining How to Use the Labyrinth

Grand Circus Rounds

For the past three years, Laguna Honda has been the site for The Medical Clown Project's Grand Circle Rounds. In October, two shows were scheduled for Laguna Honda residents and the late afternoon show was opened to the general public as a fundraiser.

The Medical Clown project Team members have been coming for the past four years to the neighborhoods predominantly caring for residents with memory impairment, such as dementia and/or Alzheimer's. They bring out smiles and laughter from residents as well as bringing levity to the care team members, staff and healthcare providers who are on the neighborhoods.



Medical Clowns Providing Laughter to Our Residents

HIGHLIGHTS FROM FISCAL YEAR 2017-2018

Black History Month

At Laguna Honda, we are privileged to provide rehabilitation and skilled nursing services to Black African American San Franciscans, who comprise 25% of our resident population. Thanks to a team effort, Laguna Honda held our own Black History Month Events and Celebration on campus Thursday, February 22nd, in Gerald Simon Theater.



John, Roland, Rodney during Black History Month Event

San Francisco Health Network's Director, Roland Pickens, was in attendance to help kick off the gathering. We had special performances by Yaffa Alter, Chalon Palmer, Hannah Dedji, Sonia Fonseca, Choir Group from Willie Brown Middle School, Lilian Hamilton, Karen Joubert, Rodney Garrick and Brandon Dawkins.



Maxwell and Cassandra during Black History Month Event

Patient Safety Awareness Week

March 11-17 was Patient Safety Awareness Week which was sponsored by the National Patient Safety Foundation (NPSF) and Institute for Healthcare Improvement (IHI). Patient Safety Awareness Week is an annual education and awareness campaign for health care safety led by NPSF, and this year's co-sponsor, IHI.

The theme for 2018 is "Speaking Up for Patient Safety". This year's Patient Safety Awareness Week focused on two critical issues – safety culture and patient engagement. Despite progress in patient safety over the years, studies suggest that medical error and preventable harm are major sources of injury and death among patients. Survey findings demonstrate the importance of patient and family participation in care, but they also point to an opportunity for improvement.



During the week, Laguna Honda hosted a webcast/webinar led by IHI about Engaging Patients and Providers: Speaking Up for Patient Safety. As well, there was a booth held in the cafeteria which highlighted some of our hospital's work using our recently learned LEAN methodologies to improve quality and safety to reduce harm to our patients and residents along with games and prizes.

HIGHLIGHTS FROM FISCAL YEAR 2017-2018

New Look of the Pavilion Cafe

Big thanks to our Food Services and Facility Services Teams; Ferry, Elvis, Tony, Raymond, Loretta, John and the Nutrition Management Team. They have worked to refresh the look of the Pavilion Café to provide our residents, staff and visitors with an exceptional dining experience. As the project is still coming along, you can already see the difference through the well labeled sections to help residents and others to easily navigate the café.



Food Services, Nutrition Management and Facilities Services Team



New Labels Across the Cafe

Employee Wellness Hub Event

To introduce our new Employee Wellness Hub, Laguna Honda's Wellness Champions threw an Employee Wellness Hub Event Sponsored by the San Francisco Health Service System. With the help of our Wellness Champions, we provided food, games, prizes and a tour of the Wellness Hub. We introduced the different classes offered as well as our new equipment.



Gloria Carreron, Jason Yarbrough and Olga Daza Helping Serve Lunch



The Informatics Team with Their Prizes



Angela and Jean at the Prize Table



Nikki Santana Providing a Wellness Hub Tour

HIGHLIGHTS FROM FISCAL YEAR 2017-2018

OPERATIONAL ENHANCEMENTS

It is vital that our services continually improve to meet the needs of our residents. We are now well into our Lean Journey and continue to make strides in improving services. This year has been nothing short of amazing from the people who's stepped up to help to those who's supported us through the process.

Value Stream Mapping (VSM) Workshop 2

Our 2nd Value Stream Mapping (VSM) Lean Event started on Monday, 7/17/17. This week-long workshop identified opportunities for improving our discharge processes through observation and by focusing on eliminating the eight (8) wastes seen in resources, overproduction, waiting, inventory, over-processing, transport, motion and/or defects.

An interdisciplinary cadre of colleagues (LHH, SFHN, DPH and community partners) participated in this VSM Workshop. The team observed 105 hours of 113 different processes related to the discharge process. By the end of the week, the team had created an implementation plan which included four "Just do its" as well as the topics for the next three Kaizens including **(1) Discharge Care Planning, (2) Discharge Preparation, and (3) Day of Discharge.**



The VSM Team Hard at Work

The VSM Workshop Team's Final Report Out was presented on Friday, 7/21/17 in Moran Hall. During the Final Report Out, the team shared what they had learned about our current state and shared their recommended future state of improving our discharge processes.

Kaizen 1—Care Planning

The first Kaizen from the VSM 2 took place during September 25-29 when a small team, led by sponsors Jennifer Carton-Wade and Wilmie Hathaway, took a deep dive into the Care Planning Process.

During the week-long workshop, the focus was "**taking apart**" a process and "**making it better.**" The Care Planning process covered all things that needed to be done from arrival in the neighborhood to completion of the form, Discharge Planning. The interdisciplinary team consisting of Nursing, Social Services, Nutrition, Activity, Medicine, Rehab and Administration presented their accomplishments and plan of action to the Laguna Honda community as a report out on the last day of workshop.

Workshop Outcomes:

- A new standard work for referral of short stay residents to all LHH clinic and rehab therapy that prioritizes these residents for appointments;
- Clear delineation of each discipline's responsibilities for completing tasks prior to the initial RCC; and,
- A revised Resident Care Team Meeting Form

Kaizen 2—Discharge Preparation

The second Kaizen took place on November 27-December 1 with the Chief Nursing Officer, Madonna Valencia, and Director of Social Services, Janet Gillen, as the sponsor. The interdisciplinary team focused on discharge preparation after the first care conference to one week before discharge.

The team performed Gemba walks (going to where the work actually happens) to observe how different disciplines were preparing to discharge residents. The team ran multiple experiments and came up with solutions that will provide more value to residents and staff.

Workshop Outcomes:

- A new Discharge Checklist for all disciplines to utilize to ensure transparency and accountability;
- A new Discharge Info Sheet for the resident to hang in their rooms (optional) to provide clarity on discharge information;
- Simplified medication teaching; and,
- A new Standard Work for Rehab, Social Services and Support staff to order Durable Medical Equipment

HIGHLIGHTS FROM FISCAL YEAR 2017-2018

Kaizen 3—Operationalizing Discharge Identification and Planning

The third Kaizen took place on February 26 to March 2 focusing on how LHH can operationalize discharge identification and planning. During the VSM week, team members identified the third Kaizen to be Day of Discharge. However, the team quickly realized that Day of Discharge would be too small of a scope. The team reevaluated the process and identified that Operationalizing the Discharge Identification and Planning would be a better focus of the week.



Kaizen Workshop 3 Team

The team looked at how they can smooth out the process and work out minor kinks to ensure an efficient stay for the residents. The team conducted Gemba walks and produced effective tools which are currently being utilized by the units.

Workshop Outcomes:

- A new Discharge Huddle Guide Sheet to help guide and focus discussions during Discharge Huddles;
- A new Discharge Planning Timeline to help identify important tasks and tools to be completed in the appropriate timeframe; and,
- A new tool, Discharge Huddle Worksheet, which consolidates all discharge reports

New Electronic Health Record—Epic

The Board of Supervisors voted unanimously to approve a contract with Epic for an Electronic Health Record for the Health Department. An enterprise electronic health record (EHR) will improve the patient experience for San Francisco Health Network's more than 100,000 patients per year, who visit us more than 550,000 times annually. It is an essential tool for the organization to function as a unified network so that patient care and experience is consistent and of the highest quality, wherever the patient may be. By unifying our data sources, we will have access to information across the system that will allow us to measure quality and

outcomes better than we can today to drive health care improvements. We are really excited about taking this major step forward for patient care.



SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

The EHR project represents a major investment by the City and County of San Francisco, which has authorized a \$377 million budget over the next 10 years to accomplish the contracting, staffing, training, infrastructure and equipment required to bring our public health care system up to the highest standards that today's technology has to offer.

Lean 5S Engagements

5S is one of Lean's core principles which stresses having a work environment that is free of defects and other wastes to allow staff the freedom to perform job duties. Laguna Honda focused on two areas this year; Nursing Stations and the Med Rooms.

The **Nursing Station 5S** was initiated by the Nursing Director of Operations, Edward Guina, and led by the Strategic Performance Management Team. A team helped carry out the principles of **sorting, setting in order, shining and standardizing** house-wide. This has created a well-organized space for all that use the Nursing Stations.

The **Med Room 5S** was initiated by the Director of Pharmacy/Associate Chief Health Information Officer, Michelle Fouts, and the Chief Nursing Officer, Madonna Valencia. With the help of the Strategic Performance Management Team, the team, comprised of Quality Management, Nursing, Pharmacy, Administration, Environmental Services and Education, completed a week long workshop to set appropriate standards for the medication rooms, medication carts and treatment carts. House wide spread was completed at the end of August 2018 and are currently working to **sustain** these areas.



Yolanda Huertas and Erna Facultad (RNs)

SFHN NETWORK LOGO LAUNCH

The Department of Public Health formed San Francisco Health Network (SFHN) in 2014 as a community of top-rated clinics, hospitals and programs that connects San Franciscans to quality health care. To commemorate its 3rd anniversary, the network received a brand new look in July of 2017.

San Francisco is reaffirming its commitment to access to high quality health care for all residents. The SFHN is a foundation of that pledge. Our operational improvements, quality accomplishments and business planning help to strengthen the Network so that we can deliver on the City's commitment. The new branding works to ensure that our patients and staff know what the Network is, its value and how to use it.

In participation of the launch, Laguna Honda celebrated with our own launch party. Residents, staff and visitors were able to learn more about the different clinics and hospitals within our network while enjoying some light refreshments and taking snapshots of the fun at our photo booth.

Keep an eye out for banners on street poles around the city. We want every San Franciscan to know about SFHN. The banners complement our internal work, and we hope that staff, patients and clients will recognize them as they go about their days in the City.

"Health Care is Here"



Dr. Alkarim Jina and Quoc Nguyen



Staff and Residents Enjoying Light Refreshments



Olivia Thanh and Nawzaneen Talai (back) providing Network Information



The Hospital Information System Team



San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

RESIDENT STORIES

Ricky Allen: The Artist

Ricky Allen was born on June 1, 1954 in San Francisco at General Hospital. He was raised in Bernal Heights District along with his thirteen brothers and sisters, although only four lived to adulthood. Blessed with a large family, Ricky has 93 nieces and nephews in total. He was always kind and looked out for those he cared about. As a child, Ricky was the designated traffic monitor for the school ensuring that everyone coming and leaving the school was safe.

In his later years, Ricky became sick and was bounced around from hospital to hospital and was eventually admitted to Laguna Honda. Due to Ricky's medical problems, he was unable to move around and was under medical assistant watch. However, once Ricky was mobile, he began his journey to independence by participating in more activities, connecting with nature and the people around him.

Recently, Ricky has been enjoying music by playing a few songs he recalls from childhood on the piano. Ricky also often helps out at Laguna's General Store and Gift Shop where he does restocking, cashier, product visualization and greets customers.



Ricky Allen's Product Visualization Work

Looking ahead, Ricky hopes to attend classes offered at City College of San Francisco to dive into his art career. In the future, Ricky would like to volunteer at Laguna Honda to teach residents about healing through art. He has made clay structures and has even been asked by other residents to create a phone stand for them.

Ricky has created many custom art works and likes to share the inspiration behind each one. His most recognized creation has been the Gratitude Tree Project. Through the Gratitude Tree Project, Ricky created posters, pins and other items to show love and appreciation.

Jim Perry: Light of Hope

Born during the Civil Rights Movement, Jim Perry, along with his two older siblings, were raised in the Sunset District of San Francisco. From humble beginnings, his parents met at a dance in 1944. His father later served in World War II and became a San Francisco Police Officer in 1972.

Jim attended Holy Name of Jesus Catholic School and St Ignatius College Prep for high school. After graduating high school, he attended City College of San Francisco where he received his Associates of Arts degree and began working.



Jim Perry with Sr. Kathleen Curtain and his brother

Jim managed to work multiple jobs at Wells Fargo, Target, and Safeway for 14 years. In 2014, while working at Safeway, Jim injured his foot and couldn't work due to his health issues. Difficult times had caused him to become homeless for a short period of time.

With luck, Jim was linked with a program which provided him with a case manager who proposed Laguna Honda to receive additional medical treatments. Due to his need to be on bed rest, Jim had developed a blood clot in his knee and has been at Laguna Honda since.

Jim is optimistic about his health and hopes to be able to walk and be healthy again so he can get around independently. He enjoys his time here at Laguna Honda and has made strong connections with other residents and staff. Jim has learned a lot about himself and has grown tremendously through his new found relationships with the Laguna Honda community. Looking ahead, Jim hopes to learn more about the technology which surrounds us in our everyday world.

IN MEMORY OF

IN MEMORIAM

Ed Lee

Edwin Mah Lee, the former Mayor of San Francisco, was the city's first Asian American mayor and the man who presided over San Francisco's transformation during the recent tech boom.

Lee was born and raised in Seattle by Chinese immigrant parents. He moved to the Bay Area in the 1970s for college and began his career working with the Asian Law Caucus on housing and tenants' rights issues. He served as a civil rights lawyer for decades and became mayor when former mayor Gavin Newsom resigned in 2011.

In his six years as mayor, Ed Lee had taken great strides to improve the economic market in San Francisco. Lee has been credited with beginning the San Francisco tech boom by passing a business-friendly tax-exemption. He predicted this would lure economic development in the Central Market-Tenderloin Area. Twitter came to San Francisco in

2012 and companies like Uber, Airbnb, Pinterest and Dropbox followed. This brought municipal grants, large philanthropic donations to non-profits and improved local economy.

Along with the tech boom, Ed Lee was able to increase the number of jobs in the city by 25,000 each year, unemployment rates decreased to 3.6 percent and the city has risen out of recession. These are just a few of Ed Lee's accomplishments. Lee passed away in late 2017 and will be remembered for all of his civic engagement efforts.

Mayor Ed Lee's Accomplishments

First Asian American Mayor in San Francisco

Revitalization of Mid-Market

Creation of Housing Trust Fund; funding for affordable and middle class housing per year for thirty years

Helped increase San Francisco's minimum wage



STAFF RECOGNITION



FRIENDS OF LAGUNA HONDA

VOLUNTEER APPRECIATION LUNCHEON



Luncheon supported and sponsored through generosity from Friends of Laguna Honda

Every year, Laguna Honda has a celebration to honor our wonderful volunteers sponsored by the Friends of Laguna Honda. This year has been nothing short of amazing.

There were awards, prizes and food for our volunteers to enjoy. Approximately 200 guests enjoyed a healthy meal in Gerald Simon Theater.



Volunteers enjoying the Luncheon



Cherrylyn and Jan Welcoming Volunteers in front of Gerald Simon

A big thanks to our former Volunteer Coordinators, Jan Doyle and Cherrylyn Fernandes, as well as Friends of Laguna Honda board members for making this a successful event and for recognizing all our volunteers every day.



Board Members of Friends of Laguna Honda and Mivic Hirose

VOLUNTEER APPRECIATION

The Neighborhood Baptist Church Group

The Neighborhood Baptist Church Group has been serving our residents here at Laguna Honda for over 20 years.

Their home parish is located on Hayes Street in San Francisco. Many of the volunteers have been here since the beginning. Some of them travel from as far as from Fairfield, California to provide spiritual services. To think that it all started out with a nurse simply conversing with Rev. Charles Allen from her church asking if they would like to come to the hospital.

These volunteers began with sharing scripture readings on the wards in the historical building, then moved to the John Kanaley Center and finally to the Chapel.

Many residents attend their weekly service as they look forward to singing, fellowship, listening to scripture and to receive communion.



Jessie Albert, Evernease Cook, Allie Ray, Lloyd Ray Sr., Evalena Person, Rosa Robinson, Moses Broussard, Charles Allen

The Neighborhood Baptist Church Group can be found every Tuesday morning escorting residents to the Chapel located in between the historical building and the new hospital. Their motto is "all is welcome!" Whether it's a resident's first time to attend or someone who comes weekly, nobody is turned away to worship.

Sr. Kathleen Curtain

Sr. Kathleen Curtain has known about Laguna Honda as a child and even told her mother once when she was a little girl that she would like to be a part of this special place. She always knew that she wanted to help her community as "it was always in the back of my mind to serve." She started to devote her life to the Catholic faith at the early age of sixteen.

Fast forward many years later, Sr. Kathleen is now a Volunteer Chaplain that serves the Catholic residents by conversing with them at their bedside as well as during Catholic Mass. She makes weekly visits to our residents in the South and North Tower and never turns anyone away.

In addition to her visits, you can sometimes find her in the hallway, the chapel, or in the café conversing with the staff and others. She has loved every minute as a volunteer here and can't think of a better place to be but around those who are most in need.

Sr. Kathleen's dedication is reflected in her work. She takes a yearly trip to aid the Missionary in Guatemala and to visit abandoned and elderly women, has volunteer experience as an ESL teacher, assisted the homeless in Houston, TX, has been a teacher for 19 years and furthermore has a Master's degree in Social Work. We're very fortunate to have Sr. Kathleen here supporting Laguna Honda.



Sr. Kathleen Curtain

BY THE NUMBERS

275,877

• Total Resident Days

764

• Average Length of Stay

382

• New Admissions

1,114

• San Franciscans Served

186

• Residents Discharged Back into the Community

205

• New Hire Appointments

95

• Percentage of Performance Evaluations Completed

95

• Percentage of Staff Who Received Flu Vaccination

28,977

• Hours Completed by Volunteers

JOINT CONFERENCE COMMITTEE



David. J Sanchez, Ph.D.
JCC Chair
Health Commissioner



Dr. Edward Chow
Health Commissioner



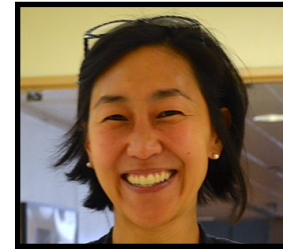
Tessie Guillermo.
Health
Commissioner



Barbara Garcia,
Director of Health
Years of Service
2011-2018



Roland Pickens, MHA
Director, San Francisco
Health Network



Alice Chen, MD
Deputy Director & Chief
Medical Officer, San
Francisco Health



Greg Wagner
Acting Director of
Health



Mark Morewitz, MSW
Health Commission
Executive Secretary

Laguna Honda Executive Committee Members

Angela Pownall-Elizalde
Arnulfo Medina
Basil Price
ChiaYu Ma
David Snyder
Garrett Chatfield
Glenn Levy
Janet Gillen
Jennifer Carton-Wade
John Grimes
Karen Hill
Kate Durand
Loretta Cecconi

Louise Brooks Houston
Madonna Valencia
Michael Mcshane
Michelle Fouts
Mivic Hirose
Nawzaneen Talai
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