



## HITTING THE RESET BUTTON ON THE MOVE

The move appears likely to take place this summer.

Though the April target dates proved not to be feasible due to regulatory approvals and longer than anticipated integration of electronic systems, the original move plan remains the same.

Following staff training and departmental moves, the California Department of Public Health will conduct a licensing survey. Residents will move when state surveyors certify the building for occupancy.

The next mock move drill, designed to test communications capabilities, will take place February 9.



## RESIDENT STORIES

*This month's story was presented at the December Town Hall meetings.*

Keith Dennis, above right with peer mentor Simon Wong, is Vice President of the Laguna Honda Resident Council. When Keith was young, his father moved the family from Alabama to Alaska to be "as far away from the South as possible." Keith grew up playing football, and came to San Francisco on a scholarship to SF State.

One of his first days on campus he was amazed to see a woman dancing nude in front of the student union. He instantly fell in love with the Bay Area. Here, he says, "everybody can be everybody."

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## YOUR USER'S GUIDE TO THE NEW BUILDINGS

Staff training on new building operations will begin after completion of the South Residence in February. The training will be held on South 2, which will be completely outfitted to serve as a learning lab.

Training will take place in five phases. Phase I will consist of 3 hours of Orientation and Life Safety training for all staff.

Phase II will be an additional 1 to 5 hours of clinician-specific training on the use of call lights and other equipment for nurses, nursing support staff, physicians, social workers, and activity therapists.

Phase III is department-specific training. It began in December with the Facility Services Dept. Other departments will be scheduled to

Phase IV is Day in the Life training for approximately 160 interdisciplinary staff. This group of "super-users" will be trained on new systems and equipment using a scenario-based format that will reflect a typical day in the life of a resident or staff person in the new buildings.

The super-users will be selected on the basis of technical skill and enthusiasm. They will be expected to interface with state surveyors during pre-opening licensing visits and to train other staff on how the new buildings function.

Phase V is post-licensing / pre-move practice for all nursing staff with representation from other departments. It will be held in collaboration with the Day in the Life super-users.

In addition to the five-phase facility orientation, an important clinical in-service, "Preventing Avoidable Decline," is scheduled for the week of January 11.

Mock moves will also take place this winter and spring, providing critical hands-on experience for the big day.

The training schedule is posted on the intranet home page. Look for "Transition Training Calendar."

Check back periodically. Training dates are subject to change.

## EMPLOYEES OF THE MONTH

Patty Feng and Noel Robelo

Assistant Payroll Supervisor Patty Feng was December's employee of the month.

Patty's work is an important reason that our payroll team is able to set a high standard of excellence. She contributes to the success of Laguna Honda's residents every day. As she puts it, "In payroll, we make sure you get your paycheck so you don't have to worry about it, and you can put your energy into caring for the residents."

Thanks, Patty -- and congratulations from all your colleagues.

January's Employee of the Month is Noel Robelo, a physical therapy aide in the Laguna Honda Rehabilitation Center.

Noel's colleagues in the Rehab Center say he does the job of three people, and keeps a smile on everyone's face by whistling love songs as he works. He is "organized, reliable, and his performance is outstanding." Wow. Nice work, Noel. Thanks for helping make Laguna Honda a nice place to live and work.



## EVENTS

### Town Hall Meetings

Thursday, Jan 21, 8 am, 1:30 pm and 9 pm. All meetings in A-300. Discussions at town hall meetings help to set organizational priorities. All staff and residents are invited to participate.

### Ambassadors' Program

Ambassadors meet on the first Thursday of every month at 1:30 either in the 4th floor volunteers' lounge or A-316. The Ambassadors' Program provides information on the transition and offers an opportunity for feedback on issues related to the move. If you are not an ambassador, and you want to be one, call Arla at 4-4597.

### 2010 Employee Awards Dinner

Friday, Feb 5th, 6 pm at the Hilton Burlingame. Employees with 10, 15, 20, 25, 30, 35, or 40 years attend for free. Tickets for all others are \$50. Get event and raffle tickets now from Evonne or Corrina in Admin.

## RESIDENT STORIES

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Keith worked as a special education teacher at Thurgood Marshall High School in Hunter's Point when he began to show signs of multiple sclerosis. Looking back, he realizes he had symptoms as early as high school, but his athletic training may have helped to mask them.

Keith's symptoms persisted, and he was diagnosed when he was 34 years old. He was living in a single room occupancy hotel and could no longer get out of bed when he turned to Mt. Zion hospital for treatment. He came to Laguna Honda in 2006.

Keith says he is glad to be at Laguna Honda and particularly enjoys his role as Resident Council Vice President. "I always wanted to be in politics," he says.

Keith is looking for an apartment that suits his needs. He says he is ambivalent about moving out, because he enjoys the community he has found here. He is assisted in his discharge planning by social worker Victoria Cameron, case manager Sholey Malawi and peer mentor Simon Wong.

We wish you luck, Keith. With your undeniable charisma, we're sure that you won't have trouble finding community wherever you go.

## TRANSITIONS

### Colleen Riley Is New Medical Director



Dr. Colleen Riley, co-director of the Positive Care Program since 1997, became Laguna Honda medical director this month.

Announcing the appointment, Executive Administrator Mivic Hirose

said, "Colleen is a skilled clinician and strong administrator who brings expert knowledge of Laguna Honda and our service population to her new position."

"With Dr. Riley as Medical Director and Dr. Steve Thompson as Chief of Staff, the medical services department has a visionary leadership team ready to move us into the new buildings and a new era of excellence."

### Thank You and Farewell to Hosea Thomas

Dr. Hosea Thomas, former chief of staff and interim medical director for the past 10 months, announced his retirement in December.

In a message to medical staff, Dr. Thomas said, "I deeply appreciate the friendship and the support that you have given me over the years, especially the last year.



"I am grateful to Colleen for being willing to take on the job of Medical Director. With your support, she will be successful."

### Loretta Ceconi Is New Chief Dietitian

Loretta Ceconi became Laguna Honda's new Chief Dietitian this month. She has been serving in the position on an interim basis. Chief Operating Officer Mike Llewellyn



announced the appointment and praised Loretta for her commitment to innovation and high standards.

## COMMUNITY NOTES

### Working Man's Hero Mike Row Visits Laguna Honda

The Discovery Channel's Mike Row, of "Dirty Jobs" fame, paid a visit to the Laguna Honda construction site in December. Row was posing for a print ad and chose Laguna Honda as an interesting place to spend a few hours down a manhole while the cameras clicked. A San Francisco resident, Row spent part of the day signing hard hats and joking with fans.

Row (below in the manhole) is shown with (left to right) Replacement Program Manager John Thomas, Community Relations Director Arla Escontrias and Chief Operating Officer Mike Llewellyn.



### Lumetra at Laguna

A 10-month Laguna Honda organizational effectiveness initiative began in December when Lumetra Healthcare Solutions and B & F Consulting, two nationally recognized healthcare improvement organizations, began work with staff and residents.

Lumetra and B & F were hired by the San Francisco Controller's Office using funds set aside by voters to help improve delivery of city services.

The goal of the project is to enhance resident-directed care. The team will assess current practices, compare them to national trends, and propose a world class model of care and an implementation plan. The project will focus on three primary areas: model of care, process and operational practices, and organizational effectiveness.

The Lumetra and B & F team will be here at Laguna Honda for one week every month conducting workshops with staff and residents. Please welcome them to our campus.

### Open House

Twenty-one people attended the first new building open house for families, volunteers and other friends of Laguna on January 10. Open house tours will be scheduled monthly.