

LAGUNA HONDA HOSPITAL – JUNE 28, 2019

THE CURRENT ISSUE

- In February 2019, as part of an investigation into an employee HR complaint, evidence of patient privacy violations was obtained. DPH HR notified the City Attorney's office
- Interviews of LHH staff and leadership were conducted and evidence of patient abuse and policy violations were found and substantiated
- There are three current investigations of these incidents: CDPH, CCSF City Attorney, DPH/ZSFG Quality and Risk Management
- Twenty-three residents were impacted, dating back to 2016
- The misconduct we discovered included: sexualized conversations with residents, verbal and physical abuse, neglect, privacy violations, medication errors, and the administration of non-prescribed substances to some residents in an attempt to pacify them.
- In brief:
 - From 2016 – 2019
 - Last abuse occurred Jan 2019
 - 23 residents in 780 bed facility
 - 6 staff out of 1,650-1,700 staff

WHAT WE'VE DONE ABOUT IT

In response to our findings, we have ***immediately*** taken these steps to ensure patient wellness and safety:

1. Laguna Honda CEO Mivic Hirose resigned and the Director of Quality was removed from that role
2. Notified all impacted patients and their decision makers or conservators
3. Conducted thorough wellness checks for all impacted patients
4. Informed all relevant regulatory and law enforcement agencies
5. Retrained staff in preventing and reporting patient abuse
6. Improved drug dispensing and testing practices

WHAT WE'RE GOING TO DO ABOUT IT GOING FORWARD

Acting CEO, Maggie Rykowski, will lead our process of recovery from these incidents and we will fully engage our hospital staff in recommitting to our mission and values.

Margaret (Maggie) Rykowski has worked for the San Francisco Department of Public Health since 1994 in a variety of leadership roles. She currently serves as the Department's Chief Integrity Officer and Director of the Office of Compliance and Privacy Affairs. She previously held the position of Administrator for the Department's Home Health Agency. She held various high level leadership positions within Navy Medicine throughout 26 years of Naval Service.

Under the direct supervision of the CEO and Roland Pickens, director of the San Francisco Health Network, the Health Department will undertake a turnaround plan for Laguna Honda, informed by external experts in long term care, working in partnership with Health Department leaders. We will submit our plan for moving forward to the Mayor and the Health Commission within 60 days.

We will continue to work in close collaboration with the California Department of Public Health and are cooperating fully with their investigations.