



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Laguna Honda Submits Application for Medicare Recertification

August 24, 2023

Dear Laguna Honda Staff,

Last week, I shared with you the wonderful news of our recertification in the Medicaid Provider Program, which supports 95% of our patient care. I am incredibly proud of this achievement and the work you have all done to help secure Laguna Honda Hospital's long-term future.

While we have all taken a well-deserved moment to celebrate, our recertification journey continues. Today, I am pleased to share that Laguna Honda Hospital submitted its application for Medicare recertification.

This is a crucial step in our journey. Recertification with the Centers for Medicare and Medicaid Services (CMS) is essential to securing our long-term future.

As of now, we are subject to a full survey by CMS, which could happen at any time, and without notice.

We were able to submit our application, because of your work and dedication, and commitment to continuous improvement. Our goal is to demonstrate to CMS that we meet the highest standards for patient care and safety, fire life safety and operations.

In my recent communications to you, you may have noticed an emphasis on the word "sustained." I use this word because our commitment to providing a world-class skilled nursing facility for our residents and families does not end when the survey concludes. Our improvements must be sustained in order to ensure that we are never in this position again.

We are a new Laguna Honda Hospital.

I am confident that we have made the improvements needed to attain recertification with CMS, but it will require all of our focused attention



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I know this journey has not been easy. Let's continue our great work so we can achieve Medicare recertification and build a bright future for Laguna Honda. I believe in you. Our city is depending on us. Let's get this done.

Sincerely,

A handwritten signature in blue ink that reads "Roland Pickens".

Roland Pickens, MHA, FACHE
Director/CEO, San Francisco Health Network &
Executive Sponsor, Laguna Honda Hospital Recertification Incident Command