

San Francisco Department of Public Health  
Laguna Honda Settlement Agreement

Targeted Case Management (TCM) Monthly Report

May 2007

Aggregate Data Report

**TCM Eligibility Screening**

The TCM Screening identifies candidates eligible for Assessment by Case Managers for the purpose of discharge back into the community. The TCM Screening criteria include Level of Cognitive Skills for Daily Decision-Making, Level of Dressing and Personal Hygiene Ability, suspected presence of DD or Mental Illness, availability of persons supportive of discharge, preference to return to the community, and projected duration of stay at LHH. The number of class members screened for eligibility for the TCM Program, the number found ineligible, and the reasons for ineligibility are listed below.

	May 2007		PTD*	
<b>Number of Screening</b>	38		2,074	
Number at LHH	38	100 %	1,796	87 %
Number at SFGH	0	0 %	259	12 %
Number w/out Location Data	0	0 %	19	1 %

	May 2007		PTD*	
<b>Number found Eligible for TCM</b>				
Eligible : Score = 6 or 5	20	53 %	1,724	83 %
Ineligible : Score = 4 or Less	18	47 %	317	15 %
Number w/out Score Data	0	0 %	33	2 %

\*Monthly counts indicate number of screenings completed and may include multiple screenings for the same individual, while PTD counts refer to number of individuals screened

**Eligibility Screening Indicators**

The TCM Screening tool consists of six items. The screening tool produces a summary score identifying those individuals appropriate for a full TCM Assessment. Scores of 5 or 6 indicate eligibility for TCM Assessment, and scores of 4 or less indicate ineligibility. The items and the aggregate ratings for all screenings completed to date are listed below.

	Score = 6 or 5	4 or Less
<b>Cognitive Skills for Daily Decision Making</b>	1,707	313
Independent	13 %	97 %
Modified Independence	22 %	2 %
Moderately Impaired	34 %	1 %
Severely Impaired	31 %	1 %
	<b>Score = 6 or 5</b>	<b>4 or Less</b>
<b>Dressing</b>	1,722	315
Independent	10 %	42 %
Supervision	6 %	11 %
Limited Assistance	18 %	41 %
Extensive Assistance	33 %	4 %
Total Dependence	32 %	1 %
Activity did Not Occur	1 %	0 %
	<b>Score = 6 or 5</b>	<b>4 or Less</b>
<b>Personal Hygiene</b>	1,722	315
Independent	10 %	57 %
Supervision	8 %	16 %
Limited Assistance	18 %	19 %
Extensive Assistance	30 %	6 %
Total Dependence	33 %	2 %
Activity did Not Occur	0 %	0 %

PAS/PASRR Indicator	Score = 6 or 5	4 or Less
		1,717
Suspected Presence of DD or Mental Illness	45 %	10 %
No Suspected presence of DD or Mental	55 %	90 %

  

Resident has a support person who is positive	Score = 6 or 5	4 or Less
		1,718
Yes	20 %	54 %
No	80 %	46 %

  

Stay projected to be a short duration	Score = 6 or 5	4 or Less
		1,721
Long term	12 %	7 %
Less than 3 days	8 %	9 %
31 - 90 days	6 %	16 %
Undetermined	73 %	69 %

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**Demographics for Clients Screened who met Criteria for TCM**

**Location**

Location	May 2007	PTD
	20	1,708
Laguna Honda	100 %	89 %
SFGH	0 %	11 %

**Length of Stay**

Length of Stay	May 2007	PTD
	19	1,640
Less than 1 Year	84 %	43 %
1 to 5 Years	16 %	38 %
Greater than 5 Years	0 %	19 %

**10 Most Frequent Diagnoses**

ICD 9 Code	Diagnoses	Count	Percentage of Diagnosed Client
			1,413
348.9	ORGANIC BRAIN DISEASE	342	24 %
401.9	HYPERTENSION NOS	221	16 %
438	LATE EF CV DIS-COGNF DEF	162	11 %
438.2	LATE EF-HEMPLGA SIDE NOS	145	10 %
42	AIDS	104	7 %
294.8	ORGANIC BRAIN SYND NEC	99	7 %
290.4	MULTI-INFARCT DEMENTIA	92	7 %
496	CHR AIRWAY OBSTRUCT NEC	90	6 %
250	DIABETES MELLITUS	88	6 %
438.82	LATE EF CV DIS DYSPHAGIA	86	6 %

**Age**

AGE	May 2007	PTD
	20	1,711
Under 40	0 %	3 %
40-49	5 %	9 %
50-59	10 %	18 %
60 and Older	85 %	70 %

**Demographics of TCM Screened and Assessed Individuals (Current Month and Project-to-Date)**

Demographic information for screened and assessed individuals is reported below. Demographic information recorded includes age, gender, ethnicity, primary language, marital status, and funding source.

Age	Screened		Assessed	
	May 2007	PTD	May 2007	PTD
		38	2,057	39
Under 40	0 %	4 %	0 %	3 %
40-49	8 %	11 %	8 %	10 %
50-59	21 %	19 %	21 %	19 %
60 and Older	71 %	66 %	72 %	68 %

Gender	Screened		Assessed	
	May 2007	PTD	May 2007	PTD
		37	2,027	38
Male	68 %	56 %	68 %	54 %
Female	32 %	44 %	32 %	46 %

Ethnicity	Screened		Assessed	
	May 2007	PTD	May 2007	PTD
		40	2,076	41
American Indian/ Alaskan Native	0 %	0 %	0 %	0 %
Asian	25 %	19 %	24 %	20 %
Black or African American	23 %	26 %	22 %	25 %
Native Hawaiian or other Pacific Islander	0 %	3 %	0 %	2 %
White	45 %	40 %	46 %	40 %
Hispanic or Latino	8 %	13 %	7 %	13 %

Primary Language	Screened		Assessed	
	May 2007	PTD	May 2007	PTD
		30	1,935	31
English	70 %	77 %	71 %	76 %
Spanish	3 %	7 %	3 %	8 %
French	0 %	0 %	0 %	0 %
Cantonese	17 %	8 %	16 %	8 %
Korean	0 %	1 %	0 %	1 %
Vietnamese	0 %	0 %	0 %	0 %
Russian	3 %	1 %	3 %	1 %
Other	7 %	7 %	6 %	7 %

Marital Status	Screened		Assessed	
	May 2007	PTD	May 2007	PTD
		30	1,917	31
Never Married	53 %	46 %	55 %	44 %
Married	23 %	15 %	23 %	16 %
Widowed	10 %	10 %	10 %	10 %
Separated	0 %	5 %	0 %	5 %
Divorced	13 %	23 %	13 %	24 %
Other	0 %	1 %	0 %	1 %

Funding Source	Screened		Assessed	
	May 2007	PTD	May 2007	PTD
		31	1,173	32
Private Insurance	0 %	1 %	0 %	1 %
Medicaid	100 %	94 %	97 %	93 %
Medicare	0 %	4 %	0 %	4 %
Private Pay	0 %	1 %	3 %	2 %

**Primary Modes of Locomotion - Indoors**

	Assessed	
	May 2007	PTD
	39	1,809
No assistive device	10 %	19 %
Cane	3 %	5 %
Walker/Crutch	3 %	13 %
Scooter (e.g.Amigo)	0 %	0 %
Wheelchair	77 %	54 %
Activity did not occur (regardless of ability)	8 %	8 %

**Primary Modes of Locomotion - Outdoors**

	Assessed	
	May 2007	PTD
	38	1,805
No assistive device	0 %	16 %
Cane	3 %	4 %
Walker/Crutch	0 %	7 %
Scooter (e.g.Amigo)	0 %	0 %
Wheelchair	16 %	43 %
Activity did not occur (regardless of ability)	82 %	31 %

**Preference to Return to the Community at time of Screening, Assessment, and TCM Discharge Planning (PTD)**

	Screening	Assessment	Discharge Planning
	2,074	1,815	501
<b>Prefer to Return to Community</b>	948	758	350
	46 %	42 %	70 %

**Length of Stay of LHH Residents**

	Class
	1,160
Less than 90 Days	10 %
3 Months to a Year	20 %
1-2 Years	23 %
2-3 Years	10 %
3-4 Years	9 %
4-5 Years	7 %
5 Years or More	21 %

**Preferred Living Arrangement and Location**

	May 2007	PTD*
<b>Preferred Living Arrangement</b>	33	1,623
Live alone	45 %	25 %
Live with spouse only	12 %	4 %
Live with spouse and other(s)	0 %	2 %
Live with child (not spouse)	12 %	4 %
Live with other(s) (Not spouse or children)	0 %	7 %
Live in group setting with non-relative(s)	30 %	58 %
<b>Preferred Living Location</b>	33	1,626
Private home/apartment with no home care services	0 %	6 %
Private home/apartment with home care services	70 %	33 %
Board and Care/Assisted Living/Group Home	0 %	5 %
Nursing Home	30 %	49 %
Other	0 %	7 %

**Demographics (at time of Assessment) for Clients who Prefers to Return to Community**

Location of Assessment

Location	May 2007	PTD
	21	743
Laguna Honda	100 %	86 %
SFGH	0 %	14 %

Length of Stay

Length of Stay	May 2007	PTD
	20	712
Less than 1 Year	90 %	59 %
1 to 5 Years	10 %	35 %
Greater than 5 Years	0 %	7 %

10 Most Frequent Diagnoses

ICD 9 Code	Diagnoses	Count	Percentage of Diagnosed Client
			<b>609</b>
42	AIDS	93	15 %
348.9	ORGANIC BRAIN DISEASE	91	15 %
401.9	HYPERTENSION NOS	84	14 %
438.2	LATE EF-HEMPLGA SIDE NOS	52	9 %
496	CHR AIRWAY OBSTRUCT NEC	49	8 %
438	LATE EF CV DIS-COGNF DEF	43	7 %
780.39	SEIZURE DISORDER	41	7 %
V57.1	PHYSICAL THERAPY NEC	40	7 %
250	DIABETES MELLITUS	36	6 %
294.8	ORGANIC BRAIN SYND NEC	36	6 %

Age

AGE	May 2007	PTD
	21	750
Under 40	0 %	4 %
40-49	10 %	16 %
50-59	24 %	27 %
60 and Older	67 %	53 %

**ASSESSMENT**

The next step in the TCM process is the TCM Assessment. Consumers who enter the TCM Program are assigned a TCM Case Manager for in-depth discharge planning. Location and dates of completion of assessments and assessments results are listed below.

<b>Number of Assessment - May 2007</b>	39	
Number at LHH	39	100 %
Number at SFGH	0	0 %
<b>Number of Assessment - PTD*</b>	1,815	
Number at LHH	1,627	90 %
Number at SFGH	168	9 %

\*Total Assessments include those without location data.

**Goals of Care from Assessments\***

	May 2007	PTD*
	32	1,205
Improve functioning	91 %	78 %
Not to be a burden to others	75 %	63 %
Return to usual activities	63 %	67 %
Community re-integration	69 %	53 %
Regain pre-morbid status	31 %	48 %
Avoid going to an institution	41 %	56 %
Avoid hospitalization	88 %	58 %
Able to die at home	3 %	18 %
Stay at home	3 %	27 %
Return to job/school	0 %	7 %
Feel stronger/better/healthier	84 %	81 %
Other	0 %	6 %

\* Excluded Clients who preferred to stay at Laguna Honda and/or did not provide

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### **TCM Program Participation**

Once accepted into the TCM program, clients are assigned a Case Manager who performs discharge planning with them, makes referrals, and follows their success in the community for a period of time after discharge. TCM funding is limited to clients who have been assessed as being ready for discharge within 180 days. A closed TCM case is one in which the client has left the program for the reasons listed below or has been followed for the requisite amount of time after discharge into the community. Results of TCM program activities, such as the numbers of residents accepted into the program, the numbers of billable and non-billable program encounters, referrals and referral outcomes are listed below.

Number of residents accepted into TCM Project-to-Date 424

Number of residents accepted into TCM by month

Month	TCM Adds	Percentage of
April 2004	5	1%
May 2004	1	<1%
June 2004	9	2%
July 2004	5	1%
August 2004	7	2%
September 2004	1	<1%
October 2004	4	1%
November 2004	1	<1%
December 2004	20	5%
January 2005	11	3%
February 2005	5	1%
March 2005	8	2%
April 2005	31	7%
May 2005	21	5%
June 2005	11	3%
July 2005	14	3%
August 2005	8	2%
September 2005	30	7%
October 2005	20	5%
November 2005	10	2%
December 2005	23	5%
January 2006	18	4%
February 2006	18	4%
March 2006	24	6%
April 2006	20	5%
May 2006	1	<1%
June 2006	2	<1%
July 2006	0	0%
August 2006	0	0%
September 2006	0	0%
October 2006	0	0%
November 2006	0	0%
December 2006	42	10%
January 2007	7	2%
February 2007	11	3%
March 2007	25	6%
April 2007	0	0%
May 2007	11	3%

Total Number of Active TCM Cases at end of Period 73  
 Resident at LHH 67  
 Discharged from LHH and followed by TCM 6

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**Discharge Planning Indicators**

During discharge Planning, TCM Case Managers use the TCM Plan, which was designed as a component of the SF-GetCare system, to track referrals and TCM client responses to the two discharge indicators listed below.

	May 2007	PTD
<b>Family/Friends Supportive of Discharge at time of Discharge Planning</b>	3	568
Yes	100 %	51 %
No		49 %
	May 2007	PTD
<b>Expresses preferences to return to the community at time of Discharge Planning</b>	3	501
Yes	100 %	70 %
No		30 %

**Agency Referral for May 2007**

TCM Staff Referrals	Status	Date	Number
A-Med Health Care	Accepted	May 14, 2007	1
IHSS Consortium	Accepted	May 16, 2007	1
Cross Roads In Home Care	Accepted	May 10, 2007	1
Family Courtyard	Accepted	May 08, 2007	1
IHSS	Accepted	May 25, 2007	1
Leland House	Accepted	May 31, 2007	1
Lutheran Social Services / Money Management	Accepted	May 14, 2007	1
Renal Advantage Dialysis Center	Accepted	May 31, 2007	1
Ron Andrews Medical	Accepted	May 10, 2007	1
Self Help for the Elderly	Accepted	May 29, 2007	1
SFGH - Ward 86 Positive Health Project	Accepted	May 29, 2007	1
SFGH Ward 93	Accepted	May 31, 2007	1
Shield Health Care	Accepted	May 02, 2007	1
South of Market Medical Clinic	Accepted	May 07, 2007	1
Bayanihan House	In Process	May 08, 2007	1
Conard Rep Payee Service at South of Market Clinic	In Process	May 29, 2007	1
IHSS San Francisco	In Process	May 07, 2007	1
ILRC	In Process	May 15, 2007	1
Immigration and Naturalization Service (INS)	In Process	May 10, 2007	1
Junipero Serra House	In Process	May 15, 2007	1
Nihonmachi Terrace	In Process	May 10, 2007	2
Plaza Hotel	In Process	May 21, 2007	1
Self-Help for the Elderly/Emergency IHSS	In Process	May 08, 2007	1
St. Anthony's Furniture	In Process	May 08, 2007	1
Vital Link	In Process	May 11, 2007	1
California Home Medical Equipment (CHME)	Not Accepted	May 02, 2007	1
Park Towers	Not Accepted	May 10, 2007	1
Dialysis Center - CMPC	Service to be Requested	May 07, 2007	1
Family Service Agency Community Aftercare Program	Service to be Requested	May 02, 2007	2
Golden Gate Senior Center	Service to be Requested	May 02, 2007	1
IOA Meal Delivery for Younger Adults w/disability	Service to be Requested	May 04, 2007	1
MSSP	Service to be Requested	May 03, 2007	1
MSSP	Service to be Requested	May 04, 2007	2
Nihonmachi Terrace	Service to be Requested	May 14, 2007	1
Nihonmachi Terrace	Service to be Requested	May 22, 2007	1
North & South of Market ADHC (Mission Creek)	Service to be Requested	May 10, 2007	1
Positive Directions-Change	Service to be Requested	May 08, 2007	1
San Francisco Food Bank	Service to be Requested	May 01, 2007	1
St. Anthony's Furniture	Service to be Requested	May 08, 2007	1
Tenderloin Health	Service to be Requested	May 21, 2007	1
IHO Waiver	Unknown	May 31, 2007	1
Paratransit SF	Unknown	May 02, 2007	1
SFGH	Unknown	May 07, 2007	1

**TCM Referrals:**

Accepted	14
In Process	12
Not Accepted	2
Service to be Requested	15
Unknown	3
Waitlist	0

**Placements (accepted):**

Housing	2
Community-based services	12
HCBS waivers	0

**Waitlists:**

Housing	0
Community-based services	0
HCBS waivers	0

**In Process:**

Housing	5
Community-based services	7
HCBS waivers	0

**Not Accepted:**

Housing	1
Community-based services	1
HCBS waivers	0

**Service to be Requested:**

Housing	2
Community-based services	10
HCBS waivers	3

**Unknown**

Housing	0
Community-based services	2
HCBS waivers	1

**TCM Billable and Not Billable Encounters for May 2007**

	Billable	Not Billable
Residents with TCM Encounters	61	126
Number of Encounters	134	528

**Admission and Discharge**

The number of transfers or admissions to LHH and projected length of stay are listed below.

Number of residents admitted to LHH in May 2007 64

**Number and location of discharges for May 2007**

The number of discharges from LHH to the community, and location of discharge are listed below.

Number of residents discharged from LHH 2

**Location at Discharge:**

<b>Home/Community</b>		1	50 %
Planned	1		
Unplanned	0		
<b>Transfer to Acute Care Facility</b>		1	50 %
<b>Transfer to Long-Term Care Facility</b>		0	0 %
<b>Death</b>		0	0 %
<b>Unknown/Other</b>		0	0 %



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Number of TCM clients discharged by location

Discharge to	May 2007		PTD	
	Count	Percentage	Count	Percentage
Home with services	0	0 %	39	28%
Residential Hospice	0	0 %	3	2%
Assisted Living	0	0 %	2	1%
Independent Living w/o Services	0	0 %	2	1%
Hotel with wrap around services	0	0 %	23	17%
Supportive Housing	1	100%	42	30%
Board and Care	0	0 %	13	9%
Residential Treatment	0	0 %	1	1%
Discharged out of state to family with services	0	0 %	4	3%
Discharged out-of-country with services	0	0 %	3	2%
Discharged by Laguna Honda	0	0 %	7	5%
Total	1		139	

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Reason for TCM Closing

Reason	May 2007		PTD	
	Count	Percentage	Count	Percentage
Resident Discharged from LHH by TCM and	5	45%	131	45%
Resident changed mind about TCM	4	36%	82	28%
Family Conservator Refused TCM Services	0	0%	3	1%
Conservator Refused TCM Services	1	9%	11	4%
Serious Decline in Resident Medical Condition	0	0%	35	12%
Resident Left LHH (AWOL, AMA)	0	0%	14	5%
Resident Died	0	0%	10	3%
Not Medi-Cal Eligible	1	9%	6	2%
Total	11		292	

Number of SFGH residents diverted from LHH by TCM staff

Discharge to	May 2007	
	Count	Percentage
Home with services	1	25%
Supportive Housing	0	0%
Board and Care	3	75%
Total	4	