



**Health Services**  
LOS ANGELES COUNTY

**Los Angeles County  
Board of Supervisors**

**Gloria Molina**  
First District

**Mark Ridley-Thomas**  
Second District

**Zev Yaroslavsky**  
Third District

**Don Knabe**  
Fourth District

**Michael D. Antonovich**  
Fifth District

September 10, 2013

TO: Each Supervisor

FROM: Mitchell H. Katz, M.D.  
Director

SUBJECT: **STEPS REQUIRED TO SUCCESSFULLY ADAPT THE  
DEPARTMENT OF HEALTH SERVICES AND LOS  
ANGELES COUNTY FOR THE AFFORDABLE CARE ACT  
(ITEM #55, SEPTEMBER 10, 2013)**

**Mitchell H. Katz, M.D.**  
Director

**Hal F. Yee, Jr., M.D., Ph.D.**  
Chief Medical Officer

**Christina R. Ghaly, M.D.**  
Deputy Director, Strategic Planning

**UPDATE**

We are now on the cusp of the transition to Medicaid expansion as well as new insurance options available through Covered California, California's new health insurance exchange. With the support of the Board and through strong collaboration with our sister County Departments and community, labor, and health plan partners; the Department of Health Services (DHS) is engaged in key initiatives and operational changes that will help our system succeed under the Affordable Care Act (ACA).

In my last report, I presented a prototype DHS dashboard that I hope will serve as a progressive snapshot of our ongoing system transformation. In this report, I have updated the dashboard and included supporting details and materials to provide additional context (see attachment). As always, I welcome your suggestions and feedback on the dashboard report, which we will continue to modify and improve in successive iterations.

If you have any questions or need additional information, please contact me or Anish Mahajan, Director of System Planning, at (213) 240-8416.

MHK:jp

Attachment

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors  
Department of Public Social Services

313 N. Figueroa Street, Suite 912  
Los Angeles, CA 90012

Tel: (213) 240-8101  
Fax: (213) 481-0503

[www.dhs.lacounty.gov](http://www.dhs.lacounty.gov)

*To ensure access to high-quality,  
patient-centered, cost-effective  
health care to Los Angeles County  
residents through direct services at  
DHS facilities and through  
collaboration with community and  
university partners.*

[www.dhs.lacounty.gov](http://www.dhs.lacounty.gov)



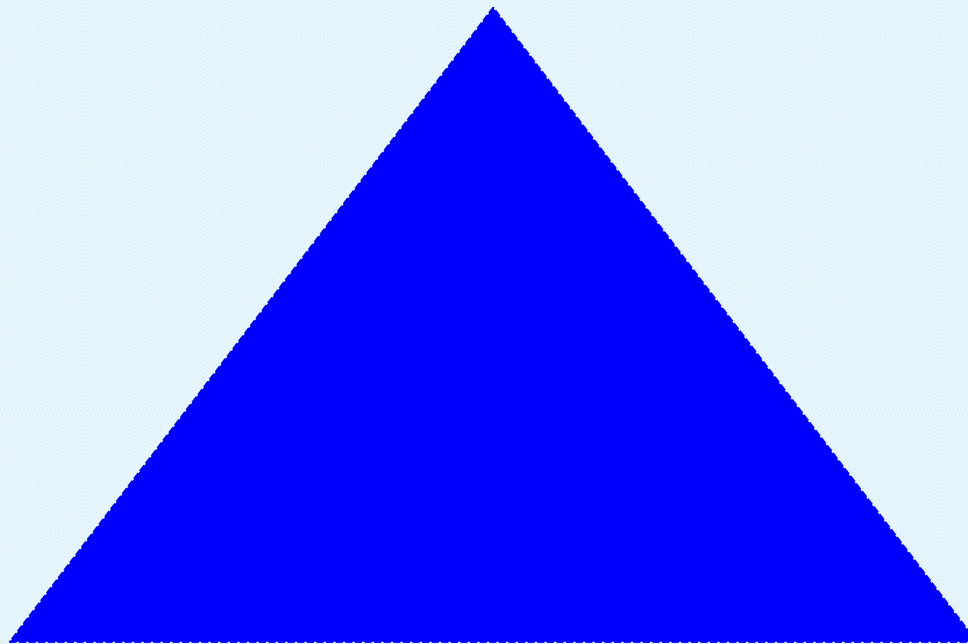
# **Our Future Under the Affordable Care Act (ACA) – September 2013 Update**



**Mitchell H. Katz, MD  
Director  
LOS ANGELES COUNTY  
DEPARTMENT OF HEALTH  
SERVICES  
September 10, 2013**

# **Our Overall Strategy for ACA: DHS Triple Aim**

*More Care*

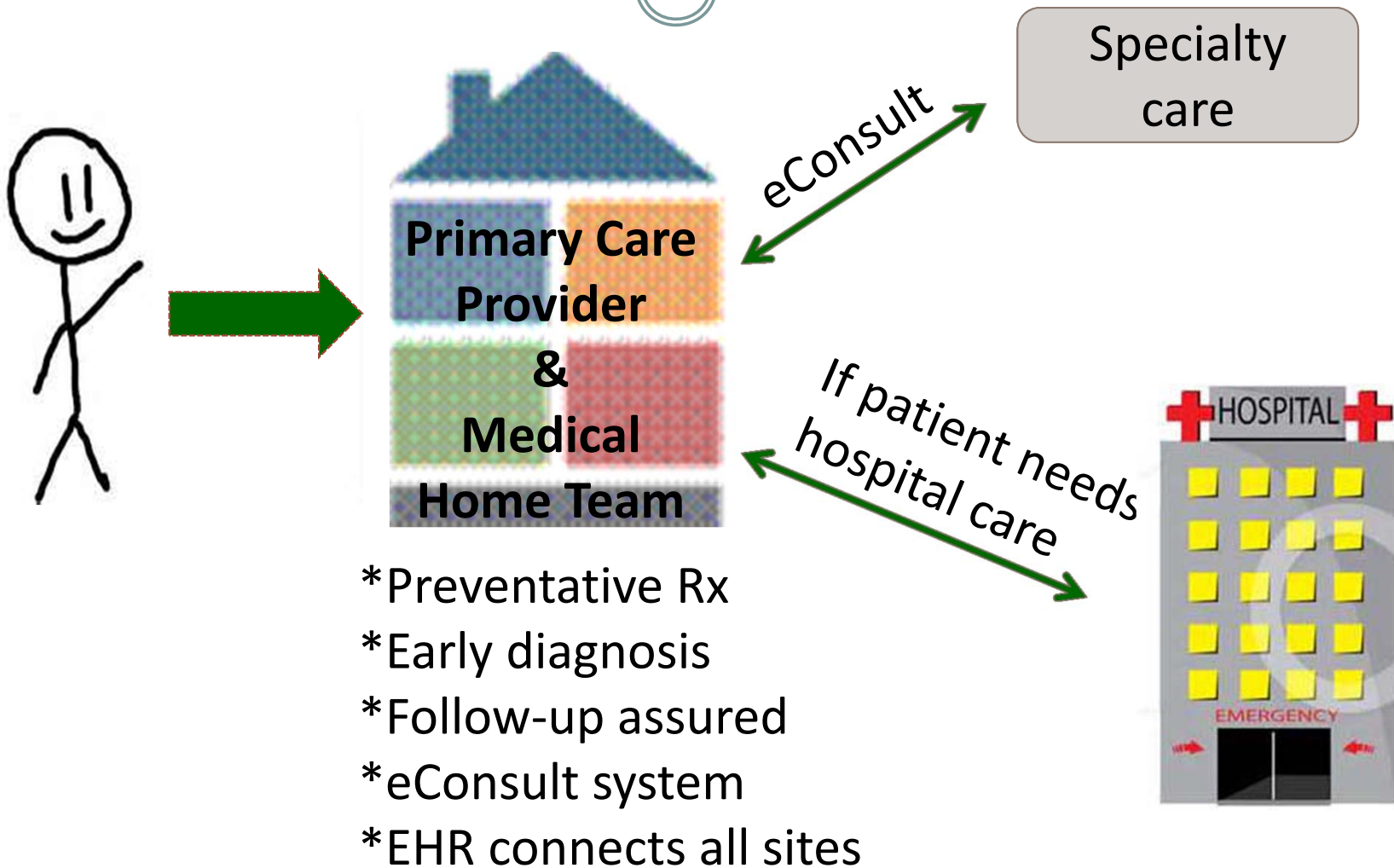


*Better  
Quality*

*Same  
Budget*

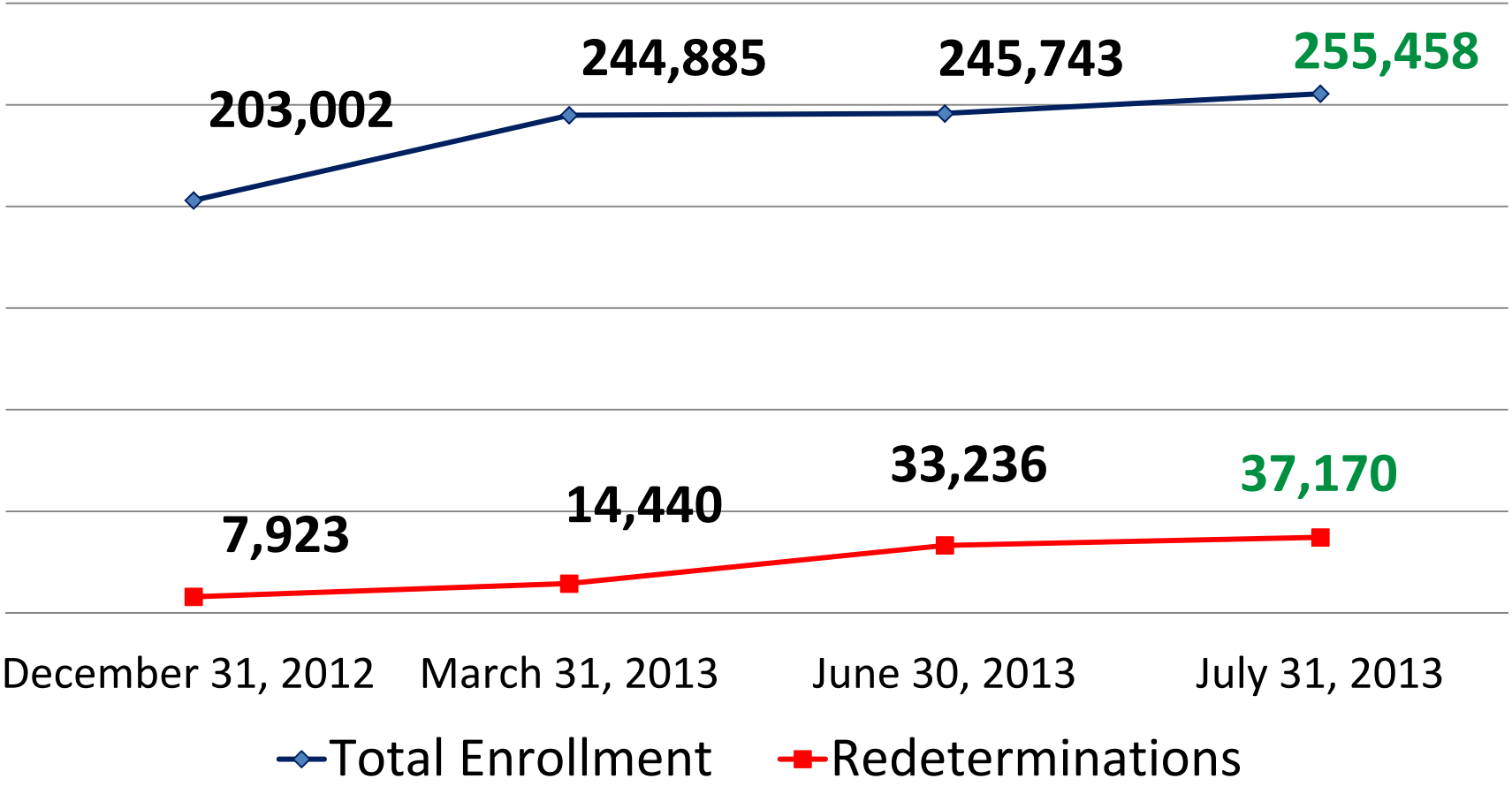
# Integrated Care System:

*Right Care, Right Time, Right Location, Right Provider*



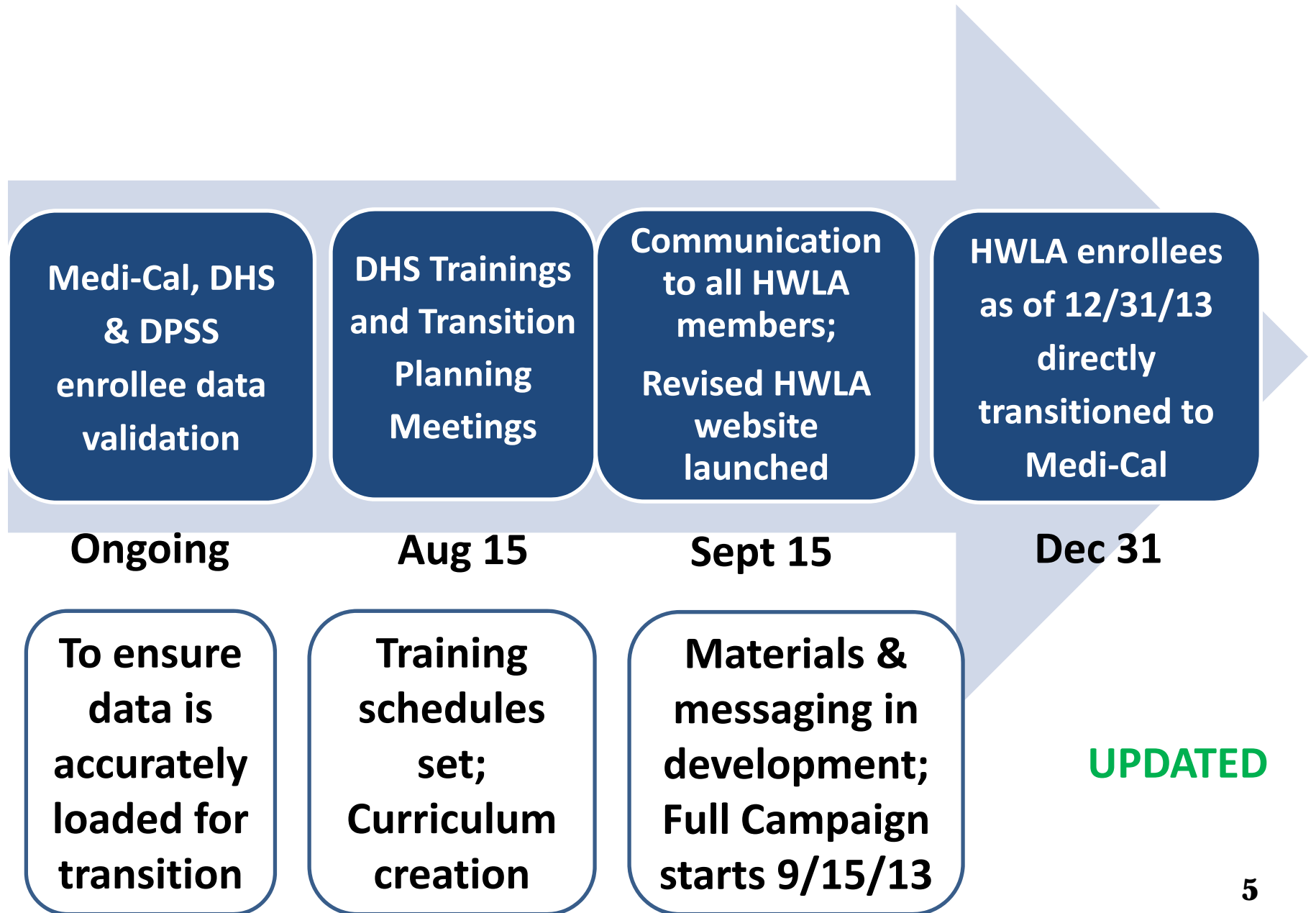
# Healthy Way LA (HWLA)

## Enrollment and Redeterminations



**NOTE: The state received federal approval to delay HWLA redeterminations due in October, November and December 2013** <sub>4</sub>

# HWLA Transition into Medicaid – 2013



# Outreach/Enrollment Strategies

- **Outreach to members who did not redetermine**
  - DHS will contact 66,000 former HWLA members by mail who were dis-enrolled in last 12 months
  - May engage GroundWorks/SEIU to do follow-up calls
- **New HWLA paper app in English & Spanish**
  - Designed for general public to fill out
  - Distributed to groups – taxi drivers, artists, students
- **Process for screening recently released jail inmates for HWLA program**
  - In partnership with DPSS and Sheriff

# HWLA Transition Planning & Training

## *Highlights*

- **Completed:**
  - Over 1,000 frontline DHS/DMH/CP staff educated on timelines and transition notices patients will receive; FAQs and scripts provided
- **Coming up at DHS & DMH - Sept/Oct**
  - Trainings scheduled for administrative, clinical, and leadership personnel
- **Coming up at Community Partner Sites -Sept/Oct**
  - Designated transition coordinators who will facilitate multiple webinars



# September

Note: Grey and Italicized means unconfirmed

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
01	02	03 <u>Wilmington HC</u> : 8am (Cinder)	04 <u>Mid-Valley CHC</u> : Clerical, Rm 521, 8am (Ray) <u>LAC+USC Med Exec Comm</u> , Noon (Jorge) <u>Rancho Mgmt</u> : 10am (Francia) <u>Long Beach Staff Training</u> : 1pm (Cinder)	05 <u>Olive View InPatient Financial Services</u> : 9:00am & 10:00am (Ray) <u>Combo RMC &amp; PFSDC Meeting</u> : 2pm (Shari)	06 <u>LAC+USC PFS Meeting</u> : 1pm (Jorge) <u>Humphrey CHC</u> : 1:30pm (Cinder)	07
08	09 <u>Olive View</u> : Quarterly Mgmt + Exec Staff Mtng, 10:00am. (NC) <u>ACN Admin Mtng</u> : 1:30pm (Hudson)	10 <u>LAC+USC Sr. Exec Comm</u> . 9:30am (Shari) <u>Olive View</u> : Phys Faculty & Div Chiefs, Noon (Francia) <u>DMH</u> : Expanded Management Policy Café, 1pm (Amy)	11 <u>ACN Joint Leadership</u> : 9-11am <u>Olive View OutPatient Financial Services</u> : 10am & 11:00am (Jorge) <u>Olive View Pharmacy</u> 1pm & 3pm (Ray)	12 <u>Bellflower HC</u> : 8am (Cinder)	13 <u>MLK MACC</u> : General Staff, 2pm, Auditorium (Francia)	14
15	16 <u>Harbor</u> : 1pm Operations Mngt (Amy)	17 <u>Transition Communications Workgroup - MP</u> : 9am (Shari) <u>Hudson CHC</u> : 8am (Jorge)	18 <u>Roybal CHC</u> : 8am & 1:30pm (Francia) <u>LAC+USC Amb Clinical Council</u> , Noon (Jorge) <u>Olive View</u> : Phys Clinic M., Noon (Cinder) <u>DMH</u> : Legal Entity Providers' Meeting, 1:30pm (Amy)	19 <u>MLK MACC</u> : Leadership, 9:30am Rm1053 (Francia)	20	21
22	23	24 <u>Olive View</u> : Nursing Exec, 10am (Cinder) <u>Olive View</u> : Nurse Managers 1:00pm (Cinder) <u>Pharmacy Directors Mtng</u> : 10:30 am (Shari)	25 <u>Harbor</u> : Exec Council, 9am (Amy) <u>HWLA - DHS Operations @ Humphrey</u> : 2pm (Shari)	26 <u>SEIU HPC</u> : 1pm (Shari) <u>Olive View</u> : Mkting & Memb Srvc General Staff: 2pm (Ray) <u>DMH</u> : ProgramHeads' Mtng, 2pm (Amy)	27 <u>HWLA Member Services (call center) - MP</u> : 10am (Shari) <u>Olive View</u> : CL Charge Nurse, 10am (NC) <u>MLK MACC</u> : MedExec, Rm1054, 2pm (Francia)	28
29	30 <i>LAC+USC: Full Day</i>	01	02	03	04	05
First Mailer: DHS & State co-branded General Transition Notice for late September*						

# **HWLA LIHP Communications Workgroup**

## ***Highlights***

- **Completed:**
  - HWLA transition plan to document requirements and ensure timely development, review and approval of processes and training/outreach materials
- **Contract secured with Edelman; deliverables:**
  - HWLA Transition FAQ for HWLA Members
  - First drafts of flyer, rack card, pocket pamphlet
  - 2 draft Concept art for QuickScreens & display boards
  - 2 draft design options for promotional marketing item

## I DON'T HAVE health coverage. How can I get healthcare NOW?

- ◆ **Healthy Way LA (HWLA)**—This is a free program you can apply for right now. Learn more at [www.ladhs.org/hwla](http://www.ladhs.org/hwla) or call 1-877-333-4952.
- ◆ **Medi-Cal**—Right now, this is a program for low-income children and parents, pregnant women, seniors and disabled people. If you fit in one of these categories you may be able to apply for Medi-Cal now. Call 1-877-597-4777 or visit [dpss.lacounty.gov/dpss/health](http://dpss.lacounty.gov/dpss/health)
- ◆ **L.A. Care's Healthy Kids Program**—This is low-cost health insurance for children up to age 5 who do not qualify for other programs because of citizenship, residency or their family income is too high. Visit [www.lacare.org/potentialmembers/healthprograms/healthy-kids](http://www.lacare.org/potentialmembers/healthprograms/healthy-kids) or call: 1-888-452-2273.
- ◆ **Family PACT** provides free family planning and birth control to low income women and men. Visit [www.familypact.org](http://www.familypact.org) or call 1-800-942-1054.

**\*\*IT IS FREE TO APPLY TO THESE PROGRAMS!\*\***

### What if I am not eligible for any of these programs?

- ◆ **County and Community Health Clinics** are here to help NOW and in 2014. Los Angeles County residents who can't be on other programs because of citizenship, residency, age or other reasons can find a clinic near them at: [www.ladhs.org/wps/portal/clinicsearch](http://www.ladhs.org/wps/portal/clinicsearch).

## I ALREADY HAVE health coverage. How will Health Reform impact me?

- ◆ **I have Medi-Cal!** You can keep your Medi-Cal health insurance. Find out more at: [dpss.lacounty.gov/dpss/health](http://dpss.lacounty.gov/dpss/health) or call 1-877-597-4777.
- ◆ **I have Medicare!** You can keep your Medicare. The health reform law may lower the cost of your medicine. You won't have to pay for preventive care like cancer screenings, vaccines, flu shots, and wellness visits. Find out more at: [www.medicare.gov](http://www.medicare.gov) or call 1-800-633-4227.
- ◆ **I have insurance through my job!** You can keep your health insurance. The health law doesn't make employers change your insurance. Find out more by contacting your health plan or employer.
- ◆ **I buy my own health insurance!** You can still buy insurance on your own. Starting in October you can shop for lower cost health insurance through *Covered California* (coverage starts January 1, 2014). Visit [www.coveredca.com](http://www.coveredca.com) or call 1-888-975-1142.

### What if I have Healthy Way LA (HWLA)?

- ◆ On January 1, 2014 Healthy Way LA will become Medi-Cal. You'll get mail explaining the change soon. Learn more at [www.ladhs.org/hwla](http://www.ladhs.org/hwla) or call 1-877-333-4952.

# Health Care Reform *and YOU...*



**STILL NEED HELP?**

Call Neighborhood Legal Services Health  
Consumer Center: 1-800-896-3202





# I don't have insurance. What are the new options for me in 2014?

## What is Health Care Reform?

- It's a federal law that began in 2010. It changes how some people get health care in the United States
- It's also called the *Affordable Care Act* or *Obamacare*

## What has already changed?

- Health insurance has to include check-ups and most preventive care for FREE
- Young adults can stay on their parents' health insurance until they're 26 years old
- Insurance companies can't cancel your health insurance if you get sick
- Insurance companies can't deny kids care because they're sick now or have been sick in the past
- Insurance companies must spend 80% of your money on health care or give you money back

## What changes happen January 1, 2014?

- NEW ways for people to get FREE or LOW COST health insurance
- Most people must have health insurance or they will pay a fine
- Insurance companies can't deny anyone care because they're sick now or have been sick in the past
- Insurance companies can't charge you more money or limit how much they'll pay because you are sick
- Former foster youth who had Medi-Cal at age 18 will be eligible for Medi-Cal up to age 26

**MEDI-CAL:** California's Medicaid program—for people with low incomes. Currently Medi-Cal is medical insurance for low-income children, parents, pregnant women, seniors, and people with disabilities.

## What is changing?

- January 1, 2014:** More people will be able to get Medi-Cal. The income limit will be higher, and adults without children will be able to apply! (See chart below.)
- Is this for me?** Find out! Call Healthy Way LA (HWLA) to see if you can apply now. Visit [www.ladhs.org/hwla](http://www.ladhs.org/hwla) or call 1-877-333-4952.









**COVERED CALIFORNIA:** An online marketplace where people can shop for health insurance and find out if they qualify for financial help to make insurance more affordable. Shop online or by phone.

## When does it start?

- October 2013:** Open enrollment will be from October 1, 2013 through March 31, 2014. Enroll by December 15th to have health insurance starting January 1, 2014!

## Is this for me?

- Find out at: [www.coveredca.com](http://www.coveredca.com) or call 1-888-975-1142.

If you are*...		In 2014, you may qualify for...
	An individual making less than \$15,856	Medi-Cal, a free government program.
	An individual making \$15,856 to \$28,725	Help paying out-of-pocket costs like deductibles and co-pays and a tax credit (subsidy) that will lower the amount of your monthly premium.**
	An individual making \$28,725 to \$45,960	A tax credit that will lower the amount of your monthly premium.**
	An individual making over \$45,960	You do not qualify for government assistance, but you can still shop for insurance through Covered California.
	A family of four making less than \$32,499	Medi-Cal, a free government program.
	A family of four making \$32,499 to \$58,875	Help paying out-of-pocket costs like deductibles and co-pays and a tax credit (subsidy) that will lower the amount of your monthly premium.**
	A family of four making \$58,875 to \$94,200	A tax credit that will lower the amount of your monthly premium.**
	A family of four making over \$94,200	You do not qualify for government assistance, but you can still shop for insurance through Covered California.

\* Income levels are based on the year 2013

\*\* You must enroll through Covered California to be eligible for your tax credit

**Not sure what you qualify for?** Call Neighborhood Legal Services Health Consumer Center: 1-800-896-3202

**IT IS FREE TO APPLY—DON'T PAY ANYONE TO HELP YOU!**

# HWLA ENROLLMENT EVENT EL EVENTO DE INSCRIPCIÓN DE HWLA

EVERY SATURDAY FROM 7 AM TO 3:30 PM

CADA SÁBADO DESDE LAS 7:00 DE LA MAÑANA HASTA LAS 3:30 DE LA TARDE

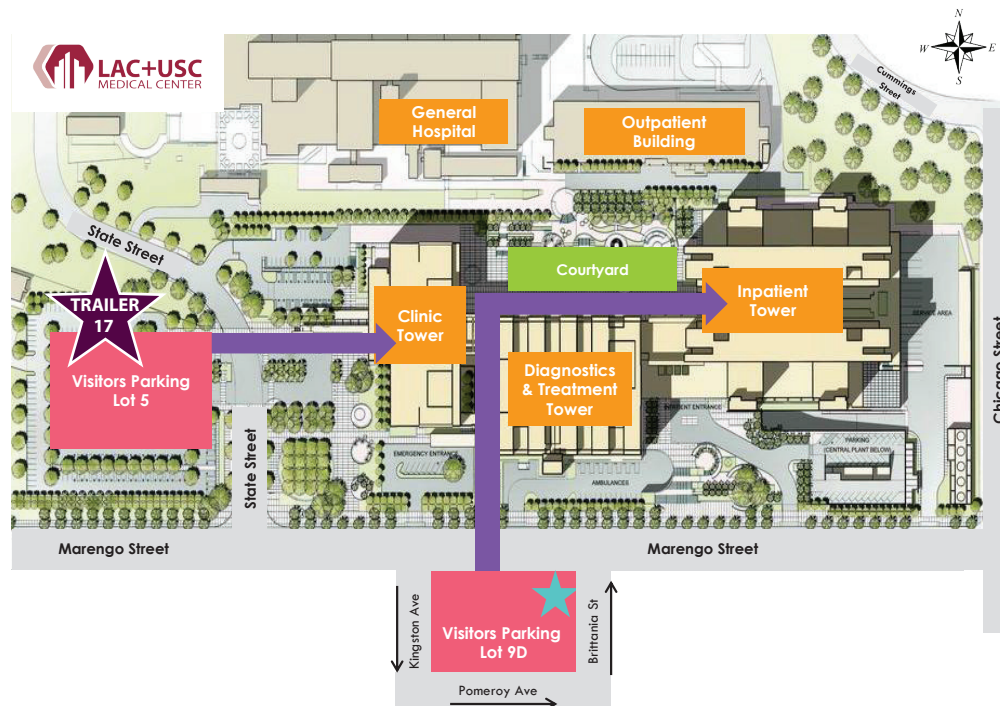
LAC+USC MEDICAL CENTER

1100 NORTH STATE STREET | LOS ANGELES, CA 90033

TRAILER 17 - PARK IN PATIENT LOT 5 AT STATE STREET

ESTACIONE EN EL ESTACIONAMIENTO DE PACIENTES NÚMERO 5 EN LA CALLE STATE

FOR MORE INFORMATION ON THE EVENT, PLEASE CALL (323) 226-6841



*Need Healthcare?  
Sign up for **Healthy Way LA***



For general questions about  
Healthy Way LA

(877) 333-HWLA (4952)

<http://dhs.lacounty.gov/HWLA>





## HEALTHY WAY LA:

### THE NO-COST HEALTH PLAN FOR QUALIFIED RESIDENTS OF LOS ANGELES COUNTY

FOR INDIVIDUALS WHO QUALIFY, HEALTHY WAY LA (HWLA) OFFERS HEALTH CARE COVERAGE AT NO COST. TO FIND OUT IF YOU QUALIFY, JOIN US AT OUR NEXT HWLA ENROLLMENT EVENT.

**EVERY SATURDAY FROM 7 AM TO 3:30 PM**

**LAC+USC MEDICAL CENTER  
1100 NORTH STATE STREET | LOS ANGELES, CA 90033  
TRAILER 17 - PARK IN PATIENT LOT 5 AT STATE STREET**

#### > *Who qualifies for Healthy Way LA?*

**ADULTS WHO ARE:** Between 19 to 64 years of age | Live in Los Angeles County | Are a United States Citizen/National or Legal Permanent Resident for at least five years or Qualified Immigrant | Have monthly income at or below 133% of the Federal Poverty Level (FPL), or approximately \$1,274 per month for a family of one | Not pregnant and not eligible for Medi-Cal Programs

**FOR PROOF OF YOUR CITIZENSHIP OR LEGAL PERMANENT RESIDENCY, PLEASE PROVIDE A COPY OF ONE OF THE FOLLOWING ITEMS:** U.S. Birth Certificate | U.S. Passport | U.S. Certificate of Naturalization/Citizenship | Legal Permanent Resident verification (Green Card)

**FOR PROOF OF YOUR OR YOUR FAMILY'S INCOME, PLEASE PROVIDE A COPY OF ONE OF THE FOLLOWING ITEMS:** Most recent paystub (from less than 45 days ago) | Job statement from your employer that includes how much you are paid, how often and how many hours you work | Last year's Federal Income Tax return (and "Schedule C" if self-employed) | Award letter or copy of check from income source, such as: • Unemployment Insurance Benefits (UIB) • Disability Insurance Benefits (DIB) • Veterans Benefits • Other Unearned Income (Specify) • Letter from person providing you with free housing, utilities and/or food

**FOR PROOF OF YOUR LA COUNTY ADDRESS, PLEASE PROVIDE A COPY OF ONE OF THE FOLLOWING ITEMS:** Valid California Driver's license | California ID card from the Department of Motor Vehicles | Recent letter addressed to you with cancelled U.S. Post Office stamp | Most recent utility bill | Most recent rent receipt or letter from person providing you with housing

## HEALTHY WAY LA LE PUEDE AYUDAR CON SUS GASTOS MÉDICOS.

### INSCRÍBASE EN EL PLAN SIN COSTO PARA SERVICIOS MÉDICOS DE HEALTHY WAY LA

PARA LOS INDIVIDUOS QUE REÚNEN LOS REQUISITOS, HEALTHY WAY LA (HWLA) OFRECE UNA COBERTURA DE SERVICIOS MÉDICOS SIN COSTO ALGUNO. PARA AVERIGUAR SI REÚNE LOS REQUISITOS, REÚNASE CON NOSOTROS EN EL SIGUIENTE EVENTO DE INSCRIPCIÓN DE HWLA.

#### > *¿Quién puede obtener Healthy Way LA?*

**LOS ADULTOS QUE:** Tienen entre 19 y 64 años | Viven en el Condado de Los Angeles | Son Ciudadanos/Nativos de Estados Unidos o Residentes Permanentes Legales durante por los menos cinco años o un Inmigrante Calificado | Tienen ingresos mensuales de o menos del 133% del Nivel Federal de Pobreza (FPL, siglas en inglés) o aproximadamente \$1,274 por mes para una familia constituida de una persona | No están embarazadas y no reúnen los requisitos para los Programas de Medi-Cal

**PARA COMPROBAR LA CIUDADANÍA O RESIDENCIA PERMANENTE LEGAL, POR FAVOR PROVEA UNA COPIA DE UNO DE LOS SIGUIENTES ARTÍCULOS:** Un acta de nacimiento de EE.UU. | Un pasaporte de EE.UU. | Un certificado de la Naturalización/Ciudadanía de EE.UU. | Una verificación de la Residencia Permanente Legal (Tarjeta verde)

**PARA COMPROBAR LOS INGRESOS DE USTED O DE SU FAMILIA, POR FAVOR PROVEA UNA COPIA DE UNO DE LOS SIGUIENTES ARTÍCULOS:** El talón de cheque más reciente (de hace 45 días o menos) | Una declaración de su empleador que incluye cuánto se le paga, con qué frecuencia y cuántas horas trabaja | La declaración de impuestos federales del año pasado (y el "Anexo C" si trabaja por su propia cuenta) | Una carta de concesión o copia de un cheque de una fuente de ingresos, por ejemplo: • Un subsidio por desempleo (UIB, siglas en inglés) • Un subsidio por Seguro de Discapacidad (DIB, siglas en inglés) • Beneficios de Veterano • Otros Ingresos No Ganados (Especifique) • Una carta de una persona que le provea alojamiento, servicios públicos y/o comida gratis

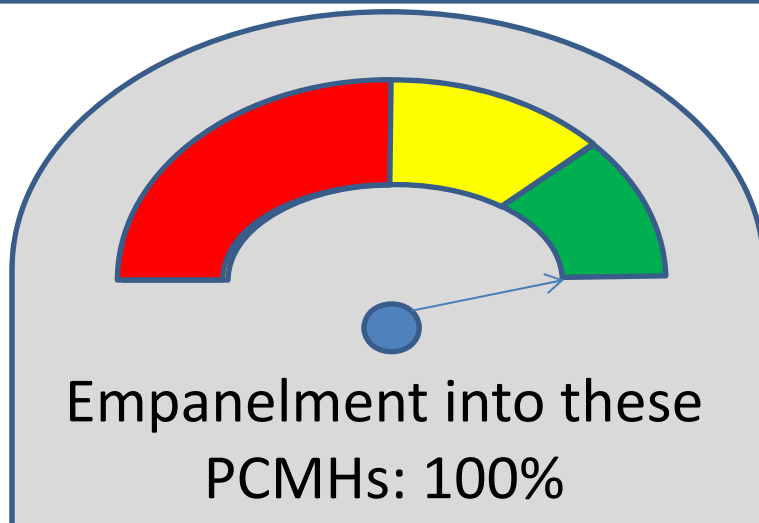
**PARA COMPROBAR SU DIRECCIÓN EN EL CONDADO DE LOS ANGELES, POR FAVOR PROVEA UNA COPIA DE UNO DE LOS SIGUIENTES ARTÍCULOS:** Una Licencia de Conducir Válida de California | Una tarjeta de identificación de California de la Secretaría de Tránsito | Una carta recientemente dirigida a usted con un matasellos de EE.UU. | La factura más reciente de un servicio público | El recibo más reciente de alquiler o una carta de la persona que le provea alojamiento



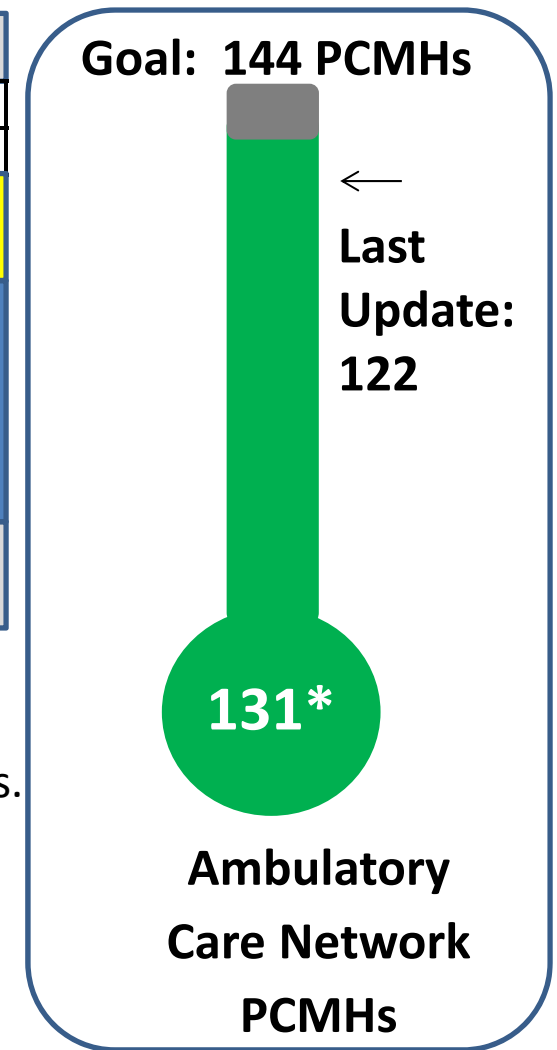
Photo by Johnny Knox for SEIU721

# Patient-Centered Medical Home (PCMH) Ambulatory Care Network

July 2013			
Goal (based on 144 PCMHs):			
44	18	20	195
<b>40</b>	<b>18</b>	<b>20</b>	<b>144</b>
RN III Care Manager	RN II Service Coordinator	RN I Caregiver	**CMA Health Coordinator
PCMH Support Staff			



\*\*71 NAs enrolled in CMA Programs. Expected Completion: 1/1/14



**\*UPDATED**

# Building Medical Homes: 2013 Recruitment of Primary Care Providers (PCPs)

Final Goals	Q1 Milestones	Q2 Milestones	Q3 Milestones	Q4 Milestones
<p>Create infrastructure to address PCP attrition &amp; hire additional PCPs</p> <p><b>GOAL = 144 PCMHs</b></p>	<p>Recruitment Task Force established and meeting every 1-2 months.</p> <p><b>March 2013 = 123 PCMHs</b></p>	<p>Task Force created comprehensive Work Plan with many objectives realized.</p> <p><b>June 2013 = 132 PCMHs</b></p>	<p>By end of Q3, hire a Recruitment Coordinator <b>(DONE)</b></p> <p><b>Projected for Sept 2013 = 137 PCMHs</b></p>	<p>Recruitment cycle will be fully delineated and carried out by the end of 2013 Q4.</p> <p><b>Projected for Dec 2013: 142 PCMHs</b></p>
<b>Status</b>	<b>MET</b>	<b>MET</b>	<b>PARTIALLY MET</b>	<b>PENDING</b>



# Building Medical Homes: 2013 Recruitment of Primary Care Providers (PCPs)

## Recent Accomplishments

- ACN PCP Recruitment Brochure completed (see next slide)
- Recruitment Coordinator identified (internal transfer)
- Personal contact with 32 physician candidates at a CareerMD recruitment event on 8/5/13 (6 are good PCMH candidates available in 2014)
- At least 7 PCP candidates were interviewed by ACN medical directors in July-August (4 offered positions, 1 pending an offer, 2 rejected)

## EMPLOYEE BENEFITS

Employees to choose from an outstanding array of benefits that meet their specific needs. The package includes:

### Retirement Plan

Newly hired LA County physicians are eligible for retirement plan "G" to which they can contribute monthly at a rate of 7.75% of gross income, unless they're already a member of the L.A. County Employee Retirement Association (LACERA) or have established reciprocity with another public retirement system prior to January 1, 2013. County employees do not pay into Social Security but instead pay the Medicare Hospital Insurance Tax (HIT) portion of Social Security at a rate of 1.45%. For more information, go to LACERA's website: <http://www.lacera.com>.

### Cafeteria Benefit Plan

Employees may "purchase" benefits through the *Choices* Cafeteria Benefit Plan using the County's contribution. The County contribution rate depends on the number of dependents enrolled. Any portion of the County contribution not used to purchase benefits is paid to employee as additional taxable income.

Benefits available within the *Choices* Benefit Plan include:

- Medical insurance
- Dental insurance
- Life insurance
- Long Term Disability insurance
- Accidental Death and Dismemberment insurance

### Flexible Spending Accounts

Employees may elect to contribute before-tax dollars to a flexible spending account(s), which can be used to pay for qualified health care and dependent care expenses.

### Deferred Compensation Plan (457)

Optional tax-deferred income plan that includes a County match-contribution of up to 4% of employee's salary.

### Paid Time Off

- 11 paid holidays per year
- Vacation: Employees with 0-4 years of service may accrue a maximum of 80 hours per calendar year. The earned vacation hours may not be used until the employee has completed one year of service.
- Sick leave: Employees with 0-1 years of continuous service may accrue up to 80 hours of sick leave per calendar year.
- CME Leave: 80 hours paid leave per year for qualified continuing education, which can be completed at home.

### Malpractice Coverage:

Los Angeles County is self-insured and provides full malpractice coverage to its physician employees (occurrence policy).

## SALARY INFORMATION

All salaries below are the current entry step for Primary Care specialties and are subject to change. Candidates may be hired at a higher entry step based on qualifications, experience and current/previous earnings. A base salary differential of 5.5% is added for board certification. In addition to base salary, taxable income can be generated from unspent County contributions for employee benefits (see Cafeteria Benefit Plan section of this brochure).

### **Base Salary for Family Medicine Physicians**

- Initial Step Placement: \$10,236/month (\$122,832/year)
- Salary increases of 3% annually to a maximum of \$15,948/month (\$191,376/year)

### **Base Salary for Internal Medicine-General Physicians**

- Initial Step Placement: \$9962/month (\$119,544/year)
- Salary increases of 3% annually to a maximum of \$15,520/month (\$186,240/year)

## HOW TO APPLY

All applicants are required to submit an online application at the Los Angeles County Department of Human Resources website. To be considered for a position with us, follow these steps to complete the initial application process:

- Ctrl-click on or type the following into your web browser: <http://www.dhs.lacounty.gov/physicianspecialist>.
- Click on "Physician Specialist (Non-Megaflex)" for Department of Health Services –Open Competitive Job Opportunity. The exam bulletin will appear [Bulletin #881BR and Exam #Y5476A].
- After reviewing the job announcement and requirements, click on the "Apply to job" tab to open the application.
- If you are a first-time user, you need to create an account by clicking on the "Create a login" and clicking on "continue." Follow the instructions to set up your username and password.
- Complete the application process.
- You will be notified after your application has been processed to find out if you have qualified for an interview.

### **FOR MORE INFORMATION:**

Please contact David Campa, MD, MPH  
Director, Primary Care - LAC DHS Ambulatory Care Network  
[dcampa@dhs.lacounty.gov](mailto:dcampa@dhs.lacounty.gov) OR call 213-240-8361 OR  
email Chris Barragan at [cbarragan@dhs.lacounty.gov](mailto:cbarragan@dhs.lacounty.gov)



Employment Opportunities for

# Primary Care Physicians

*Our Mission:*

*To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners*

THE BOARD OF SUPERVISORS



**Gloria Molina**

**First District**

**Mark Ridley-Thomas**

**Second District**

**Zev Yaroslavsky**

**Third District**

**Don Knabe**

**Fourth District**

**Michael D. Antonovich**

**Fifth District**

## ***You'll Love L.A.!***

With a population of 10 million, Los Angeles County has more residents than any other county in the U.S. It is culturally diverse and is home to world-renowned museums, theaters, and theme parks, the nation's motion picture industry, major universities, and great restaurants. Its coastal climate is temperate year-round. The mountains, deserts, and the beautiful Pacific Ocean, along with some of the world's finest urban recreational attractions, are within a short distance of downtown L.A. Living in L.A. offers the best of the Southern California lifestyle!

### **DEPARTMENT OF HEALTH SERVICES**

Formed in 1972, the Department of Health Services (DHS) is the largest Los Angeles County Department and the second largest public health system in the nation, with a network of three hospitals, one rehabilitation hospital, two Multi-service Ambulatory Care Centers (MACC), six Comprehensive Health Centers (CHC), and eleven Health Centers (HC) and Community Clinics (CC) and School-Based Clinic (SBC). Our hospitals are affiliated with world-class medical schools - Olive View—UCLA, LAC+USC, and Harbor-UCLA Medical Centers. The Department of Health Services leads the County's effort to provide personal health services to the residents of Los Angeles County, of which approximately 2 million are uninsured. The Department's services are critical for the medically indigent, working poor and others who lack regular access to health care.

The Ambulatory Care Network (ACN), formed in 2011, encompasses all the free-standing outpatient facilities of DHS that are not directly operated by a hospital or hospital-based residency program. ACN leadership works collaboratively with community-based health care organizations, contractors, and health advocates to deliver ambulatory care services throughout the County.

### **AMBULATORY CARE NETWORK FACILITIES**

#### **High Desert MACC**

44900 N. 60 St. West  
Lancaster 93536

#### **Antelope Valley HC**

355 E. Avenue K6 , #B  
Lancaster 93935

#### **South Valley HC**

38350 40th St. East  
Palmdale 93552

#### **Lake L.A. CC**

16921 E. Avenue O  
Lake Los Angeles 93591

#### **Littlerock CC**

8210 Pearblossom Highway  
Littlerock 93543

#### **Mid-Valley CHC**

7515 Van Nuys Blvd  
Van Nuys 91405

#### **San Fernando HC\***

1212 Pico St.  
San Fernando 91340

#### **Vaughn SBC**

13330 Vaughn St.  
San Fernando 91340

#### **Glendale HC**

501 N. Glendale Ave.  
Glendale 91206

\*Health Professional Shortage  
Area designation (eligible for  
some loan repayment programs)

MACC=Multi-specialty Ambulatory  
Care Center; HC=Health Center;  
CC=Community Clinic

#### **Long Beach CHC\***

1333 Chestnut Ave.  
Long Beach 90813

#### **Wilmington HC**

1325 Broad Ave.  
Wilmington 90744

#### **Bellflower HC**

10005 E. Flower St.  
Bellflower 90706

#### **MLK-MACC\***

12021 Wilmington Ave.,  
LA 90059

#### **Dollarhide HC**

1108 Oleander St.  
Compton 90222

#### **Hudson CHC\***

2829 S. Grand Ave.  
Los Angeles 90007

#### **Humphrey CHC\***

5850 S. Main St.  
Los Angeles 90003

#### **Roybal CHC\***

245 S. Fetterly  
Los Angeles 90022

#### **El Monte CHC\***

10953 Ramona Blvd  
El Monte 91731

#### **La Puente HC**

15930 Central Ave.  
La Puente 91744

CHC=Comprehensive Health  
Center; SBC=School-based Center

### **OPPORTUNITIES FOR PRIMARY CARE PHYSICIANS**

#### **Job Summary:**

Part-time and full-time primary care physicians will provide direct patient care in the outpatient setting to a panel of patients through patient care teams that comprise patient-centered medical homes (PCMHs). There may be teaching, leadership, and inpatient care opportunities available as well although these are not required of most positions.

We also are looking for physicians interested in more flexible schedules through part-time or per diem work. Salary and benefits listed in this brochure are for full-time physicians and will be pro-rated for part-time physicians or may not be applicable to per diems.

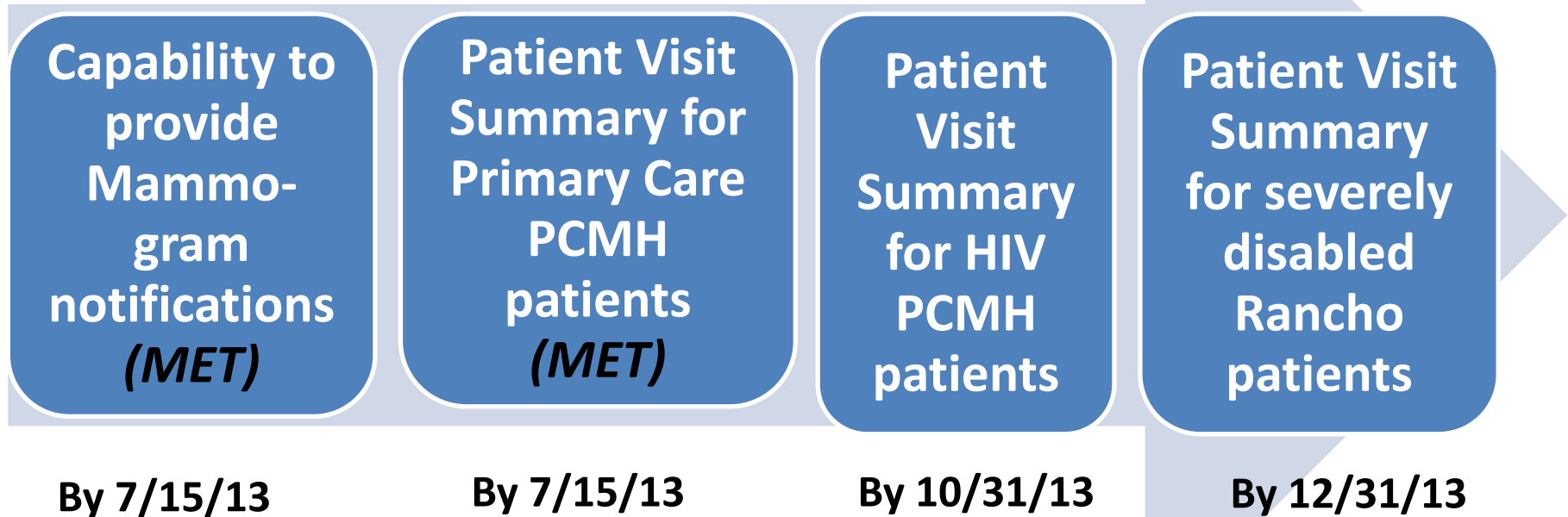
#### **Job Requirements:**

- Active, unrestricted California medical license
- Legally eligible to work in the United States
- Completion of a residency approved by the American Board of Medical Specialties in at least one of the following specialties: Family Medicine, Internal Medicine, or IM / Pediatrics.

#### **WHY WORK FOR L.A. COUNTY?**

- Be part of an organization that is committed to excellence, innovation, and patient-centered care.
- Fulfill your personal mission.
- Work with dedicated staff and diverse patients.
- Job flexibility and growth opportunities
- Affiliated with world-class academic institutions
- Excellent benefits and potential for loan repayment
- Work-life balance
- Outstanding malpractice coverage provided

# i2i: Electronic Patient Registry in the Medical Home



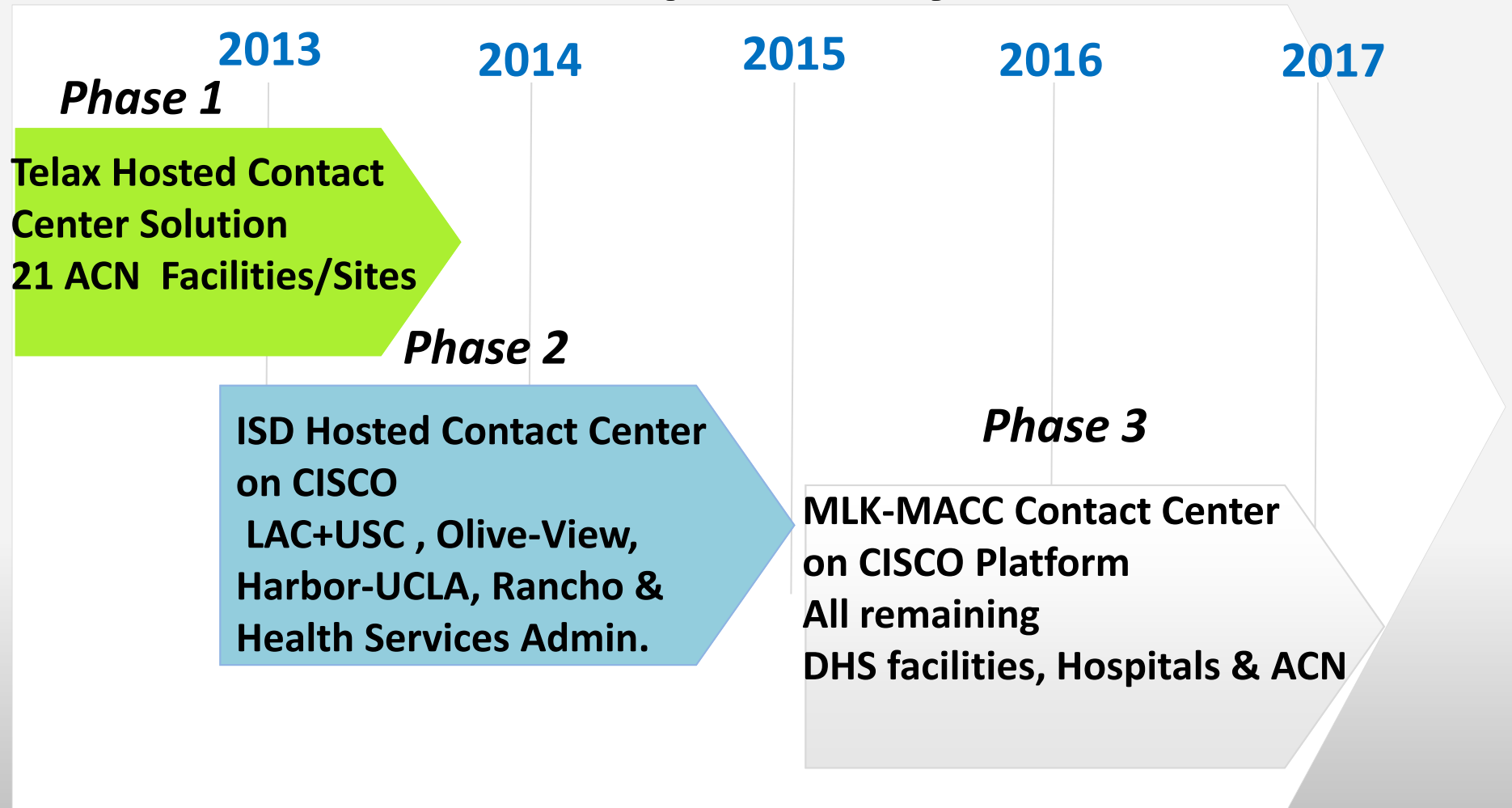
## ***Recent Accomplishments:***

- Over 250,000 empanelled patients loaded into i2i registry
- All ACN PCMHs are viewing patient information in i2i regularly
- Sent > 7,000 postal mammography recalls to patients; first time electronic data used to generate preventive care reminders

# Patient Centered Scheduling (PCS)

Task Name	% Complete	Start	Finish
Establish metrics & collection method for PCS in ACN clinic settings	100%	1/1/13	2/28/13
Create PCS Sharepoint that functions as communication center	100%	1/1/13	3/31/13
Develop Effective Practices Manual for PCS implementation with change agents	90%	1/1/13	9/30/13
Standardized scheduling templates available for use throughout CAN	80%*	1/1/13	9/30/13
PCS implemented in all DHS primary care clinics	50%*	1/1/13	12/31/13

# DHS Telephone System



- 1 Phase 1: ACN Facilities (began 3/31/13). Improve the handling of calls coming by revising all call flows, scripts and implement a tool that can provide “true” statistics of call volumes.

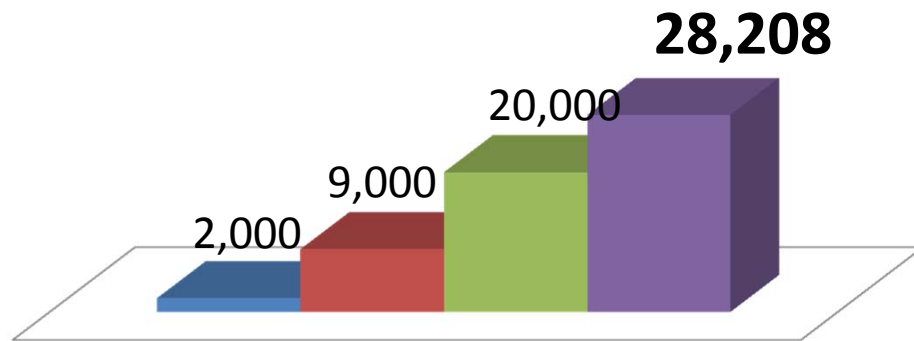
# DHS Telephone System - Phase I Rollout

ACN Facility/Site	Group #	Target Go Live Date
Roybal CHC, Mid-Valley CHC, MLK-MACC, & Harbor-UCLA's Lomita Clinic	1	<b>LIVE</b>
Bellflower HC	1	<b>TBD</b>
El Monte CHC	2	<b>9/11/2013</b>
Wilmington HC	2	<b>9/12/2013</b>
La Puente HC	3	<b>9/25/2013</b>
Glendale HC	3	<b>9/26/2013</b>
Humphrey CHC	2	<b>10/3/2013</b>
San Fernando HC	2	<b>TBD</b>
Hudson CHC, Dollarhide HC, and Vaughn SBC	3	<b>Mid-Oct</b>
High Desert MACC, Antelope Valley HC, South Valley HC, Lake Los Angeles CC, Little Rock CC	4	<b>TBD</b>

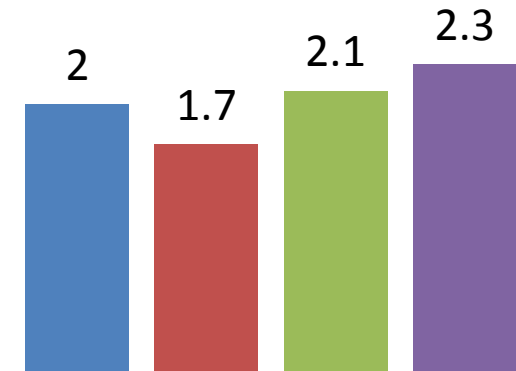
# 2013 eConsult (as of August 28, 2013)

## # eConsults

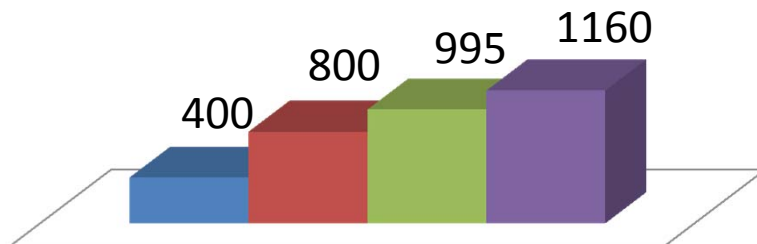
■ 1st QTR ■ 2nd QTR ■ 3rd QTR ■ As of 8/28/13



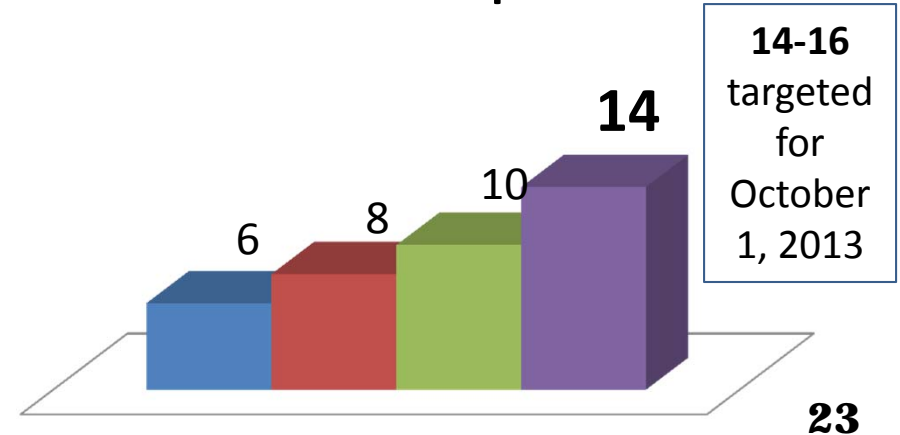
## Specialist Review & Response Time in days



## # of Submitting Providers (DHS/CP)

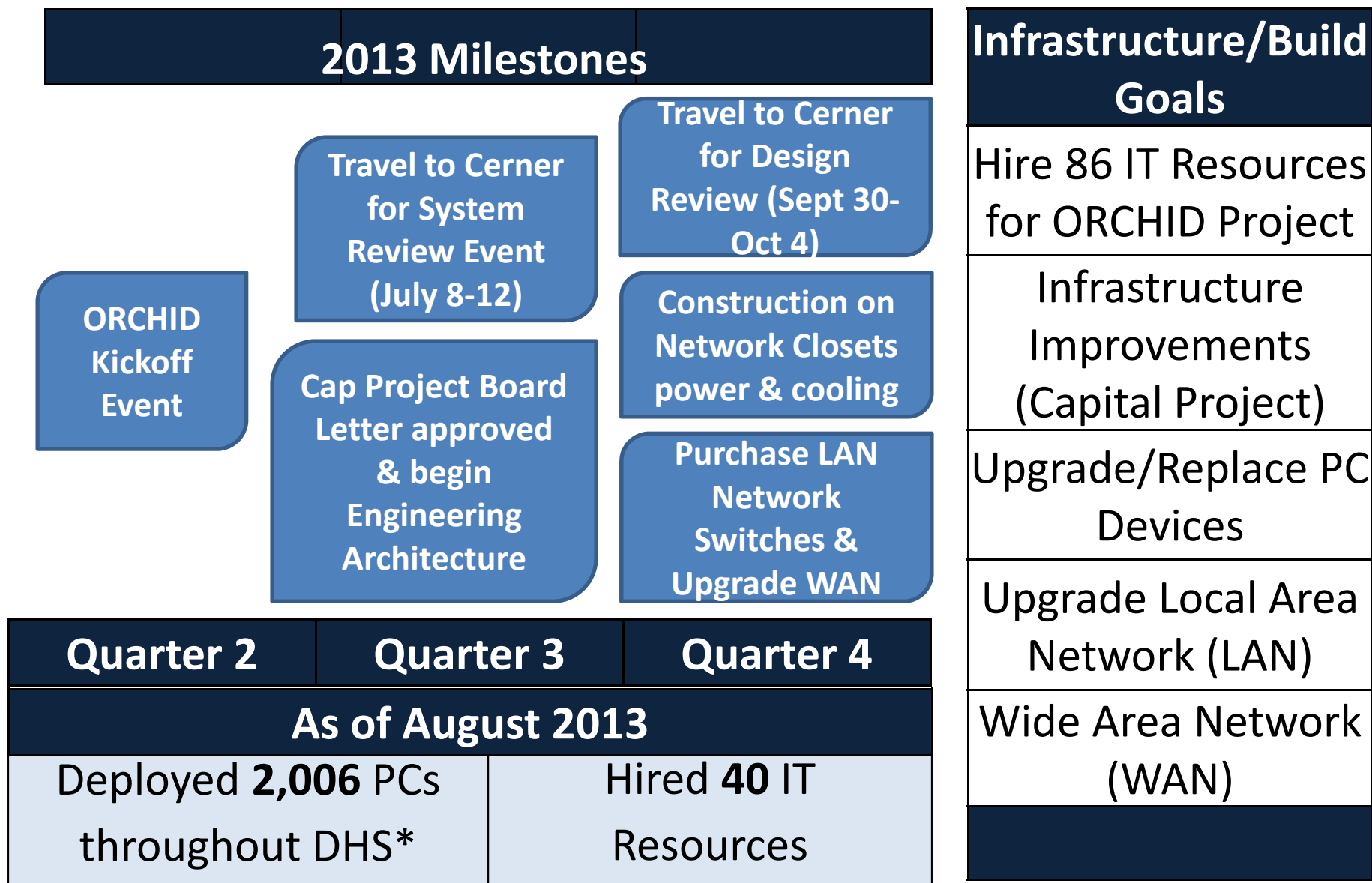


## # of eConsult Specialties





# ORCHID – Electronic Health Record



\*2000 more PC orders are in the queue

# Internal Nurse Registry

**GOALS:** To reduce DHS' reliance on nursing registry, maintain continuity of care and provide quality patient care.

**PILOT:** LAC+USC Medical Center (highest user of external RN registry at DHS) focusing on RNs. Expected timeframe is 6 months.

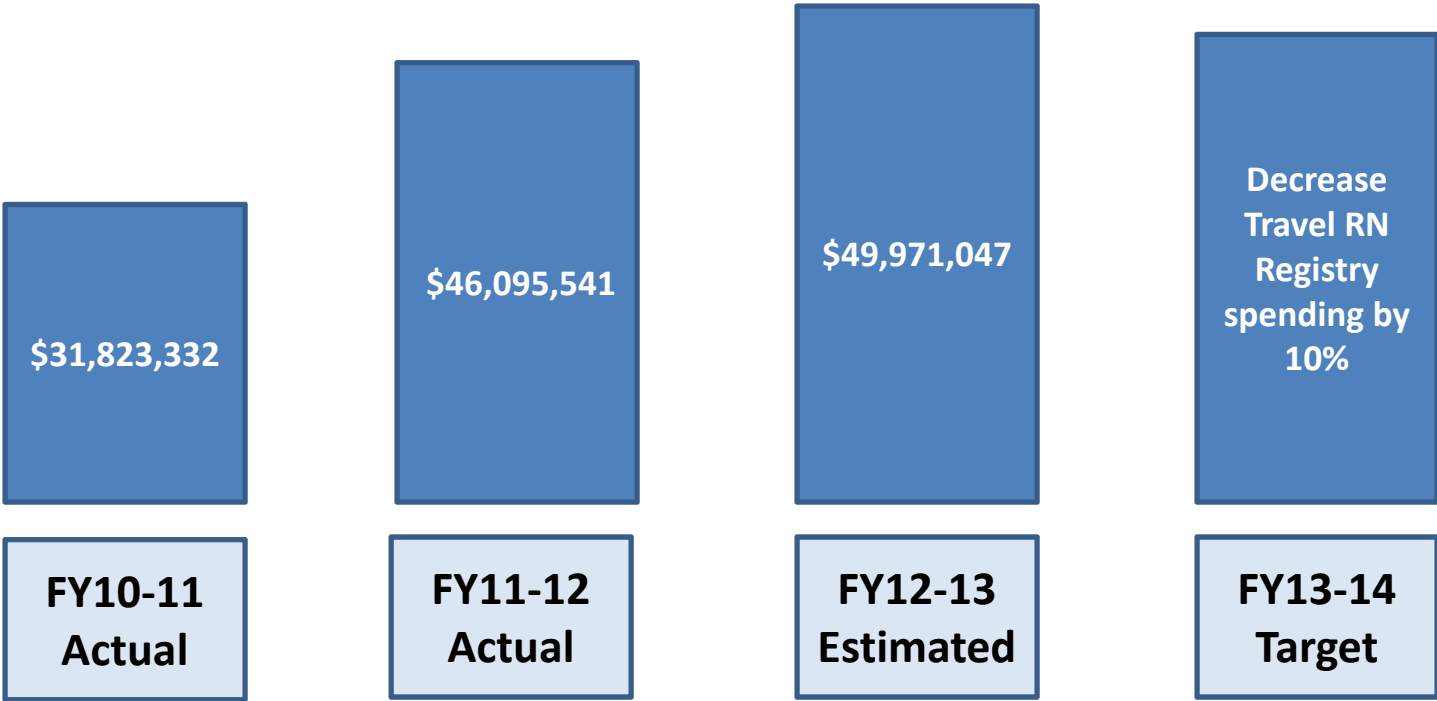
**PILOT STAFFING PLAN:** The rate of pay is a flat rate of \$45, which is lower than the registry rate of \$65-\$70 and benefits the nurses. For ex) an RN I who makes \$35 could pick up an extra shift through the internal registry program and make \$45.

## **SEPTEMBER UPDATE:**

- Developed a new RN1/Relief RN Exam, with a module allowing applicants to identify preferences for work location, shift, and specialty areas
- Following initial exam administration, more than 100 nurses identified as potential Relief RNs on the certification list
- To date, over 30 candidates scheduled for interviews with hiring managers, and 5 Relief RN offers recently made

# Internal Nurse Registry

## DHS Nurse Registries Expenses\*



2010  2015

*\*Nurse Registries include RNs, LVNs, Surgery Techs, LPTs, CNAs, & Hemodialysis.*

Implement Pilot:  
6/2013

# Lots done, Lots more to do!

- Although many of DHS' initiatives for health reform are underway and proving successful...
- There are many more steps to take as we accelerate our transformation

