County of Los Angeles
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DAVID E. JANSSEN
Chief Administrative Officer

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Second District

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Third District

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Fifth District

August 7, 2006

To: Mayor Michael D. Antonovich
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

From: David E. Janssen
Chief Administrative Officer

RISK MANAGEMENT CHANGES AND IMPROVEMENTS

On June 13, 2006, your Board, on a motion by Supervisor Molina, requested the Chief Administrative Office (CAO) to issue a report within 60 days concerning policy changes, procedural changes, and other risk management improvements implemented by various departments as a result of roundtable recommendations.

Roundtable meetings primarily serve as a forum for claim or lawsuit review and analysis. The meetings are interactive sessions wherein department representatives, CAO, County Counsel, defense panel attorneys, and the liability claim third party administrator (TPA) meet to discuss claim or litigation strategy; and gather, clarify, and communicate specific data and information. Roundtable meetings may also provide information utilized to facilitate risk management process improvements within departments, including policy and procedural changes, loss control and prevention programs and activities, and the development of department Corrective Action Plans (CAPs).

The purpose of loss control and prevention programs and activities is to minimize the frequency or severity of actual or expected claims or losses. After an incident or claim occurs, loss control and prevention programs and activities can be developed to minimize the frequency or severity of similar claims or losses from occurring in the future. As required by your Board, when a claim or lawsuit is settled for an amount greater than $100,000, a formal CAP is required. If loss control and prevention programs and activities were developed following an incident or claim, those programs and activities can be utilized in the development of the CAP.

The CAO now routinely conducts reviews of department CAPs to verify implementation and effectiveness. CAO review of department CAPs has confirmed that many departments have implemented risk management improvements, including:

- Development or modification of medical procedures and practices; for example, the Sheriff's Department (Sheriff) inmate screening procedures, and the Department of Health Services (DHS) supervision of residents by attending physicians.

- Improvements to departmental administrative procedures; for example, the Fire Department's (Fire) updating of its Emergency Vehicle Driving Policy, and the Department of Children and Family Services' (DCFS) health care visitation logs and coordination of minor health.

- Improved departmental training programs; for example, DHS' enhanced payroll and timekeeping training; and defensive driving and training by the Sheriff.

- Enhanced engineering solutions for departmental applications; for example, roadway improvements by the Department of Public Works, and Fire's installation of pedestrian monitoring devices on Fire vehicles.

The information discussed during roundtable meetings may be utilized in the formation of department loss control and prevention programs and activities, including:

- Department of Parks and Recreation improved its self-inspection forms and frequency of inspection of its facilities and vehicles.

- Department of Agricultural Commissioner/Weights and Measures expanded its defensive driver education programs to improve driver safety and awareness.

- DCFS improved policies related to the transportation of minors by a County employee after a vehicle accident occurs.

- Many County departments have initiated advanced accident investigation training provided by the CAO to assist supervisors to better identify the root cause of incidents or claims.

If you have any questions, please contact me or your staff may contact Rocky A. Armfield, County Risk Manager, at (213) 351-5346.

DEJ:RAA
CA:JWS:sg

c: Executive Officer, Board of Supervisors
County Counsel