



Director's Desk

Christina R. Ghaly, M.D.
Acting Director

As described in the article below, Mr. Fred Leaf has rejoined the County to serve as the Interim Director of the Health Agency. Mr. Leaf comes to the Agency with many years of County service, including with DHS, the Board of Supervisors, and the County CEO's office, always working on issues related to health. His presence is very welcome as DHS, DMH, and DPH work together to define the programs, initiatives, and units that might best be done at an Agency level.

The Agency was conceived with the firm belief that the three health-related Departments will be better able to achieve their respective missions if they work closely together. Please welcome Mr. Leaf as he leads this work forward in 2018.

You will also read about the opening of the Family Justice Center at LAC+USC, a new one-stop location for victims of domestic violence, sexual and elder abuse to get medical care and wrap-around services so they can achieve restorative health and build new lives. The Center is deeply entwined with our mission to serve at-risk and vulnerable populations. Wherever you look, there is important work occurring across our health system – from Whole Person Care to supportive housing to improvements in our technology infrastructure. With the help of our labor partners, there is so much we can accomplish together. As 2018 unfolds, I look forward to working with each of you to build upon our successes.

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Fred Leaf Named Health Agency Interim Director

Veteran L.A. County health administrator Fred Leaf has been appointed by the Board of Supervisors to serve as the Interim Director of the Health Agency. Leaf replaces Dr. Mitch Katz, who resigned from County service in January. The Health Agency encompasses the Departments of Health Services, Public Health and Mental Health.

Leaf brings over 35 years of professional experience, including executive management experience in the Department of Health Services. Most recently, he worked in the Chief Executive Office representing Los Angeles County on a statewide effort to develop strategies to maintain and grow upon the gains made under the Affordable Care Act. Earlier, he served as Supervisor Michael Antonovich's Senior Health Policy Advisor, where he coordinated all policy matters related to the Department of Health Services, Public Health, Mental Health, and homelessness. "The Health Agency is transforming care delivery through inte-



grating services with a focus on population health, homeless housing, diversion and care linkages, and meeting the most pressing needs of the County's vulnerable populations," said Leaf. "I look forward to working with staff across the three departments to continue these efforts to improve the accessibility and quality of care provided to County residents."

Prior to joining the office of Supervisor Antonovich, Leaf served as the Chief Deputy Director and Chief Operating Officer of Health Services, where he directed the administration of the County network of hospitals, comprehensive health centers, health centers, and private, nonprofit clinic partners to ensure the provision of a broad array of health services.

He also served as the Acting Director of Health Services, where he was responsible for the overall management and operations of the Department. During his long tenure with the County, he has also served in management positions in the Departments of Mental Health and Public Health.



Safe-Haven for Victims of Violence Opens

By Michael Wilson

The Family Justice Center, a one-stop venue for victims of domestic violence, opened on the LAC+USC Medical Center campus on January 11. The Center is a collaborative effort between the Sheriff's Department, Los Angeles Police Department, Violence Intervention Program (VIP) and community-based organizations including the East L.A. Women's Center.

L.A. County Supervisor Hilda Solis joined Mayor Eric Garcetti, Los Angeles County Assistant Sheriff Bobby Denham, Police Chief Charlie Beck, L.A. City Councilman Jose Huizar, VIP director Dr. Astrid Heger and community advocates at a news confer-

(See 'Family' on back)

(Family)

ence to announce the opening. During their remarks, the speakers highlighted the fear, shame and challenges victims of violence often face as they come forward, noting the added difficulty they face when navigating multiple agencies to file reports, conduct interviews with investigators, and get proper medical care while holding down jobs and other responsibilities.

"These men and women need a place of refuge where they can find comfort, guidance and all the services they need in one place," Garcetti said. "Together with our county partners, we have created this new Family Justice Center to give victims and their families the help and relief they deserve."

The Center's opening, the Mayor added, was timely given the national conversation occurring around issues of sexual assault. By providing safe shelter and wrap-around support in one place, victims would be more willing to come forward. The Center is one of over 80 Family Justice Centers in the

country and the second one in L.A. County. The evidence-based model of integrated services brings together law enforcement, forensics, legal, medical, mental health, social, and other services directly to victims of domestic violence, sexual assault, child and elder abuse, and other forms of violence. The multi-agency, multidisciplinary approach streamlines the process to achieve better outcomes.

The integration of law enforcement services into the medical and mental health model gives victims access to the best assessment and investigative services at the same time their health and mental health needs are addressed. The Board of Supervisors designated 5,400 square feet for the East Los Angeles Women's Center to provide temporary shelter for victims, and 4,750 square feet for the Police Department.

The Justice Center is part of other plans envisioned for LAC+USC, including creation of a medical village that will house recuperative care beds, mental health, and supportive housing for community residents.



Supervisor Hilda Solis presents plaque to Dr. Astrid Heger to commemorate the opening of the Family Justice Center.

Initiatives

MyWellness Patient Portal Adds Provider Notes to Features

By Anshu Abhat, M.D.

Last year we surveyed patients across all DHS facilities in medical records lines and asked what type of information they were planning to obtain from their medical records. The number one request was doctors' notes.

Our patients spend large amounts of time and money trying to obtain medical records. When we took a closer look at the possibility of providing patients 24/7 access to electronic versions of doctors' notes, it proved to benefit both the patient and the provider.

Patient Benefits:

- Helps patients take control of their health and themselves
- Helps patients be better prepared for visits

- Helps patients take medications as prescribed
- Helps caregivers take better care of patients

Provider Benefits:

- More productive and efficient visits with patients
- Promotes patient-centered care and engagement
- Increases trust among provider and patient
- No change in provider workload

With OpenNotes, providers and patients become partners in patients' health and well-being. Over the last month, we have hosted six Skype 'Lunch and Learn' sessions which were well attended by staff and providers from all DHS facilities. We encourage all staff to review the "Teaching Toolkit" and share with fellow providers and trainees on how to write notes that will be shared with patients.

At this time, patients can access history and physicals, discharge summaries, hospital consultation notes, ED notes, and specialty



You will be able to view some doctors' notes starting January 19th, 2018. Your doctor wants you to better understand your health and your care plan.

Once you register* on the MyWellness patient portal, you will be able to:

- View and download your doctors' notes**
- Save time and money on medical record doctors' notes request**
- Share doctors' notes with family members and other doctors outside of DHS facilities
- 24/7 Access to doctors' notes

Steps:

1. Contact your clinic to sign up for MyWellness, download app or visit the MyWellness website: dhs.lacounty.gov/mywellness
2. Talk to your doctor about what information you can find in your doctors' notes
3. Find doctors' notes in the left column under "Clinician Notes"
4. View and download doctors' notes

*Minimum age 17. If you are unable to access the MyWellness patient portal, please contact your clinic. **Availability, use, and support subject to change without notice. © 2018 Priority Care. All rights reserved. See also.

clinic notes. Primary care clinic notes will be shared in the future. To learn more about OpenNotes [click here](#). For more in-depth OpenNotes tips [click here](#) and visit www.opennotes.org/. For questions, please contact Dr. Anshu Abhat at aabhat@dhs.lacounty.gov.

Around DHS



DHS employees reached out to attendees of the 26th Empowerment Congress this month with information on programs and services. (Pictured left to right) Jerri Flowers, DHS acting director Dr. Christina Ghaly, Judy Archie and Agustin Segura. The Empowerment Congress is comprised of a broad-based and diverse constituency of community residents, representatives of the Neighborhood Councils and block clubs, social and human service organizations, academic and religious institutions, business interests and individual citizens committed to civic and community engagement.



Upcoming Events

May 2, 2018 — Rancho Los Amigos, 10am - Noon
Workshop: "Introduction to Interpreting Ethics and Roles in Healthcare": Navigate confusing ethical dilemmas with patients who speak limited English; learn roles and boundaries of interpreters; improve command of medical terminology; get current with federal and state requirements for interpreters.