



Director's Desk

Christina R. Ghaly, M.D.
Director

June was LGBTQ+ Pride Month and I'm pleased that this month's issue of the Pulse highlights one of our facility's efforts to celebrate and provide resources focused on supporting LGBTQ+ members of our workforce and community, including our patients! I know there were similar events at other DHS facilities which helped to raise awareness about programs and resources on a variety of relevant topics. I particularly love the goal of the group at Olive View as described in the lead article below: To strive to affirm the value and dignity of every individual. There's so much wisdom in those words; may we all strive to do the same every day at home and work.

Finally, please take a minute to brush up on your disaster preparedness with the final article focusing on water. Given some of our seismic activity lately, it's never too early to be reminded of how to prepare.

My best wishes for a safe and enjoyable summer!

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Olive View-UCLA Medical Center Hosts LGBTQ+ Health and Community Resource Fair in Recognition of Pride Month

By Janine Roach, M.D.

The LGBTQ+ Committee at Olive View-UCLA Medical Center hosted an LGBTQ+ Health and Community Resource Fair in honor of LGBTQ Pride month on June 6, 2019. Our committee worked diligently to promote the event to our hospital staff, patients, and community members through social media, flyers and email blasts. In addition, local mental health clinics, community partners and elected officials invited people to attend. Local businesses also promoted the event and donated food and prizes such as Dodgers tickets and restaurant gift cards, demonstrating broad support for the LGBTQ+ community.

Because of our collaborations, the event was a huge success. Approximately 300 people attended the event. Fifteen organizations participated and provided information about a number of LGBTQ+ topics including HIV testing and prevention, local LGBT centers and support groups and transgender health care. Participating organizations also had resources available for survivors

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of intimate partner violence, mental health needs and substance use disorders. The committee was formally recognized by the office of Assemblyperson Luz Rivas for the work it does for our community.

The LGBTQ+ Committee at Olive View-UCLA Medical Center would like to thank everyone who helped this event come to fruition. Our committee works to build an inclusive and supportive environment of care for all employees, patients, families and hospital guests across the gender and sexuality spectrum. We strive to affirm the value and dignity of every individual and dedicate ourselves to creating a healthy community. The Committee develops educational materials, organizes trainings, improves policies and procedures, holds events such as health fairs and panel discussions, partners with outside organizations and attends community events. Our goal is to eliminate the health disparities in the LGBTQ+ community, which include higher rates of HIV and other sexually transmitted infections, cancer, substance abuse, smoking, depression and anxiety. You can find more information as well as links to educational materials on the Olive View Intranet http://myladhs.lacounty.gov/ov/LGBTQ_Committee/SitePages/Home.aspx and Internet LGBTQ+ pages <http://dhs.lacounty.gov/wps/portal/dhs/oliveview/lgbtq> or contact the committee at OVMLGBTQ@dhs.lacounty.gov.

County Channel Video Projects Earn Emmy Nominations

By Connie Salgado-Sanchez

Two County-produced Video Projects have been nominated for Emmy awards. An Emmy award is an American award that recognizes excellence in the television industry, and is equivalent of an Academy Award for film, the Tony Award for theater and the Grammy Award for music. An enormous amount of teamwork was required to produce informative and interesting segments. The two nominated projects are:

“**Mission Possible: Social justice medicine inside L.A. County jails**” was nominated in the information segment category. This short documentary was part of a multimedia recruitment campaign DHS developed to recruit idealistic medical professionals to work in the County jail system. It offers a unique behind-the-scenes look at mission-driven medicine and the relationship between doctors and patients in the nation’s largest county-run correctional health system. It can be viewed here: <https://vimeo.com/253527384>

The series “**Youth Stories**” was nominated in the informational series category. This series spotlights challenges and opportunities faced by young people growing up in Los Angeles County. The segments honored with the nomination highlight the innovative ways in which the County helps underprivileged youth by providing vital resources like new shoes, temporary housing for homeless youth and inspirational information for girls aspiring to enter the medical and scientific fields.

The nominated segments can be viewed here:

Stepping up for kids with a swoosh

<https://vimeo.com/299079334>

Soft landing for homeless youth <https://vimeo.com/294378646>

Inspiring young minds to consider science

<https://vimeo.com/297116520>

The awards will be presented at the 71st Emmy Awards ceremony on July 27, 2019 at the Television Academy’s Saban Media Center in Los Angeles.



Scenes from the Emmy-nominated videos “Stepping up for kids with a swoosh” (top) and “Mission Possible: Social justice medicine inside L.A. County jails” (bottom).

MyWellness Competition Leads to 59% Increase in Enrollments

By Ismael Chinchilla

The MyWellness patient portal enrollment competition wrapped up at the end of January and saw a monthly enrollment increase of 59% from the beginning of the campaign. The three month competition that ran from November 1st to January 31st asked DHS and DPH staff to market and enroll patients in the MyWellness patient portal during usual clinical care.

In November, the first month of the competition, 1,480 new patients enrolled in the portal. During January, the last month of the competition, 2,482 new patients enrolled in the portal. The entire competition saw 5,642 new patients enrolled in the MyWellness patient portal.

Enrollment in the MyWellness patient portal provides patients with a useful tool to help them take control of their health. Studies show that patients who are



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actively involved in managing their health have better outcomes and are more satisfied with their medical care.

Dr. Anshu Abhat, Director of Transitions of Care and Patient Engagement, has seen a positive response to the MyWellness patient portal from her patients. She shares, “MyWellness is really evolving as a tool to get patients engaged in their care. I used to have a hard time getting my diabetic patients to get their labs done before their visit with me. Now, when I walk in the exam room, my patients start off the conversation – ‘Dr. Abhat, I saw my hemoglobin A1c lab on MyWellness. I’m not happy with it this month, and this is what I want to do. What do you think?’ This is a whole new level of patient engagement, and I’m finding we are having deeper doctor-patient discussions and shared decision-making on how to improve diabetes outcomes and quality of life.”

Enrollment in the MyWellness patient portal also helps alleviate staff workloads. Patients can get lab results, read provider notes, message their provider, request appointments and refill their prescriptions via the portal. This results in less phone calls to our facilities and less trips to the doctor for our patients.

LAC+USC Primary Care Adult East led the way for DHS with 166 patient enrollments during the competition. Curtis R. Tucker Sexual Health Clinic was the highest enroller for DPH with 207 enrollments. The Office of Patient Access Headquarters enrolled 549 patients during the competition, the highest for any patient access center. Jose Cordova, formerly of the North Hollywood Health Center enrolled the most patients of any DHS and DPH staff; he helped enroll 143 patients during the competition.



MyWellness “Self-Enrollment” just got easier for our patients

Now all patients need is:

- 1) Name
- 2) Date of birth
- 3) Medical Record number or email (already stored in ORCHID)

- Patients no longer need a social security number to enroll.
- All you need to do is direct patients to <http://dhs.lacounty.gov/wps/portal/dhs/mywellness/>
- Your patients can enroll right from their own device in your waiting room even without an email invitation.
- And more good news...we’re building e-Clipboard. Soon, patients will be able to fill out forms even before they come in for their office visits. More to come!

Water is an Essential Part of Disaster Preparedness

By Contributing writers, LA County Emergency Health Services (EMS) Agency

Following a disaster or incident resulting in an extended power outage, clean drinking water may not be available. Normal water sources could be cut-off or contaminated. Employees should prepare for disasters by building a water supply at work and that will meet their family’s needs at home during an emergency.

A general guideline is to store one gallon of water, per person, per day, for at least three days for drinking and sanitation. The demand would be higher in hot climates, or when caring for the medically fragile or frail.

Water should be stored in prepackaged containers in a safe, cool space. Water does not expire but it is good to rotate bottled water reserves so it doesn’t develop a plastic taste over time. For work, a suitable location for storage would be under your work desk or in a secured cabinet. It is a good idea to have a case of water stored in the trunk of your car as well. A personal water filtration straw and cup is another good option for your car or disaster preparedness kit.

Water pipes are maintained under pressurized conditions in city water systems. If the pipes break or if the water pressure fails for another reason, the water may become contaminated and require boiling prior to consumption.

At home, a water heater can be a source for up to 40-50 gallons of clean water. That is another reason to have earthquake straps on water heaters!

It would be a good idea to work with your manager/supervisor, and co-workers to develop a plan for emergency water storage or “community” water supply for your work section following the general guideline of one gallon per person, per day for at least three days.

For additional information on the importance of water in disasters see: <https://www.ready.gov/water>

