

At the Center

Committed to Quality Care & Courteous Service

A Message from Dan Castillo, CEO



2015 will be a year to remember as we go live with our new electronic health record (EHR) system, ORCHID, on May 1st! It will bring us improved interoperability and integration of DHS data into one system. It will also bring in prescriptions from retail pharmacies outside of DHS, improve the accuracy of diagnoses, improve care coordination, and increase our efficiency leading to cost savings. Immediately after go-live, we plan to drop our efficiencies however, with most outpatient clinics cutting

schedules down to 30% the first week, then moving up to 50% and 75% in subsequent weeks until we're back up to 100% on June 15th. Other than pairing back on elective surgeries for a short period, we expect that most other areas will be unaffected. Look for training schedules to be released in February.

Although we're in a new calendar year, we're only half way through our fiscal year, so our goals and priorities remain the same:

1. Maintain financial viability;
2. Improve access to primary care by increasing our total visits by at least 5% over the prior year, increasing continuity of care (*same patient same provider*) by at least 10% over the prior year, and increasing the number of primary care visits per hour by 10% over the prior year;
3. Successfully implement ORCHID!
4. Improve access to specialty care by increasing the total number of eConsults by at least 10% as well as the number of visits by at least 10% over the prior year;
5. Increase our surgical case volume by at least 10% over the prior year;
6. Inpatient Metrics: Decrease our average length of stay in Med/Surg wards by at least 5%, decrease psych denied days to $\leq 20\%$, medical denied days to $\leq 10\%$, and utilization review cases kept to $\leq 1,500$ cases;
7. Improve our quality by decreasing our total harm score by at least 5%, and improve our HEDIS metrics by at least 10%;
8. Exceed National Patient Safety Goal targets for 2014-15, and reduce assaults on staff by 50%;
9. Improve the patient experience by increasing the percent of patients that: "Always" recommend our hospital; Rate our hospital 10 on a scale of 0-10; State our doctors "always" communicate with them; State our nurses "always" communicate with them; and state our hospital is "always" clean.

Thank you for helping to make 2015 a successful year!

HAPPY NEW YEAR!!!



OFFICES OF GRADUATE MEDICAL EDUCATION
AND PATIENT SAFETY PRESENT:

1ST ANNUAL RESIDENT & FELLOW WELLNESS DAY



JANUARY 21, 2015

7:00AM – 2:00PM

IPT CONFERENCE ROOMS A+B

EDUCATION • FOOD • GIFT BAGS • CHAIR MASSAGES



3B Nurses Surprise NICU Mom, Susana Palacios, with Holiday Gift Basket for Son!

Population Health Management

By Jennifer Sayles, M.D., M.P.H.

Chief, Population Health Management

Population Health Management (PHM) plays a critical role in the success of healthcare systems in the era of healthcare reform, where payment models have evolved to pay providers and health systems a fixed amount for meeting the comprehensive health care needs of a population of patients. PHM refers to optimizing the health of a specific patient population, through proactively identifying and managing the patients' acute, chronic, and preventive health needs. It aims to deliver high quality care by keeping people as healthy as possible, and minimizing the need for expensive interventions such as ED visits, hospitalizations, and unnecessary imaging and procedures. Coordination across care settings and the health system is central to effective population health management, with the primary care medical home serving as the anchor for each patient's clinical care and management.

This approach not only lowers costs, but also redefines healthcare as an activity that encompasses far more than sick care. While PHM focuses partly on the high-risk patients who generate the majority of health costs, it systematically addresses the preventive and chronic care needs of every patient. Because the distribution of health risks changes over time, the objective is to modify the factors that make people sick or exacerbate their illnesses.

The Office of Population Health Management will work with key stakeholders to:

- ◆ Develop a uniform approach to managing the care of empaneled and other high risk populations across care settings, with the goal of optimizing health outcomes while reducing unnecessary utilization and cost of care
- ◆ Align activities across Managed Care Administration, Utilization Review, and Outpatient Services (including Primary Care and Specialty Care) with the goal of developing coordinated Care Management, Complex Case Management and Utilization Management programs
- ◆ Identify, monitor and manage specific high risk subpopulations, with a focus on developing programs for transitions of care, complex case management, behavioral health co-management, and disease management for chronic conditions
- ◆ Develop approach to population preventive health and wellness, including strategies for outreach, patient engagement and activation, and shared decision making
- ◆ Identify areas of over use and inappropriate use of screening, diagnostics and procedures, and work with clinical leadership to develop standard practice guidelines and value based strategies for existing resources in these areas.



Leo Flores, RN (middle) and Joseph Cruz, RN (left) receiving the award for Best Pilot Project Patient Safety Award by Dr. Hal Yee (right) at the 2014 Patient Safety Conference & Awards Ceremony.

LAC+USC Wins @ Patient Safety Conference

By Tonia Jones, PH.D, FNP-BC

Patient Safety Officer

The LAC-DHS 2014 Patient Safety Conference & Awards Ceremony was held September 29 and 30th at the California Endowment. The conference was well attended by LAC+USC's front-line and administrative staff. Teams submitted entries in multiple categories representing this year's conference theme "**Let's Make it Happen.**"

We are pleased to announce that Leo Flores, RN and Joseph Cruz, RN were awarded the \$10,000 prize for the Best Pilot Project Patient Safety Award. This award will be used towards the implementation of a new patient safety project entitled, "Eliminating Specimen Labeling Error." In addition, our staff-featured video, "These Three Words" was selected as the 3rd place winner. The \$500 award will be used towards the improvement of healthcare delivery in the facility.

Congratulations to all of our LAC+USC Medical Center team members and hope to see you at next year's DHS Patient Safety Conference!!!

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