



High Quality
Patient Centered
Cost-Effective Health Care

From Dr. Katz

FAST FACTS

A Message From the Director



There is a legend that in Ancient China people paid their doctor for staying healthy. When they became sick they would cease paying the doctor until their health was restored. Talk about aligning incentives!

Much of our medical care system is focused on "sick care." I offer no apologies for that. It is a proud calling to care for the sick, to seek to cure and treat disease, to alleviate pain, and to provide comfort and support. That being said, if we are to have a healthy community, we need to promote wellness with the same rigor that we use to care for the sick. So I was so happy to be at the grand opening of the Wellness Center at LAC+USC. I particularly liked the symbolism of reappropriating a hospital facility to focus on how to stay healthy. I am looking forward to writing exercise and diet prescriptions for my patients knowing that they can go to the Wellness Center and have those prescriptions "filled." And I hope our hard-working staff will also join the Wellness Center or engage in wellness activities in the communities where they live and work. By exercising more, eating better, reducing our stress levels, avoiding harmful substances, and deepening our interactions with our friends and family, we can all be healthier and better able to respond to the challenges life tosses in our path.



Wellness Center Aims High in East L.A.

By Michael Wilson

Old General Hospital is open for business again, but this time as a new center that provides supportive and prevention services. About half of the first floor of the historic building now houses several health nonprofits that provide services to residents in a region known for higher rates of chronic disease. The Wellness Center is the work of L.A. County Supervisor Gloria Molina in partnership with The California Endowment, LA Care, and The California Wellness Foundation. The new space anchors a revitalized health campus where families can exercise, eat healthy food, and engage in activities ranging from video production to salsa line dancing. The fact that the Center is located adjacent to LAC+USC Medical Center's busy outpatient clinics makes access easy. The proximity also supports the vision for an integrated health campus that in

National Multiple Sclerosis Society, Neighborhood Legal Services of L.A. County, American Diabetes Association, and the Mexican American Opportunity Foundation offer onsite services to patients wanting to know everything from where to buy healthy food to how



to cope with depression. "We offer prevention, education and supportive wellness services that people won't get during a regular a clinic visit or hospital stay," says Wellness Center executive director Nancy Mullenax. "Instead of giving people a list of agencies with phone numbers, our goal is to provide the kind of personal interaction and support that we know changes behaviors." Nearly all services are free of charge, from nutrition and diabetes education to meditation techniques and yoga classes. A YMCA gym is also located on the premises and charges nominal monthly rates.



the future may include professional development and training courses, medical research, and retail. "It has been my dream to return this historic hospital back to the community to promote wellness and health," said L.A. County Supervisor Gloria Molina. A total of 16 organizations including LA Care Family Resource Center, the Arthritis Foundation, the

Mullenax, who previously worked for UniHealth Foundation, says the center has the potential to change population health. Because LAC+USC Medical Center patients can be referred to the Wellness Center, they can get linked to supportive services quickly to achieve better outcomes. Over time, community health indicators will shift.



DHS Employees Refresh Computer Skills

By Michael Wilson

About 5,000 DHS employees have taken part in a computer literacy workshop in preparation for the ORCHID implementation. The training was developed by the Worker Education and Resource Center (WERC), a County-SEIU 721 nonprofit that helps employees improve their skills.

The workshop is targeted to employees who will use ORCHID and who need a tutorial on basic computing skills before taking technical training on the new medical record system. The curriculum covers such things as how to use a mouse, enter a username and password, navigate toolbars, and cut and paste. The sessions also include a discussion of health reform and the role of electronic health records in improving patient care. "Most of us use computers every day, but we tend to forget the computer terminology that describes what we are doing, like opening a browser or minimizing a screen," says WERC associate education director Maria Warner. "You need to have both hands-on functionality and understanding of computing language, so that when someone says to log off the system you know what that means and how to do it."

Not every employee needs a refresher course. To identify those who would benefit

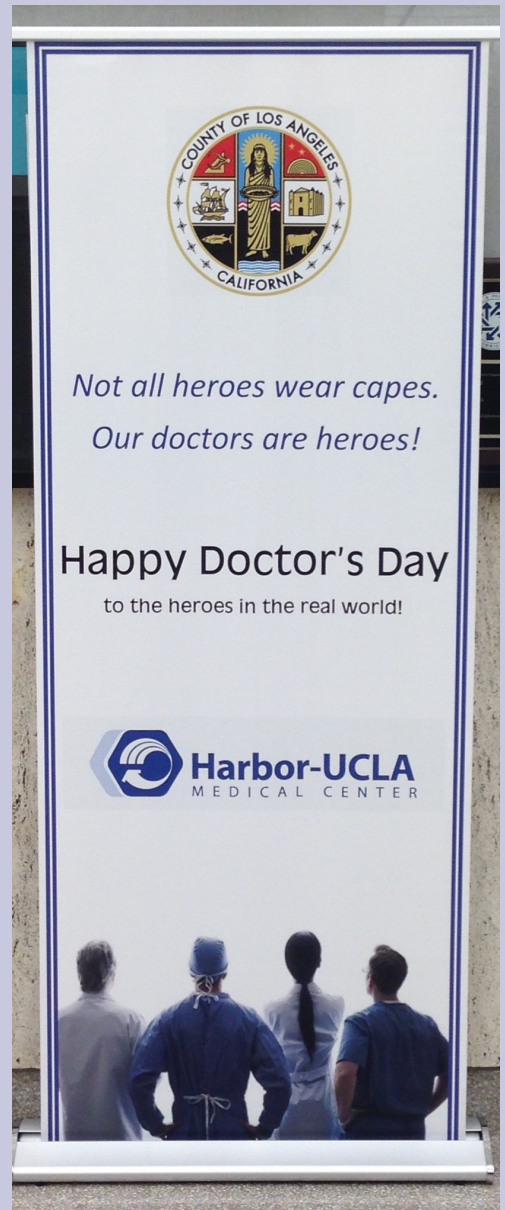
from training, WERC staff developed a basic skills assessment called the "Basic Computer Skills Survey" which is available on the Learning Net. The survey was also integrated into nurse competency testing. About 50 percent of employees who took the survey were found to need computer skills training.

Even though workers may be proficient at texting and using a smartphone, ORCHID will require using a monitor, keyboard and mouse to navigate the database. For employees needing additional help, WERC has developed online learning sessions and four webinars that are now available on the intranet. "This is a great example of how WERC customizes workshops to make them relevant, interactive, and fun so that DHS workers learn what they need to know, and we all achieve our goal of a successful ORCHID implementation," adds Warner.

WERC was created 12 years ago during the nursing shortage to help DHS employees gain skills to become registered nurses. Since then, WERC has provided numerous programs to help DHS learn new skills, improve existing skills, and move into new careers within DHS. For more information, visit their website at <http://www.we-rc.org> or call (213) 639-2220.

And One More Thing...

As the County of Los Angeles and "E" of Pixar's *The Incredibles* would tell you, capes are not a requirement for the heroic physicians at Harbor-UCLA who were greeted with a message of thanks for their feats of kindness on Doctor's Day on March 30th.



Community Partner Program Re-envisioned

Tens of thousands of uninsured Los Angeles County residents will gain new health care coverage this year, but a percentage will remain uninsured due to either ineligibility for health insurance or lack of information about their health insurance options. To help address the health care needs of those who will remain uninsured and who need ongoing care, DHS is retooling its Healthy Way LA Unmatched program which provides primary care and other services to uninsured residents at over 200 health care sites run by private clinics known as Community Partners (CPs).

It will be restructured so that all individuals enrolled in the program select a primary care medical home where they can receive preventive, primary and chronic care services. Patients will also receive specialty, pharmacy, diagnostic and inpatient care. The current fee-for-service, per visit pay-

ment model used by the DHS to reimburse CPs will be replaced with a payment model that provides CPs with per enrollee per month reimbursement.

"We are redesigning the structure of the program to improve outcomes and efficiency," said Managed Care Services director Tangerine Brigham.

Last fiscal year, over 100,000 patients received services through the Healthy Way LA Unmatched program, and the Board of Supervisors allocated \$55 million for the program this fiscal year.

DHS director Mitchell Katz, MD, told Supervisors this month that by having enrollees choose a primary medical home to receive all their care DHS can reduce service duplication and promote better health outcomes. Officials expect to begin enrolling patients in late summer.