

Harbor-UCLA's New Wellness Center is Woman-Centered

By Michael Wilson



Second Supervisorial District Health Deputy Karla Sayles (center) presents a scroll to Erin Saleeby, MD (left) and Harbor-UCLA Interim CEO Kimberly McKenzie, RN, commemorating the opening of the Women's Wellness Center.

The inviting entryway, spacious rooms and sky lights create a tranquil setting, but it's the integrated services that will keep patients coming back to the Women's Wellness Center at Harbor-UCLA Medical Center, where a reception and ribbon-cutting was held June 13.

Harbor-UCLA interim chair of the Department of Obstetrics & Gynecology and DHS director of Women's Health Programs & Innovation, Erin Saleeby, MD, told DHS leaders and community partners that the concept for the space was to bring all ambulatory services together under a single roof to provide women with whole-person care.

The Wellness Center is housed in a professional building on the southwest corner of the campus. The Mama's Neighborhood prenatal care program for low-income expectant mothers will be based there, but women of all ages will have access to OB/GYN, primary care, contraception, STD screening, behavioral

health, nutrition, and group education services. Care coordinators will link patients to onsite social workers and psychologists for wrap-around support. Half of all appointment slots will be open for walk-in patients.

Karla Sayles, health deputy for L.A. County Supervisor Mark Ridley-Thomas, presented a scroll to Saleeby and hospital interim chief executive Kimberly McKenzie, saying the Supervisor was committed to ensuring that newborns get the right start in life and that lower-income women have access to world class care. Primary care physicians from the Harbor-UCLA Departments of Family and Internal Medicine will care for their empaneled patients at the Wellness Center; lab and other diagnostic services will also be done onsite so patients don't have to travel to other areas of the medical complex. Sub-specialty gynecology and labor and delivery services will remain at the hospital.

Attending physician Griselda

(See 'WOMEN' on back)

LAC+USC HUB Clinic Opens

By Michael Wilson

Renovated space on the 5th floor of LAC+USC Medical Center's 1960's-era Outpatient Building now houses a multi-specialty HUB clinic, 5PI, envisioned three years ago.

The unit combines six specialty medicine clinics that will operate in the space on different days: Hepatology (Liver), Hepatitis C, Gastroenterology, Diabetes/Obesity, Rheumatology and Nephrology. Hospital Ambulatory Specialty Care Services medical director Andy Lee, MD, said the new space represents a "transcendent model for specialty services" that is patient-centered, supports stronger provider collaboration, and combines a team-based approach with non-traditional group visits.

The sprawling area features two dedicated rooms for patient group visits, 22 exam rooms, and a dedicated unit for reviewing eConsults and managing patient portal communications. There is also space

(See 'HUB' on back)

A Message From the Director



Mitch Katz, MD

To be successful as a health care provider in this increasingly competitive health care environment, DHS must develop programs that cater to the special needs of our patients. That's why I am so pleased with the opening of two new programs both featured in this issue of *Fast Facts*. The Women's Wellness Center at Harbor fits an important niche for us. The Center will provide women with a full range of services from medical care to help with transportation and employment. By situating Mama's Neighborhood prenatal program within the Center we hope to welcome more women to having babies at Harbor, and ensure that the infants get great care right from the start. Women deserve a site that caters to their unique needs. Similarly, the new Specialty Care Hub at LAC+USC is a dynamic space for providing specialty care to persons with chronic illness. The new area features a patient education room, which has a space-age white board at the front, and a conference room dedicated to generating innovations in health care. The clinical space is configured so that doctors, nurses, and other health professionals can work side-by-side to ensure that the patients receive integrated care. When you have a chance, go by and check out these great programs in their new spaces.

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From Dr. Katz

FAST FACTS



(Pictured left to right) LAC+USC CEO Daniel Castillo, First Supervisorial District Health Deputy Sarkis Semerdjian, Hospital Interim Administrator Ana M. Gaona, and Specialty Care Services Medical Director Andy Lee, MD.

(‘WOMEN’)



Gutierrez, MD, said people need to see how it used to be to understand how big the difference is now. “Patients had to find a parking space in the main hospital parking lot, then enter a Level One trauma center and go through a metal detector for a prenatal visit. We knew we had to move OB services out of the hospital.”

The Wellness Center will also function as a node of connections to community-based organizations to help patients with utility bills, transportation, employment, food and other issues that impact their health; referrals will be provided onsite based on a patient’s needs and where she lives.

“Before we would hand women a piece of

paper with a referral and expect them to do the follow up. Now we make that warm connection for them and track it to make sure they are actually those accessing those services.”

A number of agency partners were on hand to tour the new facility. The Department of Public Health’s Injury and Violence Prevention program hopes to provide 15-20 infant car seats a month to women who may not have the means to buy one. A representative from CAST, the Coalition Against Slavery and Trafficking, said her agency could dispatch an emergency response team to help a patient who presented to the Center with signs of abuse and offer specialized support.

(‘HUB’)



for social workers and pharmacy technicians to be embedded within the clinical setting. A main lobby area where patients once stood in a long line for prescription refill requests and registration has been replaced with a central desk where staff greet patients and direct them to a registration station. DHS capital projects director John Shubin said the \$1 million project was brought in significantly lower than anticipated costs through careful renovation that limited construction of new walls and refashioned existing furniture where possible. Curved arches and other touches were incorporated into the design aimed at “creating an architecture that is less institutional, more colorful, soothing, and a better place for patients.” The clinic also houses an innovation incubator to bring disruptive care improvement ideas up quickly. “We’ve created more than just clinics, but the ability to practice better, connect better and innovate,” Lee said.

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Everbridge - Communicating Across DHS

In the event of a disaster, the Department of Health Services (DHS) has an obligation to notify staff regarding their level of responsibility. But how do employees get notified? DHS alone has an employee population equal to the size of a small city. Relying on a traditional telephone tree method might not work effectively.

Working alongside the Los Angeles County Emergency Medical Services (EMS) Agency, DHS management will soon be using Everbridge, a communication tool used to contact employees via telephone and email on a mass scale in the event of an emergency. While some facilities already utilize this system, department-wide roll out is expected at a future date. To learn more about Everbridge and how it works, visit <http://www.everbridge.com/what-does-everbridge-do/>.

Manage Your Outlook Clutter

Clutter is a feature that analyzes your email habits and moves lower priority messages out of your Inbox to allow you to access important messages. All **lacounty.gov** email addresses including all DHS email addresses have been configured to bypass the Clutter folder and arrive in your regular Inbox. To help Clutter filter your emails, right click on the message and select Move > Clutter. If you see a message that was sent to your Clutter folder by mistake, right click on the message and select Move > Inbox.

For more information on how to use Clutter, please visit the [Microsoft Office Support page](#).

Over 7,000 Trained in CPR on a Single Day

By Michael Wilson



Residents from Eagle Rock to Manhattan Beach to Downey took part in hands-only CPR trainings at over 50 locations on June 2. The annual “Sidewalk CPR” event is organized by the Los Angeles County Emergency Medical Services (EMS) Agency, and co-sponsored by the Los Angeles County Fire Department and the American Heart Association.

Participating agencies (hospitals, fire departments and ambulance companies) trained residents at malls, fire stations and hospitals in the simple chest compressions that keep blood flowing to vital organs during a sudden cardiac arrest and double or triple chances of survival; only three percent of cardiac arrest victims in L.A. County survive.

“CPR is the first link in the chain of survival,” said EMS Agency director Cathy Chidester, who came up with the idea of bringing CPR training to the masses five years ago. “The first few minutes are critical to survival before first responders get there.” Approximately 8,000 county residents die each year from sudden cardiac arrest, which often occur at home.

At a news conference held at LAC+USC Medical Center that morning, EMS Agency medical director and pediatric emergency physician Marianne Gausche-Hill, MD, said bystanders should not be afraid to come to aid of cardiac victims because laws protect them.

Actress Amber Waller, a speaker at the press conference, suffered sudden cardiac arrest on a soccer field just months after losing her mother to cardiac arrest in 2013. A teammate trained in CPR administered life-saving help for seven minutes until first responders arrived on scene. Had no one come to her aid, she would not have survived. She details her experience in a blog called “7 Minute Reset,” chronicling the seven minutes that changed her life.

“Sudden cardiac arrest can happen anywhere, anytime,” L.A. County Fire Chief Deputy David Richardson, Jr. said. “By knowing hands-only CPR, you can be the skillful hands that deliver life-saving help when firefighters on their way.” Individuals who get trained in hands-only CPR are encouraged to download the PulsePoint app at pulsepoint.org for iOS and Android. The app alerts users to the location of nearby victims of cardiac arrest so they can administer CPR until first responders arrive.

Waller said CPR training should be a part of everyday living. “I look forward to the day when everyone knows CPR and is a part of life. You learn how to ride a bike, you learn to drive a car, you learn CPR.”