



At the Center

Committed to Quality Care & Courteous Service



A Message from Dan Castillo, CEO



I hope all of you are energized for a great 2014. The New Year is off to a great start as the Affordable Care Act is now in full force, and LA County DHS has successfully transitioned nearly 300,000 Healthy Way LA (HWLA) lives to Medi-Cal managed care. As a “Two-Plan” model, LA County has two Medi-Cal health plans—LA Care and Health Net—with over 153,000 HWLA lives moving to LA Care, and just over 134,000 moving under Health Net. Effective 1/1/14, we now have contracts in place to allow us to see these patients. We also plan to have negotiated arrangements with major

IPAs to see their pediatric subspecialty and OB patients. Our primary goal is to retain (through primary care assignments and specialty referrals) as many patients during this transition as possible. We will do this by achieving our 2014 goals of:

1. Improving the patient experience as reflected through Press Ganey scores and patient retention;
2. Enhancing access to the primary care medical home (PCMH) and decompressing specialty care for timelier access to care;
3. Excelling under National Patient Safety Goals which includes safeguarding the right patient gets the right care at the right time;
4. Improving clinical, operational, and financial efficiencies by decompressing our emergency department, expanding the use of the OR, reducing our ALOS to 5.5 days, reducing the use of nurse registry, and signing up every uninsured, low-income patient coming through our doors for Medi-Cal (or referring them to a commercial Exchange plan for higher income individuals) and helping them navigate to us as their preferred PCMH; and
5. Implementing the new changes under Health Care Reform including understanding when to request a prior authorization for both specialty services and medications (note our Medi-Cal patients can now go to outside pharmacies for non-prior authorized medications which will help reduce wait times in our own pharmacy), involving UR prior to all inpatient admissions, and repatriating our assigned patients from out-of-network hospitals back to our facility to minimize our financial risk.

The Health Reform Town Hall meetings held the week of January 13th were well received. I encourage you to take what you’ve learned and share with your colleagues so the message gets out to the entire team.

Also during the week of January 13th, the Joint Commission paid us a week-long visit to renew our accreditation for another 3 years. We were joined by 6 reviewers—one physician, one engineer, and 4 registered nurses. I’m proud to say that the visit was an overwhelming success, and the JC surveyors couldn’t say enough about the staff, the physicians, and the history of this landmark facility. Thank you to all of you for your hard work and dedication and continuous push for quality and excellence!

While we strive to retain and gain new Medi-Cal patients, we will continue our mission of serving the uninsured and being the premiere safety net hospital on the West Coast!

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Nancy De Los Santos tells us about her experience with the Radiation Department and the staff, Page 2

ANNUAL INTERFAITH QUILT GIVEAWAY

See what the Department of Spiritual Care has stitched together for our souls, Page 2

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Pediatric Holiday Breakfast

You should have been there! The Pediatric Department provided gifts and full-bellies to our patients, Page 3

What is your most memorable childhood gift?

Tea set. Stuffed elephant. Chatty Cathy doll. Easy Bake Oven. Read what employees had to say, Page 3

M&U Food Basket Giveaway

Giving can be a good infectious habit on campus, read how the interdisciplinary team supports patient’s families, Page 4

World AIDS Day

Outreach and screening efforts are still effective to get the message about safe sex and education, Page 4

DID YOU KNOW . . .

Reporting lost ID Badges or Access Cards immediately helps keep our campus safe and secure, Page 4

From Our Patient . . .

Every now and then we get a letter that seems to resonate among the staff as something extra special. Nancy De Los Santos wrote a letter to us describing her experience with her care *At the Center*. This is what she had to say . . .

Dear Radiation Department Staff,

In January, I was diagnosed with a particular type of cancer that I was told would require both chemotherapy and radiation treatments. I listened to my body and completely accepted the need for chemotherapy. Radiation was another story. The very thought of radiation caused me to panic, but I knew it would be an important part of the process.

I walked into the Radiation Department with hundreds of questions; frightened, and concerned. Every radiation staff person I came in contact with was kind, caring, and professional. There wasn't a moment during any of the appointments before the treatment or during any of the 28 rounds of radiation treatment—that I didn't feel completely cared for, respected, and even, loved.

And it all begins with Dr. Song.

At the very beginning of this process I reached out to Dr. Song with a long list of questions. Dr. Song listened to me and answered each of my questions with the utmost patience. At that time, the answers were not what I wanted to hear—which was that I could not start radiation at that time—but she made sure that I understood the reasoning behind the answers. And she offered the possibility that if the chemotherapy treatment was successful, I could start radiation treatment.

Fortunately, the chemotherapy treatment I received at LAC+USC was successful and I returned a few weeks later to begin the treatments. Dr. Brenda Shoo oversaw my treatment, and was very helpful in guiding me through the side effects.

The medical staff in the Radiation Department were all terrific. Nancy, at the front desk, always offered a smile, starting my appointment on a good note. Cora Suriano went out of her way to help me navigate my appointments. All the nurses at the registration desk were helpful, and more important, kind. Towards the end of my treatment, I was unable to walk or stand, and they provided a bed and blankets while I waited for treatments.

Radiologists Terrance Glover and Jodinger Gil are not only professional and caring, they are also kind-hearted and with the sweetest dispositions. They answered my almost daily questions, and offered limitless encouragement. Their extraordinary care made my appointments more than tolerable.

I know that the nurses and medical staff are special people, doing God's work, comforting and healing those in need. The personnel in the Radiation Department goes above and beyond this standard. It's been scientifically proven that people may heal faster and better when surrounded by caring and loving caregivers. This is what the entire Radiation Department is doing for everyone who walks through their doors.

This has been a challenging time for me, my family, and my friends. I am eternally grateful and thankful to each of these remarkable Radiation Department health care professionals for their care and guidance.

Thank you, all!!! Muchísimas gracias!

God bless you all!

Nancy De Los Santos

Quilts: Spiritual Giving the Old Fashioned Way

Rev. Chris Ponnet
Director, Department of Spiritual Care

The interfaith annual giving of quilts to patients happened on December 23, 2013 *At the Center*. The giving of quilts to patients has been a tradition for many years but in 2013 we gathered chaplains from the Department of Spiritual Care, volunteers from Angel Interfaith Network (AIN) and St. Camillus Center to pause in prayer and blessings during this holiday season.



Over 825 quilts received this year were made by people of various spiritual paths and were given to anyone who would receive the gift. An 89 year-old woman made one quilt that took months of loving service and prayers for someone she will never meet. In addition, a group of high school students made 12 quilts as a way of service and to provide back to the community. Contact Rev. Ponnet @ 323-409-4715 to see how you can be of service for this event next year.

"I think God quilts a pattern from everything I live; But He can only stitch the quilt from what I choose to give."

Excerpted from www.patchworkfaith.com

Ambulatory Care Changes

Jagruiti Shukla, M.D.

Director, Primary Care

In Primary Care, we are dedicated to transforming all of our clinics into meaningful Patient-Centered Medical Homes (PCMHs). All of our primary care clinics are at various stages of development as PCMHs and it is our hope to create more organized, standardized and evidence-based practices across all of our clinics on campus.

Currently, we have multiple projects underway to meet the new changes in Primary Care. Some of these initiatives are: system-wide empanelment of all primary care patients; converting the health delivery model to team-based care, which will include the addition of patient coordinators; and clinic flow redesign to create a more streamlined experience for the patient visit. In addition, we are also planning to implement Patient-Centered Scheduling with advanced access and redesigning our phone tree so all patient phone calls are directed to the appropriate staff. We are also evaluating our current communication strategies and devising better communication methods for staff and patients. All of these initiatives will be managed through a newly created Primary Care Dash Board to measure the success of our quality improvement projects. Ultimately, it is our goal to provide improved quality of care, improved value of care and increased patient and staff satisfaction.

What was your most memorable childhood gift?

"Most memorable childhood gift was when I was 4 years old and received a ceramic play tea set from my great-grandmother in El Salvador. Unfortunately, one by one, they broke and at the end I had only 2 little cups" Sandy Correa, 8

County Service Years,

Administrator, Medicine & Pediatric Services.

"The first gift I didn't have to share with my sisters was my Chatty Cathy doll when I was 10 years old" Ernee Leon, 42

County Service Years, Administration.

"The year my mom and dad brought me a gigantic elephant full of toys the day after Christmas because we were sad the day prior because we didn't get any gifts for the holiday!!!"

Roland Hardson Jr, 12 County Service Years, Health Information Management.

"The year that my parents gave me an Easy-Bake Oven and a pink Barbie corvette" Hershana Thomas, 5 County Service Years, Nursing Administration - OB/GYN.

Pediatric Holiday Breakfast

Maria Elena Tome

Director, Child Life, Pediatrics

Linda Felix, R.N.

Administrator, Department of Nursing

Santa made a special visit to the Pediatric Inpatient Unit on December 23rd to have breakfast with all the inpatient children and youth. Santa's Helpers, Cares Auxiliary, Child Life Program and the Pediatric Inpatient Nursing Staff came together to host this first of a kind and very special breakfast.

Santa, the children and their families feasted on tamales, sweet bread and other breakfast favorites. Santa took pictures with each child and their family, holiday crafts were made and most importantly each child received a gift from Santa.

"The experience to serve our patients and their families in other ways than their health care provider was priceless"

Patty Godoy-Travieso, RN, MSN, MHA
Nurse Manager, Pediatrics



Hospitalization for children can be a frightening experience especially during a major holiday, adding much stress to both the child and family. Santa's special visit to the hospital helped to maintain the holiday spirit and helped the children and their families create a fond memory of their hospitalization experience *At the Center*.

A warm thank you to Santa's Helpers, The Cares Auxiliary, Child Life Program and the Pediatric Inpatient Nursing Staff for coordinating this special event and promoting cheer and good tidings for our patients.

NICU Food Baskets:

Giving As Part of the Healthcare Continuum

Michelle Odian, RN
Nurse Manager, Neonatal

The Neonatal Intensive Care Unit (NICU) multidisciplinary care team loves to celebrate giving. For the past 15 years the NICU team, including Nursing, Medicine, Respiratory Care, Occupational/Physical Therapy and Social Services, has collaborated to provide food baskets to families of infants who have been cared for in the NICU. Like a family, the care team comes to know the long-term patients and their families very well. Several weeks prior to Thanksgiving, donations are collected, food items are purchased and the holiday spirit of giving becomes infectious within the unit. The Social Services Department works with the NICU team to identify families who would benefit from receiving food baskets.

When this tradition started the staff was able to donate four baskets, but the generosity and caring has grown over the years. This year, the NICU staff collected enough donations to provide food baskets for eight families. Each basket contained \$100 worth of food as well as a few fun holiday decorations which will feed the recipients and bring a little holiday cheer to their



home. Every staff member is grateful for what they have; giving back to 'our' families and the community is just another added blessing for

World AIDS Day

Joseph Cadden, M.D.
Director, Rand Schrader Clinic



Erase
Doubt

On December 6, 2013, the Rand Schrader Health and Research Center hosted their 8th annual World AIDS Day Health Fair in

commemoration of World AIDS Day. The event took place in the courtyard of LAC+USC Medical Center. The health fair offered information on HIV/AIDS, STDs and other health concerns as well as free Rapid HIV Testing and hypertension screening. The goal of the health fair was to promote the importance of prevention and HIV testing to enhance early treatment and ultimately to prevent the spread of the virus. This is essential since approximately 1 out of every 5 people living with HIV do not know that they have HIV. The CDC recommends routine HIV testing for everyone between the ages of 13 to 64 years of age. Through the outreach efforts at our health fair we were able to identify one person as being newly diagnosed HIV positive and direct them into care.



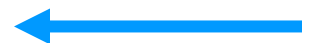
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The Rand Schrader Clinic partnered with a number of community agencies and organizations to put together the health fair. The Rapid HIV Testing was provided by Bienestar Human Services through their mobile testing van program. This is their third year of working with the Rand Schrader Clinic providing free Rapid HIV Testing at the health fair. USC

Your

Pharmacy student volunteers provided free hypertension screenings through the American Pharmacy Student Alliance. This is the fourth year that the American Pharmacy Student Alliance has been partnering with the Rand Schrader Clinic on the World AIDS Day event. Student volunteers from the Global Medicine Department at the USC Keck School of Medicine assisted in promoting the event on the USC medical campus and setting up tables and booths. Over 300 people attended the event. The health fair attendees included the medical center employees, students, patients, visitors and community residents. The health fair participants included AIDS service organizations, various public health divisions and LAC+USC Medical Center departments. The event also received media attention from ABC Eyewitness News and a Chinese television news station.

Status



Did You Know . . .

If staff lose their ID Badge or Access Card, they should report that to their supervisor immediately. Access Cards that are not deactivated promptly leaves the facility vulnerable to unauthorized individuals entering the facility. Please help us protect our high-risk areas such as Child Care, OB, Pharmacy, etc.

At the **Center**

Committed to Quality Care & Courteous Service

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To submit stories, please email Phillip Moore at phmoore@dhs.lacounty.gov

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