

Harbor-UCLA Resident Trains for Society's Margins

By Michael Wilson



Irma Hernandez, MD, is running late for clinic today. Her first patient arrives at 7:40. A banana and cookies will have to do for breakfast as she zooms off to the Lomita Clinic.

The third year resident physician looks like any other at Harbor-UCLA Medical Center: scrubs, a grueling schedule, the hint of fatigue. What distinguishes her and the others in her residency program apart from more traditional programs is where they will land after training. She's completing a three year residency in Family Medicine with a focus in Poverty Medicine: rotating through outpatient and inpatient settings, such as hospital wards, the Emergency Department, and pediatric and adult clinics.

Hernandez, 32, has already begun interviewing and will likely join a federally-qualified health center (FQHC) treating poor and disadvantaged children and adults like the ones she will see today in Lomita. The calling to spend a career caring for the poor is not for everyone, but for those who are, the drive is visceral — like a one-lane highway where there's no turning back. "I went into medicine to fill a need and give back to the Hispanic, low-income community I came from," she says. "I like the continuity of primary care and taking care of mom and dad, then the kid, grandma and grandpa, doing home visits. Medicine is not just about individuals, it's about their family, their community, seeing them in their environment."

Looking at medicine through a more holistic view is at the heart of the Harbor-UCLA training program that includes a "Community Medicine Rotation" developed by Dr. Jyoti Puvvula. The rotation gives residents experiences in "Street Medicine" on Skid Row, a tattoo removal program at Homeboy Industries in Downtown Los Angeles, the Venice Family Clinic, and adoles-

cent clinics at Gardena High School. For Hernandez, these kinds of public places where patients are in their element feel closer to the church clinic in Santa Ana where she volunteered as a young adult and got interested in medicine.

Harbor-UCLA is in the minority amongst training programs nationwide that offer a residency program where community medicine is part of the yearly rotation, says Gilberto Granados, MD, MPH, an attending physician in the Department of Family Medicine.

Residents can also participate in a "Summer Urban Health Fellowship" that brings together medical students from UCLA, recent college graduates, and high school kids to coordinate local health fairs and participate in community-based research projects. The goal is to link community residents to healthcare, but also get young people thinking about careers in medicine and the social determinants of poor health.

"We talk about disparities in care, the gap between rich and poor, issues of social justice, discrimination, and the global issues of poverty," adds Granados. "It's part street medicine, activism, mentoring, and idealism all wrapped together in a six-week program."

The Harbor-UCLA Family Medicine Department has a history of connecting healthcare with the wider community dating back to the 1980s to give residents-in-training a unique experience.

"Our residents work in health centers and hospitals but they also leave those comfort zones to care for the homeless, gang members, teens, and see firsthand the impacts of violence and poverty that many primary care doctors in private practice may never see at all. Los Angeles affords that kind of training ground."

Harbor-UCLA graduates have gone on to work in the County-

A Message From the Director



Mitch Katz, MD

Rancho is rising! If you look on the second page you will see Supervisor Knabe with fellow Rancho-lovers celebrating the placement of a massive steel beam, an important step in the building of Rancho's new campus.

Rancho is special among our hospitals because of its focus on rehabilitation. Of necessity, most hospitals focus on using medications or surgery to fight diseases such as cancer, infections, and blocked arteries. Meanwhile, Rancho focuses on harnessing the power of a person's muscles, nerves, and inner spirit to recover from serious accidents and diseases. It is an amazing mission; a place where all agree, miracles happen. The story of Bryan Stow (on page 2) illustrates the importance of acute care for surviving a devastating attack so that you can benefit from rehabilitation. In his case, the miracle began with the trauma program at LAC+USC. You don't get to rehab unless great doctors and nurses get you through the acute injury. I am so proud of all the good work that happens in this department. Best wishes.

Downtown Library Links Homeless to Services

By Michael Wilson

More than 300 homeless individuals pour in and out of the central library on 5th Street every day. A fixture of downtown, the library offers refuge, safety, and a place to call one's own when there's no home to go to. It is also playing an important role in linking the homeless to services offered by County agencies and homeless services providers.

The Department of Mental Health (DMH) created a hand-out resource guide for homeless patrons and conducted training for library staff and law enforcement on how to handle persons showing signs of mental illness. DMH is also coordinating library-based events bringing together multiple county and nonprofit partners.

The first event was held in December and staffed by professionals from the Downtown Mental Health Center that provided outreach, referrals and resources. The Los Angeles Housing Services Authority (LAHSA) provided same-day transport to emergency shelters, housing vouchers and on-the-spot electronic intake into the Coordinated Entry System (CES).



(See 'LIBRARY' on back)

(See 'HARBOR' on back)

FAST FACTS

High Quality
Patient Centered
Cost-Effective Health Care

From Dr. Katz



Rancho's New Campus Takes Shape

A massive steel beam set atop the new outpatient building sealed a milestone in the renovation of the Rancho Los Amigos National Rehabilitation Center campus this month. The project will be completed in 2020.

L.A. County Supervisor Don Knabe joined hospital administrators and employees for the "topping off" ceremony and a chance to envision the future facility designed to better serve the needs of patients. The campus will also feature a wellness and aquatics center, central plaza, warehouse, and additional parking structure.

While some older structures will be demolished, important historic markers will be preserved, like the 1920s mission-style Harriman building. Con-

solidation of services into two primary structures, an outpatient building and inpatient building, will mean patients have less distance to travel during visits and also enable physicians and therapists to better collaborate.

"The importance of Rancho is not just to the county and the region but to our state and the nation," said Knabe. "It's one of the top rehab hospitals in America." For decades Rancho has been on the leading edge of rehabilitation medicine. The hospital serves about 4,000 inpatient and 71,000 outpatient clients each year for adult and pediatric spinal cord injuries, brain injuries, strokes, orthopedic, neurological, physical and developmental disabilities.

('HARBOR')



Dr. Gilberto Granados in the Department of Family Medicine pictured with residents in the Poverty training program. Dr. Granados was recently named Educator of the Year by the California Academy of Family Physicians.

run system, FQHC's like the Saban Clinic, the Venice Family Clinic, and other community medicine settings.

Even among primary care programs, Granados says the Family Medicine residency at Harbor-UCLA will continue to attract a very specific type of person who is socially conscious with a strong commitment to poverty medicine and social justice who wants to improve overall health, not just provide healthcare. "They have to be involved in the social determinants of health, that's the common denominator," he says.

Hernandez used to wonder if her diabetic patients who wouldn't keep their disease managed were lazy or indifferent. One of her first instincts now is to look at other things going on in the neighborhood or in their lives that might be impacting their health outcomes.

"Last week I told one of my patients with obesity that he needs to start working out and he told me he can't because he has asthma, which is probably triggered by the smog and pollution in the Lomita area. Understanding that makes me a better and more informed doctor."

Safety Conference Registration Opens June 15

The theme of this year's conference is **"Communicate, Connect, and Heal."** One of the Department's primary goals is to enhance clinical performance while improving the safety culture in all facilities. One way of doing this is to improve DHS workforce members' teamwork and communication skills with patients, families and coworkers. The Department is also working to improve the health outcomes of our patients by creating a transparent and empathetic care environment while also promptly managing the patient's medical condition.

The DHS Patient Safety Program Office and the DHS Patient Safety Committee have invited an array of speakers who will share their knowledge and expertise, and give attendees the tools they need to make a meaningful difference in their professional lives as well as the lives of the pa-



tients and families they serve.

This year there are new categories and eligibility criteria for posters, video, individual, and patient safety project awards. Conference registration starts June 15th and enrollment is limited. Visit the [2016 Patient Safety Conference and Awards Ceremony Sharepoint site](#) for more information. We look forward to seeing you at the conference!

Questions? Email patientsafety@dhs.lacounty.gov



A Reunion Like No Other

Entering on crutches but buoyed by the admiration and support of his parents and hundreds in attendance, SF Giants fan and traumatic brain injury survivor Bryan Stow returned to LAC+USC Medical Center after four years to deliver the keynote address at the annual trauma survivors' reunion, *Miracles on Marengo Street*, on May 14. Stow, a former paramedic, was brutally beaten at a Dodger game in 2012 and spent 6 weeks in a coma in the Neurosurgery Intensive Care Unit at the hospital. He was later transferred to San Francisco General Hospital to be closer to his family. He told a packed room of survivors and their families that he "was at the wrong place at the wrong time, but taken to the right place at the right time." The program included remarks from trauma director Dr. Demetrios Demetriades, hospital chief executive Daniel Castillo, and hospital chief medical officer Dr. Brad Spellberg. Trauma survivors Daniel Oaxaca and Bradley Colbert shared personal stories of their harrowing injuries and the will to survive that brought them back. Stow has committed his life to sharing his anti-bullying and fan violence message, visiting over 40 schools and receiving speaking invitations from across the U.S. He heads the Bryan Stow Foundation. (<http://bryanstowfoundation.org/>)

('LIBRARY')

LAHSA and People Assisting the Homeless (PATH) assisted veterans in locating housing and mental health services, and the Department of Public Social



Services (DPSS) provided on-the-spot applications for food stamps and Covered California. Over 40 homeless individuals sought services — the oldest a 77 year-old Marine Corps veteran, the youngest an 8-year old boy accompanied by his mother, father and 11 year-old brother.

A second event was held in January. Susan Partovi, MD, who leads street outreach efforts in Skid Row for the Department of Health Services (DHS), provided medical assessments, on-the-spot exams, antibiotic distribution and linkages to dental services. Nearly 60 individuals attended, reflecting the high need for services.

There are an estimated 47,000 homeless living in the County, and that number is expected to grow as affordable housing shrinks. Both the City and County of Los Angeles have developed far-reaching plans to help address the problem of chronic homelessness.

Future events will include Tuberculosis screening and links to substance use/abuse programs by the Department of Public Health (DPH). The Social Security Administration and the Department of Motor Vehicles will also participate to provide benefits information, resources and other support to help stabilize the lives of these vulnerable individuals.