



**PUBLIC REQUEST TO ADDRESS  
THE BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS  
HOLLY J. MITCHELL  
LINDSEY P. HORVATH  
JANICE HAHN  
KATHRYN BARGER

**CORRESPONDENCE RECEIVED**

		The following individuals submitted comments on agenda item:		
Agenda #	Relate To	Position	Name	Comments
22.		Favor		
		Oppose	Monisha Parker	<p>Strengthening the Licensed Health Facility (LHF) Process Engagement in Los Angeles County requires a multi-faceted approach focusing on communication, collaboration, and transparency. Here are some key areas to consider:</p> <p><b>**Improve communication and information sharing:**</b></p> <p><b>* **Create a central information hub:**</b> Develop a user-friendly online platform or portal with clear, concise information on the LHF application, inspection, and compliance processes.</p> <p><b>* **Regular updates and announcements:**</b> Provide regular updates on policy changes, deadlines, and relevant news through email newsletters, social media, and the information hub.</p> <p><b>* **Proactive outreach:**</b> Organize workshops, webinars, and Q&amp;A sessions to educate facilities on the process, answer questions, and address concerns.</p> <p><b>* **Multiple communication channels:**</b> Offer various communication channels like phone lines, email addresses, and online forms to cater to different preferences.</p> <p><b>**Enhance collaboration and partnership:**</b></p> <p><b>* **Stakeholder engagement:**</b> Create regular forums and advisory committees where LHF's, community members, and government representatives can discuss challenges, propose solutions, and collaborate on policy changes.</p> <p><b>* **Partnerships with professional organizations:**</b> Partner with industry associations and professional groups to disseminate information, provide training, and advocate for improvements.</p> <p><b>* **Data-driven approach:**</b> Share data and findings on common issues, trends, and best practices to inform policy and program development.</p> <p><b>**Increase transparency and accountability:**</b></p> <p><b>* **Publicly available data:**</b> Make inspection reports, complaint records, and performance data easily accessible to the public on the information hub.</p> <p><b>* **Clear complaint process:**</b> Establish a clear and transparent process for filing complaints and tracking their resolution.</p> <p><b>* **Performance metrics:**</b> Define and publicly share key performance indicators (KPIs) for the LHF process, including timeliness, efficiency, and effectiveness.</p> <p><b>* **Independent oversight:**</b> Consider establishing an independent body to review complaints and investigate potential abuse of authority.</p>

As of: 2/22/2024 9:30:45 AM



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			<p><b>**Additional considerations:**</b></p> <p><b>* **Technological solutions:**</b> Explore the use of technology to streamline processes, automate tasks, and improve communication.</p> <p><b>* **Staff training:**</b> Invest in training for LHF inspectors and government staff on communication, customer service, and cultural sensitivity.</p> <p><b>* **Equity and inclusion:**</b> Ensure the process is accessible and fair to all LHFs, regardless of size, location, or ownership.</p> <p><b>**Remember:**</b> Strengthening the LHF process is an ongoing effort that requires continuous adaptation and improvement. By focusing on communication, collaboration, and transparency, Los Angeles County can create a more efficient, user-friendly, and equitable system for licensed health facilities.</p> <p>It's important to note that the specific aspects needing improvement might vary depending on the current challenges and priorities in Los Angeles County. Gathering feedback from stakeholders and conducting a comprehensive needs assessment can help identify the most impactful areas for improvement.</p>
		Other	
		Item Total	1