



**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

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



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			<p>**Additional considerations:**</p> <p>**Technological solutions:** Explore the use of technology to streamline processes, automate tasks, and improve communication.</p> <p>**Staff training:** Invest in training for LHF inspectors and government staff on communication, customer service, and cultural sensitivity.</p> <p>**Equity and inclusion:** Ensure the process is accessible and fair to all LHF, regardless of size, location, or ownership.</p> <p>**Remember:** 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