



County of Los Angeles Health and Mental Health Services

FESIA A. DAVENPORT
Chief Executive Officer

DATE: Wednesday, July 13, 2022
TIME: 10:30 a.m.

THIS MEETING WILL CONTINUE TO BE CONDUCTED VIRTUALLY TO ENSURE THE SAFETY OF MEMBERS OF THE PUBLIC AND EMPLOYEES AS PERMITTED UNDER STATE LAW.

TO PARTICIPATE IN THE MEETING, PLEASE CALL AS FOLLOWS:

DIAL-IN NUMBER: 1 (323) 776-6996

CONFERENCE ID: 322130288#

[MS Teams link](#) (Ctrl+Click to Follow Link)

AGENDA

Members of the Public may address the Health and Mental Health Services Meeting on any agenda item. Two (2) minutes are allowed for each item.

THIS TELECONFERENCE WILL BE MUTED FOR ALL CALLERS. PLEASE DIAL *6 TO UNMUTE YOUR PHONE WHEN IT IS YOUR TIME TO SPEAK.

- I. Call to order
- II. **Discussion Item(s):**
 - a. **DHS:** Nurse Advice Line
- III. **Information Item(s)** (Any Information Item is subject to discussion and/or presentation at the request of two or more Board offices):
- IV. **Presentation Item(s):**
- V. Items Continued from a Previous Meeting of the Board of Supervisors or from the Previous Agenda Review Meeting
 - a. Discussion and consideration of necessary actions on issues related to the Harbor-UCLA Medical Center Replacement Program, and briefing by DPW, CEO and DHS, as needed, as requested at the Health and Mental Health Services Cluster meeting on May 18, 2022.

- VI. Items not on the posted agenda for matters requiring immediate action because of an emergency situation, or where the need to take immediate action came to the attention of the Department subsequent to the posting of the agenda
- VII. Public Comment
- VIII. Adjournment



Health Services
LOS ANGELES COUNTY

Nurse Advice Line (NAL)

Health and Mental Health
Services Meeting
Wednesday July 13, 2022

Overview

- Nurse Advice Line (NAL) launched August 2021 for DHS empaneled (primary care) patients
- NAL is open 7 days a week, from 7am to 7pm
- NAL is part of the Office of Patient Access with clinical oversight from DHS Population Health (Primary Care)
- Staffed with RNs with varying clinical background in the ICU, ED, Ambulatory and Inpatient care
- Advice provided by selecting from 600+ evidenced-based clinical guidelines accessed via a web-based platform

NAL Calls: August 2021 - June 2022	Adult	Pediatric	Total
NAL Resolved	3,484	614	4,103
COVID-19	1,458	103	1,564
General Information*	1,132	79	1,213
Home Care*	894	432	1,326
NAL to Clinic/PCP	3,158	529	3,687
Connected to On-Call Provider or PCP appts	1,266	343	1,609
Referred to UCC/UCC Appt	1,577	171	1,748
Other	315	15	330
NAL to Emergency Services	1,043	312	1,355
Total	7,685	1,455	9,145

* (most common issues)

Next Steps

- Integration with ORCHID (Electronic Health Record)
- Broad, patient-wide advertising campaign with Communication team to increase utilization
- Email patient home care instructions post advice call