

**LOS ANGELES COUNTY – DEPARTMENT OF HEALTH SERVICES
HOSPITALS AND HEALTHCARE DELIVERY COMMISSION
Thursday, December 5, 2024**

<u>Commissioners</u>	Present	Absent
David Marshall, D.N.P., Chair		X
William McCloud, M.H.A., F.A.C.H.E., Vice Chair	X	
Christopher Bui, M.D.		X
Michael Cousineau, MPH, Ph. D	X	
Dr. Genevieve Clavreul, R.N., Ph.D.		X
Phillip Kurzner, M.D.		X
Laura LaCorte, J.D.	X	
Patrick Ogawa		X
Elisa Nicholas, M.D.	X	
Barbara Siegel, J.D.	X	
Margaret Farwell Smith	X	
Stanly Toy, M.D.		X
Rosemary C. Veniegas, Ph.D.	X	
Tia Delaney-Stewart	X	
Dr. Jennifer Sudarsky	X	
<u>DHS Staff</u>		
Allen Gomez	X	
Connie Salgado-Sanchez	X	
<u>Members of the Public</u>	x	
Commissioner Stacy Dalglish	X	
Lynette Clyde	x	
Maurice Mullings	X	

1. Call to Order

The meeting was called to order at 10:30 by Commissioner Siegel.

2. Roll Call

Allen Gomez, Commission staff, called the roll.

Because quorum has not been met, the meeting was delayed by 15 minutes.

At 10:45 a.m. – Allen Gomez called roll again and quorum was not met.

At 10:48 a.m. – Commissioner Veniegas arrived and quorum was met

3. Welcome and Introductions

Chair Marshall welcomed all members of the commission, staff, and guest.

4. Action Item:

Approval of Minutes: November 7, 2024 – Minutes unanimously approved

5. Presentation – Discussion with Director Shari Doi, DHS Director of Patient Access

DISCUSSION/FINDINGS	
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Shari Doi –

The Commissioners provided questions in advance.

Patient Financial Services staff are at our facilities and interview patients who are uninsured or underinsured to sign them up for Medi-Cal or ATP program.

It has been observed that more patients are coming in with no insurance – and DHS is increasing staff coverage to be able to identify patients who can apply for Medi-Cal or any other coverage.

Moving toward getting patients to signing up for Medi-Cal online, versus on paper.

DHS is unique in that it can initiate and process applications. The State gives DHS special access to approve applications.

Because Medi-Cal redeterminations have re-started, DHS is now exploring other ways to accept applications.

The high cost related to Emergency Department (ED) treatment that can lead to hospitalization has required DHS to prioritize placing staff there. Presumptive eligibility is used in ED admissions and staff follow up.

DHS is providing information to patients who do not necessarily have coverage on file to proactively reach out to Patient Financial Services workers via various methods including postcards.

Currently 54% of empaneled patients are enrolled in LA Health Care portal. We are currently providing health tech navigators located in primary care clinics across the system. The tech navigators are helping to improve enrollment. Tech navigators are bilingual in English and Spanish. The platform is now available in English and Spanish. They help patients navigate the portal to use it effectively.

Annual report includes information on the usage of the LA health portal. They also have phone call tech navigators who can help patients with over the phone enrollment. There are others who help via text. There is also an email to request help with enrollment.

Patient encounter and medical information is generally available in real time and is available across DHS facilities. DHS patients cannot access data from other networks, like Kaiser.

DHS is collecting utilization data on the usage of the portal and has seen good uptick in the enrollment approximately of 18,000 new patients enroll per year.

Promotion of the portal is occurring via postcard reminders and initial health assessment, [Patient and Family Handbook](#), marketing materials – banners, rack cards, posters and videos throughout hospitals and clinics.

Commissioner requested a copy of the Patient and Family Handbook. It was provided via

The handbook is available in all threshold languages.

Question – can patients rate their patient experience survey via the health portal.

There are various surveys conducted – including the medical practice survey, which is shorter and can now be sent via text and email as opposed to paper.

Sending survey via text and email has allowed us to send more surveys to more patients.

Commissioner Nicholas wanted to know more about the Medical Practice Surveys.

When patients consent to receiving our text message and email messages, they can also be provided survey via email.

Some questions are on patient experience – but survey is collected by third party vendor to enable patients to feel free to share their opinions. Data is collected by Press Ganey and enables us to obtain benchmark data.

Surveys are sent in Spanish and Chinese in addition to English.

Current patient experience initiatives:

- DHS strategic initiative
- Embed the patient experience with clinical leadership committees – chief medical officers, chief specialty care leaders, EDIA leaders to continuously improve patient experience.

We CARE model used across the system – Enhancing Patient Family Advisory Council PFAC Members of PFAC are being offered a small stipend to enable more patients and family members to participate.

- Enhance patient communications – send monthly or bimonthly emails to patients. i.e. flu season, how to connect to care, key initiatives, include information about new leadership to help the patients understand who is leading efforts to improve patient experience.

We have behavioural health staff who are embedded with primary care staff to enable patients to get both primary care and mental health care in the same location.

email. Commission staff will follow up with Shari to obtain a printed copy of the handbook that is currently being revised.

A Commissioner asked about a recent ransomware attack that limited access to patient records. Question was sent to CIO to learn about efforts have been put in place to protect patient access and downtime procedures

How do access initiatives interact with mental health for patients who obtain care at both DMH and DHS?

<p>Initial health assessment postcards – there are some individuals who are empaneled to us never show up – but patient access is working on getting people into be seen by a PCP at least once through various methods.</p>	<p>Is there a way for patients who are taking prescribed medications through SAPC or DMH to be seen by all pertinent providers including DHS ?</p>
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6. Items for discussion and possible action:

	DISCUSSION/FINDINGS	RECOMMENDATIONS, ACTIONS, FOLLOW-UP
<p>a. Discussion – Commission Site visits</p>	<ul style="list-style-type: none"> - Confirmed for Long Beach Community Health Center for February 2025 - Mid-Valley confirmed for May 2025 	
<p>b. Discussion – Commission guest speakers</p>	<p>January Johan Julian – from DHR coming back to finish presentation</p> <p>February – Christina Ghaly March – Jennifer Hunt (ODR) April - Sara Mahin May - Clemens Hong June - Christopher Brown July - Dr. Ferrer August - Hospital CEO September - Hospital COO October - Aries Limbaga November - Barbara Ferrer December - pending</p>	<p>Recommending a speaker from JCOD – Justice Care and Opportunities Department</p> <p>Reach out to ACN CEO Reach out to CHS CEO</p> <p>Suggested reaching out to Gary Tsai from SAPC</p> <p>DMH, DHS and DPH meeting together to ask them about integrated healthcare</p> <p>Interested in hearing from someone from OR access – particularly for LA Gen</p> <p>Chief Quality officers at LA General or across the system</p>

c. Discussion – Strategic Priorities 2024	Tabled to January	
d. Standing Committee on CalAIM	<ul style="list-style-type: none"> • Tabled to January 	
e. Discussion – Department of Health Services Dashboard	<ul style="list-style-type: none"> • Tabled to January 	
f. Discussion on State and Federal Legislative Policy Updates	<ul style="list-style-type: none"> • Tabled to January 	

7. Items not on the posted agenda for matters requiring immediate action because of an emergency, or where the need to take immediate action came to the attention of the Commission after the posting of the agenda.

8. Public Comment

9. Adjournment

The meeting adjourned at 12:28pm. The next regular meeting is scheduled for January 2, 2025.