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(November 26, 2024)

Los Angeles General Medical Center's Safer@Home Program Published in JAMA Network Open Pioneering Virtual Acute Care with Proven Patient Outcomes

Los Angeles, CA – Los Angeles General Medical Center, one of the largest public hospitals in the United States and a Level 1 Trauma Center, is proud to announce the publication of the results of the first year of its groundbreaking Safer@Home program in *JAMA Network Open*. Operated by the Department of Health Services, LA General is dedicated to providing world-class healthcare to all, with a particular focus on serving the most vulnerable populations in Los Angeles County.

Safer@Home is at the forefront of transforming patient care by delivering virtual, home-based acute care that not only reduces hospital stays but safety enables patient-centered care at home. This innovative approach has proven to be as effective as traditional hospitalization while allowing patients to receive the highest level of care from the safety and comfort of their homes.

Through pioneering initiatives like Safer@Home, LA General continues to redefine healthcare delivery, improving patient access, safety, and outcomes, while ensuring that critical patients receive the care they need without unnecessary hospital admissions.

Safer@Home represents a revolutionary shift in how healthcare is provided to patients with common acute illnesses. By offering a virtual model of care, LA General empowers patients to recover in the comfort of their homes while being closely monitored by a dedicated care team. In its first year alone, the program reduced the average hospital stay by four days per patient, saving over 3,500 hospital days—critical resources that can be redirected to those in greater need.

“The publication of our Safer@Home outcomes in *JAMA Network Open* highlights a transformative shift in patient care,” said Jorge Orozco, CEO of LA General Medical Center. “This recognition is a testament to the innovation, dedication, and compassion that define our team. Through Safer@Home, we are not only providing high-quality care at home but also increasing access to critical hospital beds for patients in urgent need.”

Dr. Brad Spellberg, Chief Medical Officer of LA General, added, “The success of Safer@Home reinforces our commitment to improving patient-centered, timely and efficient, high quality care for our patients. By prioritizing patient safety and embracing innovative care models, we’ve shown that virtual acute care can be just as effective as in-hospital care, without compromising safety or quality. This publication is a proud moment for our hospital, and we look forward to expanding this program to reach even more patients in need.”

Safer@Home’s success is driven by its integrated care model, where patients are provided with home-monitoring equipment, a pre-programmed smartphone for direct communication with their care team, and daily check-ins to ensure their condition is closely monitored. If necessary, the team arranges in-person visits to the urgent care clinic for further evaluation.

“We are incredibly proud of the recognition Safer@Home has received, both locally and nationally,” said Nancy Blake, Chief Nursing Officer. “This program not only improves patient outcomes but also represents a shift toward compassionate, patient-centered care. Our nurses play a critical role in the success of this program, ensuring that patients receive the care and support they need every step of the way.”

Since its inception, Safer@Home has garnered national attention, including a Top Ten Award and the County Image Enhancement Award from the Los Angeles County Productivity and Quality Commission. The program was also featured at the 2023 Vizient Connections Summit and received the 2023 National Association of Counties (NACo) Achievement Award. “In recognition of its pioneering and globally acclaimed approach,” a delegation from the

Singapore Ministry of Health visited LA General to gain insights into the Safer@Home program, eager to learn from its cutting-edge model of virtual acute care. Additionally, the World Health Organization (WHO) utilized the Safer@Home framework as a key resource in developing healthcare strategies for remote care in developing countries during the COVID-19 pandemic.