



LA Health Services Receives Ten National Achievement Awards

LA Health Services is proud to announce we've received ten National Association of Counties (NACo) awards. The NACo awards are selected annually to recognize new, innovative, and commendable work performed by government entities across the country.

The work by our staff highlights their commitment to accountability, compassion, and inclusivity and moves our mission forward to advance the health of our patients and our communities by providing extraordinary care.

The 2025 Los Angeles County Health Services honorees are:

- In recognition of the growing need for pediatric mental health services in Antelope Valley, the LA County Department of Health Services (DHS), the LA County Department of Mental Health (DMH), and the UCLA Telehealth Mental Health HUB formed a novel partnership in 2022 to provide telehealth mental health services to pediatric patients.
- The Home Oxygen Program – By developing an Emergency Department-based protocol, Olive View-UCLA Medical Center was able to discharge patients on home oxygen that would have previously required hospital admission.
- Olive View-UCLA Medical Center implemented the Eat, Sleep, Console Model to optimize neonatal opioid withdrawal syndrome while allowing infants to stay bonded with their mothers.
- Nurse Clinic Program used a quality improvement project to reduce pending Health Service Requests in LA County's Men's Central Jail.
- Behavioral Health Integration (BHI) Team enhanced mental health screening and services to create equitable and accessible services for primary care patients.
- The adoption and implementation of standardized Cervical Cancer Screening strategies across LA Health Services lead to decrease in co-testing and cost savings.
- The ASTER (Acuity, Scheduling, Time, Employee, Resources) Project modernized scheduling, timekeeping, and resource management replacing outdated systems with a digital platform. ASTER strengthens our ability to allocate medical staff effectively, ultimately improving operations and patient care.
- The Data & Analytics Unit adopted Agile methodologies inspired by private-sector technology companies to reduce the traditional year-long cycle for developing over 50 performance measures



to just five months. This transformation enabled rapid performance assessment, continuous improvement, and the provision of automated tools for clinicians.

- Laboratory Enterprise developed a centralized clinical laboratory scientist (CLS) training program in response to workforce shortages, regulatory constraints, and declining training capacity. Since restructuring, the program has achieved a 100% board exam pass rate, with more than 90% of graduates securing employment within LA Health Services.
- The Nurse Residency Program (NRP) at LA General Medical Center is a six-month, structured transition-to-practice program providing hands-on simulation, clinical preceptorship, and mentorship, equipping new nurses with the confidence and competence to deliver high-quality patient care. The program's innovative approach, commitment to diversity, and data-driven improvements make it a transformational investment in the future of nursing, ensuring long-term workforce stability, patient safety, and excellence in care delivery.