



What does Health Services' commitment to Equity mean for our patients and communities?

Healthcare Rooted in Equity

At LA Health Services, equity drives how we deliver care for people—every day, across Los Angeles County.

We are doctors, nurses, health experts, and caregivers with decades of experience serving some of the most diverse and vulnerable communities in the country. Our commitment to health equity compels us to expand the definition of equity beyond the key demographics of age, race/ethnicity, gender, sexual orientation and/or gender identity. Our approach to health equity also includes addressing language access, disability needs, housing access, mental health needs, justice involved histories, geographic community health needs, access to highly specialized health services and health insurance coverage.

We know patients benefit from better health outcomes when healthcare recognizes their real lives, real barriers, and real needs.

At LA Health Services, health equity is how we turn that knowledge into action.

Care That Meets People Where They Are

Equity means designing care around patients' realities – beyond what we can see in the exam room. At LA Health Services we structure our health care facilities, processes and services through an equity lens that allows us to anticipate and proactively address the unique needs of the diverse patient populations we serve.

- We screen for needs like housing, food, transportation, and safety—and connect patients to trusted County and community resources that support long-term health and wellbeing.
- We provide certified interpreters and modern language tools in more than 150 languages, so patients can understand their care, ask questions, and make informed decisions.
- We offer in-person, virtual, tailored homecare and mobile care options so people can get care in ways that work for them.
- We care for patients who are uninsured, underinsured or unable to pay for services.
- We proactively engage our patients in getting, maintaining and expanding access to healthcare coverage.
- We deliver comprehensive health care for justice-involved individuals, including diversion programs that improve health outcomes, strengthen public safety, and support stability beyond incarceration.
- We also use evidence-based harm reduction approaches to prevent overdose, reduce disease, and keep people connected to care.



High Quality Care for All

We provide high-quality, timely care for our patients—no matter who they are, where they live, how much they earn, what language they speak, or whether they have insurance. we serve.

- Our high standards for safety, access, and quality are the same across all LA County geographies and communities.
- We evaluate health data to proactively address the unique health needs of key demographic groups and geographic communities we serve.
- Potential changes including the expansion, consolidation or reduction of services are considered through an equity lens in order to help ensure alignment between health access and existing patient needs.
- LA County residents receive the highest level of care regardless of what health service line they need— including Emergency Care, Urgent Care, - Inpatient Care, Surgical Care, Primary Care and Specialty Care services or Correctional Health services through our medical facilities, located across LA County’s vast geography.
- We provide respectful, comprehensive, gender-affirming care for transgender, nonbinary, and gender-nonconforming patients — in alignment with best medical practices and to the extent permitted by law. We are proud to provide medically necessary care and personalized support throughout their medical journey.

Equity for the Entire County

As the largest public health system in LA County, our commitment to health equity provides an unmatched impact and contribution to the broader health care community and overall health of Los Angeles. We provide advanced trauma, burn, emergency, psychiatric, and Emergency Medical Services that serve as critical pillars of care for all of Los Angeles County. These services save lives every day and are there for everyone—regardless of background or ability to pay.

As a leader in training the next generation of doctors, nurses, and health professionals with the skills and experience needed to serve diverse communities with compassion and cultural understanding, we are continually impacting healthcare systems across LA County, the state and the nation.

Additionally, through our College of Nursing and Allied Health, we help reduce educational barriers and create pathways to stable healthcare careers for LA County diverse residents.

Our commitment to equity is rooted in our mission, vision and values; At LA Health Services we know equity strengthens communities, improves health outcomes, and saves lives.