

RAISING THE BAR ON PATIENT SAFETY AT ONE OF AMERICA'S BUSIEST PUBLIC HOSPITALS

Dr. Allison Luu, Patient Safety Officer and Assistant Chief Quality Officer at LA General Medical Center, has been named one of the nation's leading patient safety experts by Becker's Hospital Review — a recognition that reflects years of measurable, hard-won progress at one of the country's most demanding clinical environments.

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LA General is no ordinary hospital. As one of the largest public safety-net hospitals in the United States and one of its busiest Level I Trauma Centers, it serves patients facing complex medical, trauma, behavioral health, and socioeconomic challenges every single day. Delivering sustained improvements in safety and quality in this context isn't incremental — it's transformational.

Results that speak for themselves

Under Dr. Luu's leadership, LA General has achieved outcomes that any institution would be proud of — and that are especially remarkable given the hospital's scale and patient population.

3X

LEAPFROG "A" HOSPITAL
SAFETY GRADE —
CONSECUTIVE YEARS

65%

REDUCTION IN CENTRAL
LINE-ASSOCIATED
BLOODSTREAM INFECTIONS
(CLABSI)

56%

REDUCTION IN CATHETER-
ASSOCIATED URINARY TRACT
INFECTIONS (CAUTI)

These numbers represent more than metrics — they represent real patients who went home healthier. They were achieved while caring for some of the region's most medically and socially complex individuals, in a high-volume, resource-constrained environment where the margin for error is razor thin.

"Sustained improvements in patient safety and quality are especially significant when achieved for the communities who need it most."

Building a culture, not just a checklist

Dr. Luu's approach to quality improvement goes beyond individual programs. She oversees the Quality Academy Program, the Quality, Risk and Safety Committee, and TeamSTEPPS training — a nationally recognized framework for building communication and teamwork in clinical settings. She also manages the publicly reported quality metrics that hold institutions accountable to patients and policymakers alike.

Equally important is her investment in the future of healthcare leadership. Through the Health System Leader Fellowship and Healthcare Administration Scholars Program, Dr. Luu mentors the next generation of physician leaders in quality improvement, patient safety, and systems thinking — ensuring the work continues long after any single recognition.

Teaching what she practices

Beyond LA General, Dr. Luu serves as Assistant Professor and Quality and Safety Senior Seminar Director at the Keck School of Medicine of USC. Her dual role — practitioner and educator — means the lessons learned in one of the country's most challenging hospital environments flow directly into the classroom, shaping how tomorrow's physicians approach safety and quality from day one.

A reflection of LA General's mission

Dr. Luu's recognition by Becker's Hospital Review is an individual honor, but it reflects something larger: LA General Medical Center's commitment to delivering world-class care for communities that depend on the public health system. In a hospital that serves the underserved, excellence in patient safety isn't aspirational — it's an obligation. Dr. Luu and her team are proving, year over year, that it's also achievable.