

DHS Specialty Care NEWS

Summer, 2014

eConsult turns 100,000

29 specialty services now available

eConsult passed two significant milestones last week. On Friday, July 18th, eConsult celebrated its second anniversary and on that same day, the 100,000th eConsult request was submitted! Our specialty reviewers continue to maintain an excellent level of responsiveness – providing an average response to the initial request for assistance within 3.1 calendar days - even though our volume now exceeds 2,000 eConsult requests each week.

DHS now offers eConsult in 29 specialty services, recently adding **Breast Surgery, Colorectal Surgery, General Surgery, Surgical Oncology, Hepatobiliary and Foregut Surgery**. More specialties to come soon!

eConsult is now in use by over 200 PCP sites county-wide including Community Partner and DHS locations. We are grateful to all our partners in Primary Care, Specialty Care, the DHS Appointment Service Center, Safety Net Connect, clinic and medical center leadership, information technology and untold others who have helped to make specialty care services more accessible to our patients.

Award Winning Work

eConsult and Teleretinal Screening recognized

Each year, the National Association of Counties awards several projects nationwide with its Achievement Award. This year, Los Angeles County Dept. of Health Services was honored with awards for two specialty care projects:

1. eConsult – Patient Centered Specialty Care
2. Primary Care Based Teleretinal Diabetic Retinopathy Screening Initiative

Both of these projects were a product of collaborative work from dedicated individuals – specialists, primary care providers, nurses, referral staff, medical and nursing assistants, front office staff and many others. We are also grateful for the many executive leaders who lent support to both of these innovative patient care improvement efforts. A special thanks to **Dr. Lauren Patty Daskivich** who led the Teleretinal Screening project.

eConsult by the numbers....

248 DHS Specialty Reviewers

3.1 calendar days = Average Specialty Reviewer initial response time

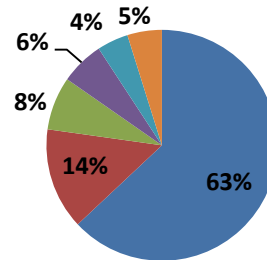
202 sites (48 DHS and 154 Community Partner)

2,135 Primary Care Providers and specialists using the eConsult System to access specialty expertise.

29 Specialty Services

Submitted eConsults

N = 101,188



- Face to Face
- Patient Needs Addressed
- eConsult in Dialogue
- Directly Scheduled Procedure
- Specialty Change
- Administrative/6 month close/cancelled

Specialty – Primary Care Workgroups continue their excellent work

Focus on Expected Practices and ORCHID Order Sets

A central element of DHS' specialty care improvement efforts are the 21 Specialty-Primary Care (SPC) Workgroups. These workgroups, comprised of Specialty representatives from our various facilities, together with Primary Care are currently working to develop Expected Practices for our DHS Clinical Care Library as well as assist in providing final reviews of ORCHID order sets. Thank you to all the SPC Workgroups listed below:

Cardiology, Dermatology, Endocrinology, Gastroenterology, Hematology-Oncology, Hepatology, Infectious Disease/HIV, Nephrology, Neurology, Ophthalmology, Orthopaedics, Otolaryngology, Rehabilitation Services, Podiatry, Pulmonary, Rheumatology, Sleep Medicine, Surgery, Urology, Vascular Surgery, Women's Health.

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Dr. Paul Giboney is available for any Specialty Care Initiative related questions, ideas or concerns – pgiboney@dhs.lacounty.gov