

Quality and Productivity Commission
34th Annual Productivity and Quality Awards Program
“Leading with Excellence”

2021 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT: CRITICAL CARE FOR MOST VULNERABLE & COVID-19 IMPACT

DATE OF IMPLEMENTATION/ADOPTION: 03/01/2020

(Must have been **fully** implemented for a minimum of at least one year - on or before July 1, 2020)

CHECK HERE IF THIS PROJECT IS BEING SUBMITTED FOR THE COVID-19 IMPACT AWARD ONLY. (Projects must be implemented on or before December 31, 2020. **Note:** Projects implemented less than one year ago will not be eligible for any other PQA awards. In addition, once a project is submitted, you cannot submit the same project for awards consideration in subsequent years).

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No

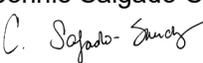
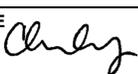
EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 The DHS Integrated Correctional Health Services (ICHS) is tasked with providing critical
 2 health care for one of the largest jail systems in the nation and serving some of the most
 3 medically fragile and vulnerable patients. Reducing the risk of spreading infectious
 4 diseases, especially one such as COVID-19, within the Los Angeles County’s (County)
 5 jail system is critical for those who are in the County’s care, as well as for the personnel
 6 who work in those facilities. In early March 2020, the DHS Integrated Correctional
 7 Health Services (ICHS) team has introduced several proactive measures to ensure a
 8 safe environment for ICHS and LASD patients and staff. The ICHS team was
 9 innovative, resourceful, and created new strategies to work through a number of
 10 challenges working under the limitations of custody operations. With all these efforts,
 11 the DHS Integrated Correctional Health Services (ICHS) was able to maintain the
 12 COVID-19 infection rate at the LA County Jail facilities at a rate far less than in the
 13 community (less than 0.01 percent). The work is still ongoing to effectively serve the
 14 critical patients through team effort and ongoing focus on service quality.
 15

BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS DHS Integrated Correctional Health Services 450 Bauchet St – 8 th floor TTCF , Los Angeles, CA 90012		TELEPHONE NUMBER 213-893-5304
PROGRAM MANAGER’S NAME Dr. Sean Henderson		TELEPHONE NUMBER 213-893-5304
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER’S NAME) Connie Salgado-Sanchez 		DATE 6/18/21
DEPARTMENT HEAD’S NAME AND SIGNATURE Christina R. Ghaly, M.D. 		DATE 6/24/21

****ELECTRONIC, WET, OR SCANNED SIGNATURES ARE ACCEPTABLE****

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project **to the County**. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success **and specify assessment time frame**. Use Arial 12 point font.

Los Angeles County is responsible for approximately 15,172 incarcerated individuals on a daily basis. People who are incarcerated are highly vulnerable to the spread of contagious illnesses, especially one such as COVID-19, because they are indoors, often in crowded quarters with large numbers of people, have limited control over their movement and exposure, and therefore have limited ability to employ strategies like social distancing. Incarcerated individuals often have reduced access to basic hygiene practices, despite these factors and the sanitation challenges often found in detention facilities. Moreover, a significant number of incarcerated individuals have compromised immune systems or otherwise are considered vulnerable to this virus (e.g., persons with chronic health conditions, homeless individuals with poor hygiene, the elderly, and pregnant women). Reducing the risk of spreading of the virus within Los Angeles County’s (County) jail system is critical for those who are in the County’s care, as well as for the personnel who work in those facilities.

In early March 2020, DHS Integrated Correctional Health Services (ICHS) introduced several proactive measures to ensure a safe environment for ICHS and LASD patients and staff. Temperature monitoring was introduced to identify patients who had fever (>100.4F) and send them to PUI (Person Under Investigation) housing. A daily report was generated to capture patients who are on nebulizer and switch them from nebulizers to inhalers to prevent the spread of the disease. Patients who were identified as CPAP treatment users were re-assessed to limit people on CPAP to prevent the spread of the virus. Daily patient report was run (7 days/week) to identify positive cases and possible quarantine, if needed.

This work was and is being done while facing multiple challenges like traveling long distances to deliver vaccines and testing across multiple facilities throughout LA County, having to track frequent inmate movement, and working under the limitations of custody operations. Despite all the challenges, DHS Integrated Correctional Health Services (ICHS) responded to COVID-19 emergency across all seven jail facilities providing more than 74,000 unique swab tests, vaccinating over 800 custody staff, mass vaccinating inmate population and providing nearly 13,000 vaccines to inmate patients.

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Despite the unprecedented and challenging times of working through the new realities of COVID-19, DHS Integrated Correctional Health Services has also used this as an opportunity to be innovative and established the ICHS COVID Medically Vulnerable Population Team (MVP Team). The ICHS COVID MVP Team is a team of 6 nurses designated to closely monitor those individuals at highest risk for severe disease within the jail population. The medically fragile and vulnerable include individuals with immunocompromised conditions such as HIV/AIDS, pregnant women, those over 65, individuals with chronic medical conditions, and individuals with severe mental and behavioral disorders and to date the ICHS MVP Team have provided 62,755 unique patient visits.

DHS Integrated Correctional Health Services was innovative in working collaboratively with the LA County Sheriff’s Department (LASD) and the Office of Diversion and Reentry (ODR) to apply for the Coronavirus Emergency Supplemental Funding (CESF) Grant program through the Board of State and Community Corrections. Our application was selected and awarded funding to help cover and offset some of these unbudgeted extra staffing costs for the COVID MVP team from now through January 31, 2022.

With all these efforts, the DHS Integrated Correctional Health Services (ICHS) was able to maintain the COVID-19 infection rate at the LA County Jail facilities at a rate far less than in the community (less than 0.01 percent). The work is still continuing, and more efforts are being done to combat, prevent the spread of COVID-19, and educate inmate patients population about the importance of vaccinations. ICHS staff continue to offer vaccines and vaccine education in multiple languages to all incoming inmate patients.

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Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12-point font.

2016 - 2021 COUNTY OF LOS ANGELES STRATEGIC PLAN

GOAL I. MAKE INVESTMENTS THAT TRANSFORM LIVES:

The DHS Integrated Correctional Health Services (ICHS) is tasked with caring for some of the most vulnerable patients in one of the largest jail systems in the nation. Our focus has been on helping alleviate the health disparities for our patients and provide transformative services to improve the health of our community. Our focus is on treatment, prevention, and helping anyone coming into our facilities with quality and timely care with the goal of transforming their lives and their health outcomes.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12-point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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