

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: Vaccinating DHS Healthcare Heroes and Patients

DATE OF IMPLEMENTATION/ADOPTION: DECEMBER 15, 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.

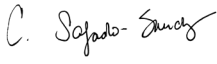
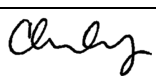
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15

The Department of Health Services (DHS) has been at the forefront of the Covid-19 prevention, treatment and recovery efforts. DHS staff have been instrumental in creating, implementing and evaluation plans to care for some of the most critically ill patients at the height of the winter surge. In order to continue doing the essential work required, DHS prioritized making the vaccine available to DHS staff and patients in accordance with CDC guidelines and with a focus on those communities that were disproportionately impacted by the COVID-19 pandemic like communities of color, communities in the lowest quartile of the Healthy Places Index (HPI), patients experiencing homelessness and those in juvenile or adult custody settings.

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 Department of Health Services 313 N. Figueroa St. Los Angeles, CA 90012		TELEPHONE NUMBER
PROGRAM MANAGER'S NAME Paul Giboney, M.D. EMAIL pgiboney@dhs.lacounty.gov		TELEPHONE NUMBER
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Connie Salgado-Sanchez, M.P.H. 		DATE 6/24/21
DEPARTMENT HEAD'S NAME AND SIGNATURE Christina R. Ghaly, M.D. 		DATE 6/24/21
		TELEPHONE NUMBER (213) 288-8484
		EMAIL cosanchez@dhs.lacounty.gov
		TELEPHONE NUMBER (213) 288-8101

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

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: Vaccinating DHS Healthcare Heroes and Patients

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.

Pursuant to guidance from the Centers for Disease Control, healthcare workers who were at the highest risk for contracting COVID-19 were prioritized to receive the COVID-19 vaccination first. DHS received its first shipments of COVID-19 vaccine on December 15th and by December 24th, had vaccinated more than 7,000 DHS healthcare workers in the highest risk grouping – those working in the intensive care units, COVID-19 wards, Operating Rooms, Emergency Departments, Urgent Care Centers and those with exposure to bodily fluids or otherwise in high-risk contact with patients. Indeed, every DHS workforce member in the highest risk group, who signed up for the vaccine, was provided an opportunity to receive it by December 24th. By the end of 2020, a mere 15 days after the vaccine became available, more than 12,000 DHS healthcare workers had received their first dose of the COVID-19 vaccine. All of this happened in the midst of the greatest surge of hospitalized COVID-19 vaccine patients seen to date in this pandemic. To date, more than 22,000 DHS health care workers have received their vaccine from DHS.

The first day that DHS was allowed to, we began administering vaccines to patients according to the age and risk tiers provided to us by the CDC and LA DPH. We not only vaccinated patients in our clinics, but also have vaccinated thousands of Patients Experiencing Homelessness, patients in the jails and juvenile courts system along with patients under long-term psychiatric hospitalization. To date, we have administered more than 160,000 doses of vaccine to those most in need.

Unfortunately, in the first few months of the COVID-19 vaccination effort, patients of color and those living in the neighborhoods hardest-hit by COVID-19 experienced terrible disparities in the rates of vaccination compared to wealthier, less COVID-19 impacted areas. DHS was successful in overcoming those disparities through its patient-by-patient, personalized outreach. In early April 2021, of the tens of thousands of vaccine doses given by DHS, 76% of them went to patients who self-identified as Black or Latinx. This is compared to the LA County average of 33% vaccinations going to these communities of color. Likewise, in early April 2021, 55% of all DHS vaccine doses were given to patients with addresses in the lowest quartile (most disadvantaged) of the Healthy Places Index (HPI). This is compared to the LA County Average of 33% of vaccines given to the lowest HPI Quartile.

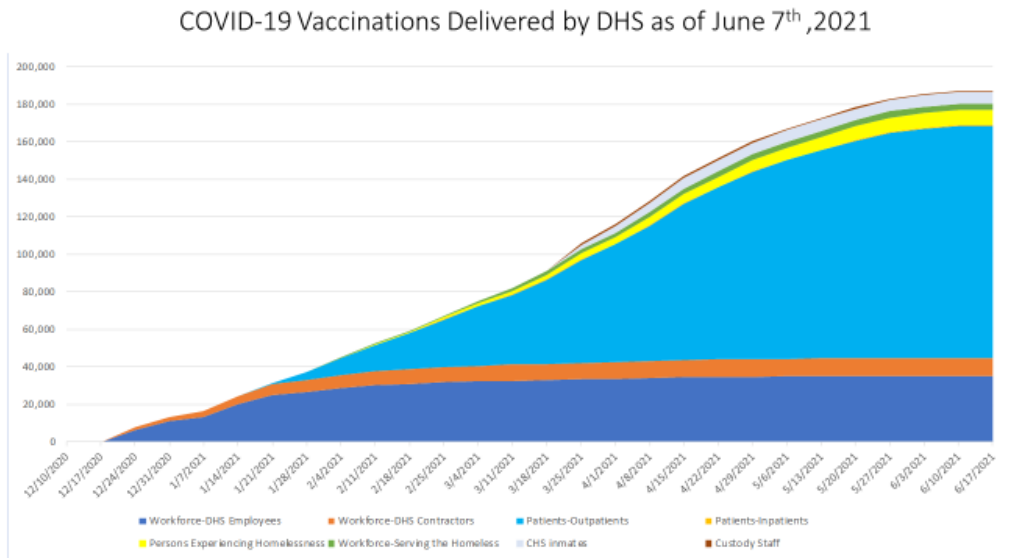
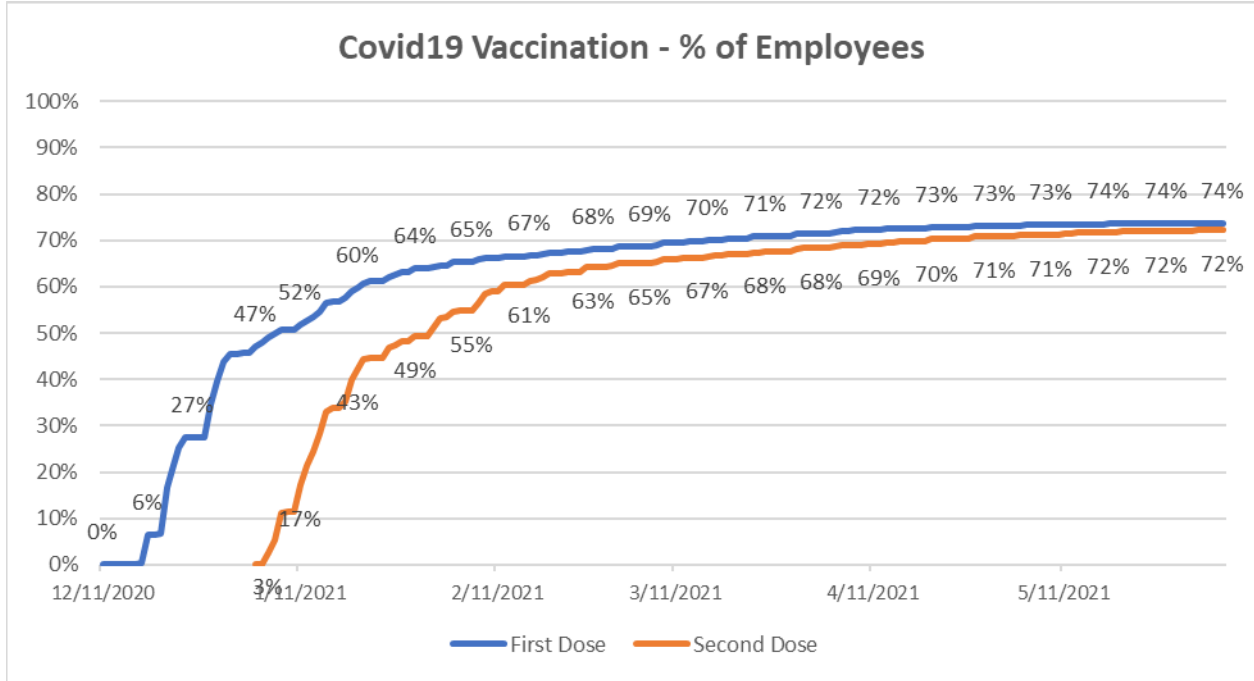
In these combined efforts, to date, DHS has administered over 200,000 doses of vaccine to more than 110,000 individuals.

**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: Vaccinating DHS Healthcare Heroes and Patients



Source: Department of Health Services (DHS). Data based on COVID-19 vaccinations provided by DHS staff/facilities; does not include patients vaccinated outside of DHS.

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

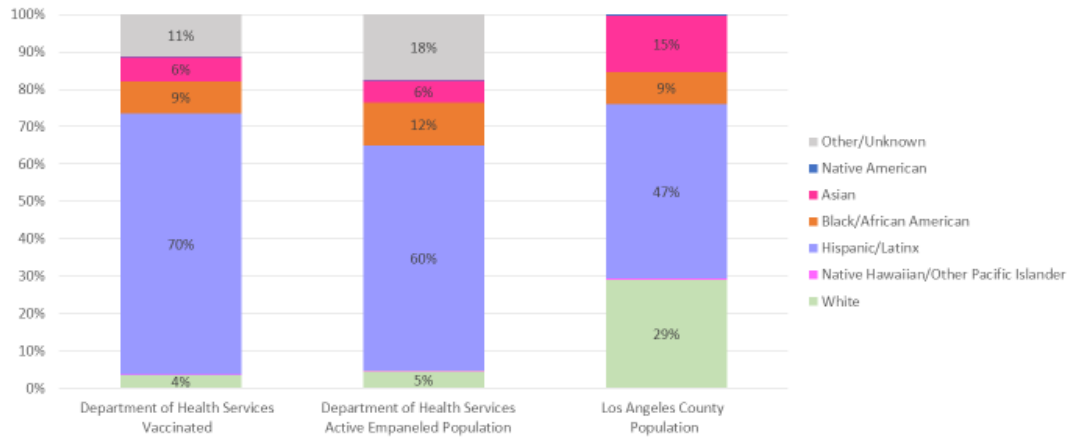
2021 APPLICATION

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

NAME OF PROJECT: Vaccinating DHS Healthcare Heroes and Patients

Use Arial 12-point font.

DHS Vaccinated Patients, DHS Active Empaneled Population, and
 Los Angeles County Population, Age 12+, by Race/Ethnicity, as of June 2nd, 2021



Source: Department of Health Services (DHS). Data based on COVID-19 vaccinations provided by DHS staff/facilities; does not include patients vaccinated outside of DHS. Hedderson, John and Joyce Bixler. Population and Poverty Estimates for Los Angeles County Census Tract-City Split Areas by Age, Race-Ethnicity and Sex, July 1, 2020. Prepared for Los Angeles County, Internal Services Department, 9150 Imperial Hwy, Downey, CA 90242, April 2019.

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: Vaccinating DHS Healthcare Heroes and Patients

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.

The efforts described address Goal I of the County Strategic Plan: Make Investments That Transform Lives

We will aggressively address society’s most complicated social, health, and public safety challenges. We want to be a highly responsive organization capable of responding to complex societal problems – one person at a time. We will accomplish this by:

- Increasing our focus on prevention initiatives;
- Enhancing our delivery of comprehensive interventions; and
- Reforming service delivery within our justice systems.

The availability of a vaccine for Covid-19 was highly anticipated and necessary. The availability of the vaccine substantially reduced the risk of contagion for the front-line workers who cared for the individuals that were most critically impacted by the virus.

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: Vaccinating DHS Healthcare Heroes and Patients

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.

(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