

**Quality and Productivity Commission**  
**34<sup>th</sup> 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: TESTING LOGISTICS EXEMPLIFIES EXCEPTIONAL TEAMWORK**

**DATE OF IMPLEMENTATION/ADOPTION: APRIL 30, 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 Testing Logistics Team (TLT) was formed as a Covid-19 emergency response unit  
 2 located within the LA County Department of Public Health's (DPH) Acute  
 3 Communicable Disease Control (ACDC) branch on April 30, 2020. The unit was formed  
 4 to streamline COVID-19 testing at the department for vulnerable populations such as  
 5 the homeless (in shelters or encampments), the elderly (in congregate settings such as  
 6 group homes) and the disabled (housed in group homes). The team was assembled  
 7 with employees with a high level of program development and data management skills  
 8 to address the need to centralize the response for testing requests, communicate with  
 9 laboratories. Provide direction and protocols, and track testing responses. Drawing from  
 10 this technical expertise TLT staff not only developed numerous workflows to facilitate  
 11 coordination and collaboration between teams, but also developed key internal project  
 12 and data management documents that have been modified to provide regular technical  
 13 assistance in ensuring agreement among teams delivering COVID-19 related services  
 14 to the public. This high level backbone support to many testing and data teams has  
 15 enhanced the departmental response to the pandemic.

**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**

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Department of Public Health 313 N. Figueroa Los Angeles, CA 90012		<b>TELEPHONE NUMBER</b> 213-288-8117
<b>PROGRAM MANAGER'S NAME</b> Zoe Phillips		<b>TELEPHONE NUMBER</b> 626-293-2624
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Catherine Mak, MBA 		<b>DATE</b> 6-25-21
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Barbara Ferrer, PhD, MPH, MEd 		<b>TELEPHONE NUMBER</b> 213-288-8117

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

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**1<sup>st</sup> 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.

The Testing Logistics Team (“TLT”) was created to address the need to streamline COVID-19 testing services to the vulnerable public at the Department of Public Health on April 30, 2020. A backbone team of employees was needed to support the DPH testing teams, function as a liaison to testing laboratories, which was not implemented at the time, as well as a liaison to other DPH branches and the home branch of Acute Communicable Disease Control. Additionally, day by day tracking of testing had not been implemented.

The objectives of the TLT were to organize and coordinate logistics for COVID-19 testing at high priority sites across LA County, through (1) coordination with DPH testing and registration teams to fulfill testing requests at high priority sites, inclusive of homeless shelters and encampments and congregate living facilities; (2) functioning as liaison to commercial labs, the Public Health Lab, the LA County department of Health Services, and the California Department of Public Health’s Testing Task Force to arrange for testing and improve systems; (3) supporting selection of new commercial labs for DPH testing needs; (4) supporting testing guidance at high priority sites through development of guidance documents and protocols; (5) developing training and technical assistance for facilities and DPH staff; (6) developing and administrating a database of facility testing data and production of weekly and monthly reports on DPH testing; (7) supporting dissemination of test results to DPH Medical Directors and public health nurses; (8) communicating and collaborating with multiple teams to enhance services through streamlined and coordinated approaches led by the team; (8) troubleshooting workflows and protocols across multiple and providing ongoing technical assistance to support the consistent high quality of services; (9) providing training and technical support to long term care facilities and DPH nurses supporting COVID-19 self testing of staff and residents; (10) provide a structure for supporting referrals for requesting mobile vaccination team deployment to vulnerable communities; and (11) supporting vaccine onboarding services for community providers, to help them offer COVID-19 vaccines to their patients, to improve equity of access to vaccinations.

Through this innovative approach which combined project planning development and implementation; data resource development with data collection, cleaning and analysis, as well as targeted training and technical assistance, this team has improved services for delivering COVID-19 and COVID-19 vaccinations to the public. The team continues to offer these enhancements of services through the present.

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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.

Aligning to the County Strategic Plan, this project addresses *Goal 1 – Make Investments That Transform Lives, Strategy 1.2 – Enhance Our Delivery of Comprehensive Interventions*. Our unit was implemented as a public health COVID-19 response, specifically focusing on testing in vulnerable populations (homeless, elderly housed in group homes) as well as supporting vaccinations in vulnerable populations, via supporting referrals to DPH mobile vaccination teams as well as supporting onboarding of new providers to offer vaccinations to their patients. Our backbone support of DPH testing and vaccinations teams has provided structure to our COVID-19 response, has enhanced collaboration and communication among multiple teams and branches of the effort, and provided a seamless linkage to COVID-19 testing laboratories (commercial and the public health lab) with our team functioning as the liaison. We have developed protocols, training PowerPoints, FAQs, onboarding resources and detailed processes for multiple clinical teams to follow, thereby improving our departmental responses to the pandemic. We have also developed a database system to not only collect and analyze data related to COVID-19 testing led by DPH, but also to use as a tool to troubleshoot services provided by these teams and enhance our overall productivity and output.

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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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\$	\$	\$	\$	X <input type="checkbox"/>

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