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Quality and Productivity Commission
29th Annual Productivity and Quality Awards Program
Champions of Change: Together We Make a Difference

2015 APPLICATION

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

NAME OF PROJECT: EENT MESSAGE CENTER

DATE OF IMPLEMENTATION/ADOPTION: 04/01/14
 (Must have been implemented at least one year - on or before July 1, 2014)

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.

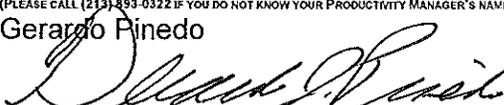
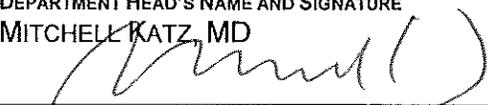
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The focus of this project was to reduce interruptions to direct caregivers in the very busy Eye, Ear, Nose and Throat (EENT) Clinic, by redirecting incoming telephone calls to a message center with clerical and nursing support. Message Center staff are charged with assisting callers by providing immediate answers to non-clinical inquiries, e.g., directions, operating hours, verifying appointment times, and taking messages for calls that require timely responses from clinical professionals.

On average, the Message Center receives 40 EENT calls per day. Clinic Managers estimate EENT Clinic call volumes have been reduced by approximately 80%. Establishment of the Message Center has enabled clinic staff to provide faster and more efficient services to patients visiting the EENT Clinic by avoiding telephone interruptions for non-clinical reasons.

(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
\$	\$	\$	\$	X

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Olive View – UCLA Medical Center Managed Care Services Division 14445 Olive View Dr., Trailer L, Sylmar, CA 91342		TELEPHONE NUMBER (818) 364- 3408
PROGRAM MANAGER'S NAME Stephanie Johnson		TELEPHONE NUMBER (818) 364- 3408 EMAIL SAJohnson@DHS.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Gerardo Pinedo 	DATE 7/9/2015	TELEPHONE NUMBER (213) 240-8104 EMAIL gpinedo@dhs.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE MITCHELL KATZ, MD 	DATE 7/9/2015	TELEPHONE NUMBER (213) 240-8101 <i>MKATZ @ dhs.lacounty.gov</i>

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1st FACT SHEET – LIMITED TO 3 PAGES ONLY: Describe the **Challenge, Solution, and Benefits** of the project. State clearly and concisely what difference the project has made. Use Arial 12 point font

Challenges:

1. Reduce telephone distractions to EENT caregivers providing direct patient services, by re-routing incoming telephone calls for non-clinical matters to staff trained and able to assist callers.
2. Provide timely and appropriate follow-ups to those patients calling with questions or information that require responses from clinical professionals.

Solution:

Establish a message center to which all telephone calls incoming to the EENT Clinic's main number are routed during Monday through Friday business hours. The center is staffed by clerical personnel able to provide immediate answers to questions that do not require clinic staff assistance, e.g., directions to the hospital, confirming appointments, hours of operation, etc. Provide Registered Nurse (RN) support to the center for researching and responding to inquiries of a clinical nature, e.g. medication questions, appointment rescheduling, unexpected results from a procedure, changes in health status, etc.

Benefits:

1. Callers receive immediate replies to inquiries that do not require the expertise of caregivers.
2. Messages from callers requiring clinical assistance, 22% of calls, are documented and forwarded to a Registered Nurse (RN). Callers with potential medical emergencies are assisted and immediately advised to seek emergency care. The Center responds to 95% of non-emergency calls within 24 hours of receiving the inquiries.
3. Interruptions to clinical care are reduced as a result of calls being directed to the Message Center.

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LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS): Use Arial 12 point font

The project is linked to the following strategic goals:

1) Operational Effectiveness/Fiscal Sustainability: Maximize the effectiveness of processes, structure, operations, and strong fiscal management to support timely delivery of customer-oriented and efficient public services.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFIT): If you are claiming cost benefits, include a calculation on this page. 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.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes.

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
\$	\$	\$	\$	X

ANNUAL= 12 MONTHS ONLY