

July 14, 2015

Mitchell H. Katz, M.D.
Director
Department of Health Services
313 N. Figueroa St., Room 912
Los Angeles, California 90012

Dear Dr. Katz:

Members of the Quality and Productivity Commission thank you for a frank discussion of operational issues and program successes during our Department Visit on July 13, 2015. We commend you and your team for consolidating Jail Medical Services into one, cohesive module of care for inmates.

This major process improvement clearly resulted from good teamwork among the Departments of Mental Health, Public Health and the Sheriff. The Jail Medical Services protocol is now a best practice "collaboration model" for other County agencies.

During the Department Visit two years ago, extension discussion was held on the need for a fully integrated health system, using an electronic health record that would follow a patient across the various medical facilities. We are pleased that with the launch of ORCHID, the Online Real-time Centralized Health Information Database, you are well on your way to achieving this goal.

ORCHID's efficiency currently is being utilized at LAC+USC Medical Center, Harbor-UCLA Medical Center, MLK Outpatient Center and nearby County health centers. Its positive outcomes include providing clinical staff with immediate access to medical records, consistent care for DHS patients and eliminating duplicative diagnostic testing.

Commissioners also were impressed with quality and productivity efforts in the following areas:

- Creating a Patient-Centered Medical Home, which empannelled more than 460,000 patients to a specific primary care physician and team of clinicians
- Recognizing the role of supportive housing in reducing the number of homeless using the emergency room; and

We support plain language

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Quality and Productivity
Commission**

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***"To enrich lives through
effective and caring service"***

Dr. Mitchell Katz

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effectively collaborating with local agencies to provide 900 units of housing for the homeless

- Instituting a mail order pharmacy program
- Enhancing linguistic services for patients by making interpreters available via teleconferencing

The Commission looks forward to working with you to:

- Support the County's development of a data exchange system, which includes a unique identifier for each DHS patient
- Explore building a more therapeutic environment within the psychiatric emergency rooms
- Study alternative sentencing opportunities for the mentally ill, including GPS monitoring and unlocked treatment facilities

Thank you again for a productive department visit. We greatly appreciate you taking the time to meet with the Commission and we look forward to working closely with Gerardo Pinedo, Productivity Manager. For further assistance, please contact Victoria P. Lane, Executive Director, at (213) 974-1361 or vpipkin@ceo.lacounty.gov.

Sincerely,



RODNEY C. GIBSON, Chair

RCG:VPL:MS

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