

COUNTY OF LOS ANGELES
QUALITY AND PRODUCTIVITY COMMISSION
CHIEF EXECUTIVE OFFICE

2015 Commissioners' Leadership Conference



New Ideas Panel

[VIDEO](#)

Sheryl L. Spiller, Director

Public Social Services

[DPSS Power Point](#)

Margaret Donnellan Todd

County Librarian

MARS – Out of this World!

[VIDEO](#)

John Naimo

Auditor-Controller

[Power Point](#)

Transforming Customer Service

[VIDEO](#)

Tad Funahashi, M.D.

Chief Innovation and Transformation Officer & Assistant Regional Medical Director
Kaiser Permanente Southern California Region

Kris Dagger, MHA

Acting Managing Director of Health Innovation
Kaiser Permanente Southern California Region

[Kaiser Power Point](#)

eConsult

[VIDEO](#)

Mitchell Katz, M.D., Director
Health Services
[eConsult Power Point](#)

Digital Improvements to Customer Service

[VIDEO](#)

David Sommers, Director
Countywide Communications
Chief Executive Office

2015 Quality and Productivity Leadership Conference

Innovation in Customer Service: Access, Care and Response

[FULL CONFERENCE VIDEO](#)