



COUNTY OF LOS ANGELES
2015 LEADERSHIP CONFERENCE
MAY 27, 2015



INNOVATION IN CUSTOMER SERVICE:
ACCESS, CARE AND RESPONSE

INNOVATION IN CUSTOMER SERVICE: ACCESS, CARE AND RESPONSE

MAY 27, 2015

Quality and Productivity Commission

The Quality and Productivity Commission is in a unique position to recognize best practices throughout the County as a result of its various programs, including the Productivity Investment Fund, Department Visits, and Productivity and Quality Awards Program.

CONFERENCE OBJECTIVE

Promoting innovation and effectiveness in customer service to Los Angeles County residents, employees, and diverse communities



Back Row: Viggo Butler, William Waddell, Charles Bakaly, Jr., and Rodney Gibson
Middle Row: Joseph Wetzler, Jaclyn Tilley Hill, Edward McIntyre, Walter Allen, III, Marshal Chuang, and J. Shawn Landres
Seated: Jacki Bacharach, Evelyn Gutierrez, Huasha Liu, and Nancy Harris



The Commission wishes to thank the Productivity Managers' Network for their dedication, energy and commitment in supporting quality and productivity throughout the County.

INNOVATION IN CUSTOMER SERVICE: ACCESS, CARE AND RESPONSE

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Mission and Vision Statement

Provide advice, innovative ideas, assistance and support to the County's elected officials, managers, and employees to promote the effectiveness, efficiency, and quality of County public services.



The QPC Commission consists of seventeen members appointed from business, industry, labor and academia. The 2015 Commission members include:

Rodney C. Gibson, Ph.D., Chair
Jacki Bacharach, 1st Vice-Chair
Nancy G. Harris, 2nd Vice-Chair
Jaclyn Tilley Hill, Chair Emeritus
Edward T. McIntyre, Immediate Past Chair

Walter Allen, III
Charles Bakaly, Jr.
Viggo Butler
Marshal Chuang
Evelyn Gutierrez
J. Shawn Landres, Ph.D.

Huasha L. Liu
Bud Treece
William C. Waddell, DBA
Joseph P. Wetzler
Will Wright

Commission Staff:
Victoria Pipkin-Lane, Executive Director
Mary Savinar, Program Manager
Laura Perez, Program Support

INNOVATION IN CUSTOMER SERVICE: **ACCESS, CARE AND RESPONSE**

MAY 27, 2015

Commissioner Edward T. McIntyre
Master of Ceremonies

- 8:00 – 8:25** **Registration and Continental Breakfast**
Music Center, 5th Floor
Salon A, B, and C
- 8:25 – 8:30** **Audience Response System**
Customer Service Questions
- 8:30 – 8:35** **Welcome**
Commissioner Rodney C. Gibson
Chair
- 8:35 – 8:40** **Invocation**
Reverend Fr. Marcos J. Gonzalez
St. John Chrysostom Church
- 8:40 – 8:45** **Pledge of Allegiance**
Ruth A. Wong, Brigadier General, U.S. Air Force (Retired)
Director, Department of Military and Veterans Affairs
- 8:45 – 9:30** **Opening Remarks**
Supervisor Hilda L. Solis, 1st District
Supervisor Mark Ridley-Thomas, 2nd District
Supervisor Sheila Kuehl, 3rd District
Supervisor Don Knabe, 4th District
Supervisor Michael D. Antonovich, 5th District



INNOVATION IN CUSTOMER SERVICE: **ACCESS, CARE AND RESPONSE**

MAY 27, 2015

9:30 – 9:50

New Ideas Panel and Video

- Sheryl L. Spiller, Director, Public Social Services
- Margaret Donnellan Todd, County Librarian

9:50 – 10:00

Audience Response System

MARS Question

10:00- 10:20

MARS – Out of this World!

John Naimo

Auditor-Controller

10:25 - 10:30

Video: Kaiser Permanente

10:30 – 11:00

Transforming Customer Service

- Tad Funahashi, M.D., Chief Innovation and Transformation Officer
and Assistant Regional Medical Director
Kaiser Permanente Southern California Region
- Kris Dagger, MHA, Acting Managing Director of Health Innovation
Kaiser Permanente Southern California Region

11:00 - 11:30

eConsult

Mitchell Katz, M.D.

Director, Health Services

11:30 – 11:50

Holistic Customer Service

Sachi A. Hamai

Interim Chief Executive Officer

11:55 - 12:00

Closing Remarks

Commissioner Rodney C. Gibson

Chair

NEW IDEAS PANEL



Sheryl L. Spiller
Director
Public Social Services

Sheryl L. Spiller started as a clerk typist with the Department of Public Social Services (DPSS) in 1972 and steadily rose through the ranks over a stellar, 40-year career to be appointed Director on July 10, 2012. She oversees the second largest social services agency in the nation, which has a budget that exceeds \$3.9 billion and more than 13,600 employees. DPSS provides a vast array of human services to families, children, single adults and the elderly that are designed to alleviate financial hardship and promote health, personal responsibility and self-sufficiency.

As DPSS Director, Ms. Spiller has combined innovative technology with improved customer service to bring a new vision to the Department. She spearheaded development of the e-Customer Service Center as a single point of contact for information on CalWORKS, CalFresh, Medi-Cal and General Relief. The self-service component with case-specific details is available 24 hours a day, seven days a week. Customers also may access their DPSS case information via Your Benefits Now (YBN) on the DPSS website. The Department played a major role in implementation of the Affordable Care Act in the County, expanding access to Medi-Cal benefits.

Ms. Spiller earned an undergraduate degree in organizational behavior and a master's degree in human resources from the University of San Francisco. She is a member of the Board of Governors of the Local Initiative Health Authority for Los Angeles County.



NEW IDEAS PANEL



Margaret Donnellan Todd
County Librarian
Public Library

Margaret Donnellan Todd's career with the County Public Library began in 1978, where she has served as a community library manager at different locations. She was the assistant director of the City of Orange Public Library before taking over as director of the Whittier Public Library from 1989 to 2001. The Board of Supervisors tapped her to be the County Librarian on May 1, 2001. The County Public Library is the largest system in the nation with 86 community libraries, four ethnic resource centers and three bookmobiles operating within a 4,752-square-mile region. There are more than 11 million visitors annually to the County Library facilities.

Ms. Todd has steered the County Public Library through tough economic times, all the while protecting and strengthening the library's role as a vital part of the community. She has overseen numerous renovation and capital projects, including ones for the Pico Rivera and Lawndale Libraries. Her creative leadership and use of technology has ensured that the library maximizes its service delivery in the Digital Age. She introduced the "24/7 Virtual Library" to provide the public with access to eBooks, audiobooks, music, magazines and streaming videos 24 hours a day, seven days a week.

She earned a bachelor's degree in history from Whittier College and a master's degree in library and information science from the University of Southern California, and an additional master's degree in business administration from Pepperdine University.



MARS – OUT OF THIS WORLD!



John Naimo
Auditor-Controller
Office of the
Auditor-Controller

John Naimo is the Auditor-Controller for the County of Los Angeles and is responsible for overseeing a department with 617 budgeted positions, an annual operating budget of \$90.1 million, and an additional Integrated Applications budget (eCAPS/eHR) of \$54.7 million.

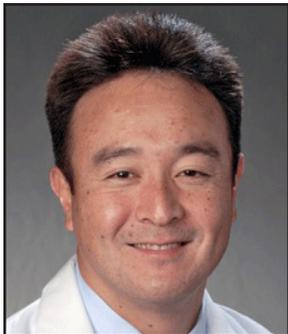
The Department of Auditor-Controller is responsible for establishing County fiscal and internal control policies and procedures; administering the County payroll; conducting audits and fraud investigations; monitoring social services contracts; performing mandated property tax functions; disbursing warrants to vendors, child support recipients, judgment and damages to claimants; and managing the County's enterprise financial and payroll systems, eCAPS and eHR. Mr. Naimo also oversees the issuance of the Los Angeles County Comprehensive Annual Financial Report, Taxpayers' Guide, and Single Audit Report.

He has over 35 years of experience with the County Auditor-Controller. Mr. Naimo serves as a member of the County's Claims Board, the County's Deferred Compensation Plan Committees, and the Bond Oversight Committee of the Los Angeles Unified School District. He also assists in representing the County before bond rating agencies and County bond investors.

Mr. Naimo holds a Bachelor's of Science degree in Business Administration from the University of Southern California and is a Certified Public Accountant. He is also a member of the Government Finance Officers Association, American Institute of Certified Public Accountants, and Association of Government Accountants.



TRANSFORMING CUSTOMER SERVICE



Tad Funahashi, M.D.
Chief Innovation and
Transformation Officer
and Assistant Regional
Medical Director
Kaiser Permanente
Southern California Region

Dr. Tad Funahashi joined Kaiser Permanente Southern California Region, Orange County in 1992, and maintains a busy clinical practice in orthopedic surgery. Dr. Funahashi founded and Chairs the National Implant Registry Committee, and is a Clinical Professor of Orthopedic Surgery at University of California Irvine College of Medicine. He has given over 100 presentations across the county and internationally, and has authored numerous papers in publications such as the Journal of Bone and Joint Surgery, American Journal of Sports Medicine, Journal of Pediatric Orthopedics, and Journal of Bone and Mineral Research. Dr. Funahashi is a diplomat of the American Board of Orthopedic Surgery, and an active member of the American Academy of Orthopedic Surgeons, American Orthopedic Association, American Orthopedic Society for Sports Medicine, Arthroscopy Association of North America, and the Orange County Medical Association. He served as the Chief of the Department of Orthopedic Surgery in Orange County from 1994 to 2012, the Regional Chief of Orthopedic Surgery from 2004 to 2012, Chaired the National Chiefs of Orthopedic Surgery from 2004 to 2012, and the Assistant Area Medical Director in Orange County from 1998 to 2012. He earned his medical degree and completed his orthopedic residency at UCLA School of Medicine, and then joined the faculty at the UCLA Department of Orthopedic Surgery prior to joining Kaiser Permanente.



Kris Dagger, MHA
Acting Managing Director
of Health Innovation
Kaiser Permanente
Southern California Region

Kris Dagger started her career in Health Care Consulting at KPMG Peat Marwick and joined Kaiser Permanente's Strategic Planning and Consulting department in 1998. She transitioned into clinical operations as a manager in Primary Care where she oversaw seven specialties and ancillary services. She continued her operations journey managing Anesthesiology in Perioperative Services and Pain Management before joining the Health Innovation team. In her current role, she is creating new delivery care models focusing on the virtual space and pushing the boundaries of service. Her passion is to create personalized health care by leveraging cutting-edge technology to develop new ways of connecting with patients and communities at large.

ECONSULT



Mitchell Katz, M.D.
Director
Department
of Health Services

Mitchell Katz was appointed director of the second largest health system in the United States in 2011, where he leads a workforce of 21,000 employees and oversees a \$3.5 billion annual budget. The County of Los Angeles, with a population that exceeds 10 million, provides a health care system of acute hospitals, multiservice specialty centers, community health clinics and the Emergency Medical Services (EMS) Agency.

Upon his appointment, Dr. Katz established priorities for his Administration, which included full implementation of the Affordable Care Act, enhancing coordination between the Department and its community health partners, improving the quality of patient care, and strengthening the outpatient delivery network.

Dr. Katz has led by example. He is a primary care doctor at the Edward R. Roybal Comprehensive Health Center and successfully spearheaded transformation of the County system into a model patient-focused, public service network. Under his expert leadership, DHS has implemented several programs that have improved the quality of care, such as “Censitrac Surgical Instrument Management Solutions,” a process designed to prevent surgical site infections.

Prior to joining the County, Dr. Katz was the Director of Health and Health Officer for San Francisco for 13 years. A career milestone was the “Healthy San Francisco” project, which he created to improve outcomes for the indigent while reducing the cost of providing such medical care. While with the San Francisco Department of Public Health, Dr. Katz also directed the Community Health and Safety Division, 1996 – 1997, and the AIDS Office, 1992 – 1997. He first joined the Department in 1991.

A native of Brooklyn, New York, Dr. Katz entered the medical field with first-hand knowledge of the importance of quality care. Both his brother and sister are developmentally disabled. He earned an undergraduate degree in psychology from Yale University and a medical degree from Harvard Medical School. He completed a residency in internal medicine at the University of California at San Francisco in 1989.

In addition, Dr. Katz was a Robert Wood Johnson Foundation Clinical Scholar (1989-1991), a prestigious honor, and credits the program with steering him in the direction of a career in public health.

HOLISTIC CUSTOMER SERVICE



Sachi A. Hamai
Interim Chief Executive
Officer
County of Los Angeles

In December 2014, the Los Angeles County Board of Supervisors unanimously selected Sachi A. Hamai as the County's Interim Chief Executive Officer. She is responsible for managing the day-to-day operations of the nation's largest municipal government, including a \$27 billion budget and more than 100,000 employees. As Interim CEO, she also supports the Board's policy and programmatic leadership—including numerous health and social services, and quality of life programs and services.

Before her appointment as Interim CEO, Sachi served as the Executive Officer for the Board of Supervisors since April 17, 2006, supporting the administrative services of the Board; overseeing the County's Assessment Appeals Board, Children's Special Investigations Unit, Countywide Equity Oversight Panel, Office of Inspector General, and staffing over 30 commissions, committees and Joint Powers Authority.

Sachi was raised in Denver with her two sisters and attended Colorado State University in Fort Collins. She graduated in May 1988 with a Bachelor of Science in Business Administration, with a concentration in accounting, and was recruited to join the Los Angeles County Auditor-Controller's department as an accountant-auditor in August 1988. She held several senior positions in the Auditor-Controller, supervising the operational, compliance, and financial reviews of many County departments, until her promotion to a management position with the Department of Health Services Inspection and Audit Team in November 1994. As Chief of the Audit and Compliance Division, Sachi developed and implemented the groundbreaking Health Authority Law Enforcement Task Force (HALT), a multi-agency program to deter illegal criminal activities threatening the public's health and well-being.

From 2001, until her appointment as the Board's Executive Officer in 2006, Sachi was the Director of Administrative Services at the County's Department of Health Services, supervising the human resources, information technology, facilities management, and audit and compliance offices in the nation's second-largest public healthcare system.

Sachi is a passionate distance runner, completing her first marathon in St. George, Utah in 1997. She has participated in nearly 40 races in the past five years, from 5k's, to stair climbs, to marathons in Los Angeles, Florida, Illinois, Nevada, and British Columbia, achieving a recent personal best time in the 2015 Tokyo, Japan World Marathon Majors.



SPECIAL THANKS

Board of Supervisors

Chief Executive Office

The Leadership Conference Committee

Edward McIntyre, Chair

Walter Allen, III

Charles Bakaly, Jr.

Rodney C. Gibson

Evelyn Gutierrez

Jaclyn Tilley Hill

Shawn Landres

Department of Military and Veterans' Affairs

Productivity Managers' Network

The Music Center

Patina



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**COUNTY OF LOS ANGELES
BOARD OF SUPERVISORS**



Michael D. Antonovich
Mayor
Supervisor, 5th District



Hilda L. Solis
Supervisor, 1st District



Mark Ridley-Thomas
Supervisor, 2nd District



Sheila Kuehl
Supervisor, 3rd District



Don Knabe
Supervisor, 4th District



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