

Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
"Celebrating Quality Service"

2017 APPLICATION

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

NAME OF PROJECT: ASSURING AN INFORMED MEDICAL COMMUNITY VIA LAHAN

DATE OF IMPLEMENTATION/ADOPTION: SEPTEMBER 2014
 (Must have been implemented at least one year - on or before July 1, 2016)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No

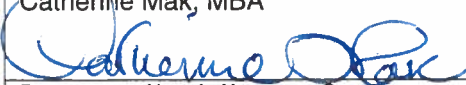

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 The Los Angeles Health Alert Network (LAHAN) is an email notification system and
 2 website that is used to inform health care providers of outbreaks and other emerging
 3 health risks. Launched in September 2014 in response to a specific challenge as LA
 4 County had no local provider health alert network. Prior to LAHAN, the county shared a
 5 password protected notification platform with the California Department of Public Health
 6 called the California Health Alert Network (CAHAN). There were numerous issues with
 7 CAHAN and, consequently, there were few local network members. There were ~2,500
 8 LA CAHAN members in 2014. LAHAN, in contrast, is transparent, convenient, clear,
 9 professional, measureable, and scalable. The network now contains more than 10,000
 10 members. Thanks to LAHAN, local health care providers have been informed of
 11 numerous national and local health concerns ranging from Ebola and Meningitis to
 12 tainted opioids and faulty lead analyzers. LAHAN members indicate that due to
 13 notifications, they have learned new information and changed their practice. Our
 14 community is safer as local health care providers now have timely tailored access to
 15 critical information about threats to the public's health and how to take specific action.

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

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Department of Public Health 313 N. Figueroa Street, Room 806 Los Angeles, CA 90012		TELEPHONE NUMBER (213) 240-8117
PROGRAM MANAGER'S NAME Sarah Guerry, MD		TELEPHONE NUMBER 323-482-6404 EMAIL sguerry@ph.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Catherine Mak, MBA 	DATE 6-28-2017	TELEPHONE NUMBER (213) 989-7240 EMAIL cmak@ph.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Barbara Ferrer, PhD, MPH, MEd 	DATE 6-28-2017	TELEPHONE NUMBER (213) 240-8117

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY:

Challenge: Prior to September 2014, there was no local health alert network. Instead, The Department of Public Health (DPH) shared the California Health Alert Network (CAHAN) platform with the California Department of Public Health. CAHAN was a poor fit for LA County needs. From the health care professional’s perspective, CAHAN was not user friendly; it was difficult to join, access, read, triage, and identify the sender. From the DPH perspective, it was difficult to add or update members and tracking of message delivery and open-ups were non-functional. There were approximately 2,500 LA members of CAHAN in 2014 and it was not clear if the notifications were being successfully delivered.

Solution: We created the Los Angeles Health Alert Network (LAHAN), an email notification system plus website using the following principals:

- Transparency: all LA County health care professionals are encouraged to join but the network is available and free to everyone.
- Convenience and clarity:
 - Simple fast sign up without passwords e.g. via websites, text messaging, and Facebook advertisements.
 - Website featuring all current and past notifications (no passwords)
 - Easy to read including color-coding regarding the urgency of message and clarity regarding original sender e.g. the Centers for Disease Control, CA Department of Public Health, or LAC DPH.
 - Use of a standard template including intended audience, key messages, situation, and actions steps requested of providers.
- Professionalism: all local notifications are authored by a named DPH staff person.
- Measureable: email delivery and open-ups are tracked.
- Scalable: ability to update member information and acquire new members using automated processes.

The Benefit of LAHAN is that the local community of healthcare providers now receive breaking information and guidance about outbreaks, drug shortages, tainted products, and other emerging health risks. With the information provided in LAHAN notifications, providers have new tools to better protect and care for their patients.

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There are currently 10,443 members of LAHAN and membership continues to grow. This means that when a health alert is disseminated through LAHAN that over ten thousand network members receive the notification in their email inbox. On average >95% of notifications are successfully delivered. In addition, there is evidence that many LAHAN members share notifications with their colleagues. An email survey of a sample of LAHAN physician members was conducted to evaluate if the system was effective at persuading providers to change their clinical practice, if and how they shared notifications, and if the system could be improved. The following are key findings:

LAHAN notifications change provider practice. Three-quarters of respondents agreed with this general question, "when relevant, the information provided has changed my practice." When respondents were presented with actual alerts regarding meningococcal disease and new vaccine recommendations, 77% reported that they read the specific alert(s). Of those that read one or both of the alerts, 91% said the notification provided important information; 57% reported changing their practice; and 48% said they received information on vaccination they would not otherwise have known.

LAHAN reach is broader than the membership. LAHAN members share the notifications. In general, 80% of respondents indicated that they share LAHAN notifications. The most commonly stated methods of sharing were forwarding via email (45%), by word of mouth (39%), and discussing at staff training/meeting (22%).

LAHAN is valuable to health care providers. When given a free text opportunity to comment on LAHAN and how it could be improved, the majority of responses indicated that this is a valuable resource to our local providers.

- "Get the word out and make this program the gold standard in the nation. This is great information and needs to be known by all the practicing LA physicians. Thank you. I have appreciated your notices".
- "Just keep me informed as you have been doing. Your timely manner of alert has been appreciated very much by me and my staff. Thank you".
- "Continue doing what you are doing best! Spread the word! Thank you!"

Key to the success of LAHAN has been informal partnerships with medical stakeholder group representatives to promote membership and/or disseminate notifications. These groups include the Medical Board of California, Los Angeles County Medical Association, Community Clinic Association of Los Angeles, Department of Health Services, Kaiser Permanente, AltaMed, and the LA Chapter 2 of the American Academy of Pediatrics.

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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.

In addition to advancing the mission and vision of the Department of Public Health, LAHAN is supporting the County Strategic Plan Goal III: Realizing Tomorrow's Government Today. LA health care providers are our partners in our mission to protect the health of all who reside in LA. LAHAN uses new technologies to accommodate the needs of its stakeholders by using social media (Facebook) and text messaging to accommodate easy sign-up. LAHAN values transparency, though health care providers are encouraged to join, anyone can become a member for free, and all notifications are available for viewing on the website at all times.

LAHAN also supports County's Strategic Plan Goal II: Foster Vibrant and Resilient Communities by supporting the wellness of our communities through notification of and updates on current outbreaks and guidelines and action steps on treatment.

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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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