

**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: THINK HEALTH LA: LET YOUR FINGERS DO THE WALKING

DATE OF IMPLEMENTATION/ADOPTION: OCTOBER 2012
(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 Think Health LA (<http://www.thinkhealthla.org/>) is a website that was made possible by
2 a generous Productivity Investment Fund Grant in 2012. It continues to be a user-
3 friendly, centralized location for the public and public health stakeholders to search for
4 health and quality of life data from multiple sources. Data is displayed with features that
5 make it easily comprehensible and help the user interpret the information by comparing
6 how LA County (LAC) is doing on important health indicators compared with other
7 California counties and state and national targets. Think Health LA website displays
8 data using geographic information systems (GIS) maps and allows users to create, print
9 and save reports and graphs. The website further serves as a community health
10 improvement tool. In addition to providing a one-stop-shop for key public health data,
11 the website contains a library of evidence-based and promising practices that can
12 improve health. Think Health LA is the electronic home for the Community Health
13 Improvement Plan (CHIP) of LAC and the Community Prevention and Population Health
14 Task Force, a Board-established task force responsible for reporting to the Board on
15 recommendations for health, equity and well-being.

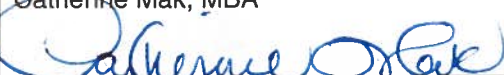
BENEFITS TO THE COUNTY

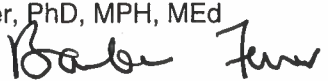
(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$ N/A	\$ N/A	\$ N/A	\$	X

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Department of Public Health 313 N. Figueroa Street, Room 708 Los Angeles 90012	TELEPHONE NUMBER (213) 240-8117
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PROGRAM MANAGER'S NAME Gayle Haberman Director, Office of Planning	TELEPHONE NUMBER (213) 240-8252 EMAIL ghaberman@ph.lacounty.gov
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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
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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: Describe the **challenge(s), solution(s), and benefit(s)** of the project. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success. Use Arial 12-point font.

Challenge:

The Department of Public Health (DPH) had a long-standing need to develop a centralized, user-friendly website which allows public health stakeholders and the general public to lookup data and produce their own reports. Prior to launching Think Health LA, there was no centralized database to disseminate health data from different data sources, provide comparisons of health data among jurisdictions, or to share information about existing health issues in LA County and the evidence-based interventions that can be undertaken to improve health.

DPH had no funding for this innovative project.

Solution:

To resolve the funding issue, DPH’s Office of Health Assessment applied for and was awarded, a Productivity Investment Fund (PIF) Grant (filed under the name of Healthy Communities Website) in 2012 by a unanimous vote.

For the past four years, DPH has had a sole source contract with Dignity Health DBA California Hospital Medical Center (CHMC), which subcontracted with Conduent Healthy Communities Corporation (formerly Healthy Communities Institute), to develop and maintain the website. DPH worked closely with Dignity Health and Conduent to develop the website.

Benefits:

Think Health LA provides data from multiple sources and allows users to look up data by location, i.e., county-wide, by Service Planning Area, by zip code or by census tract, and by subpopulation, such as by age and race/ethnicity groups so that stakeholders can find data applicable to their specific aim. In addition to its role as a data warehouse, Think Health LA, is a community health improvement tool and serves as an electronic home for the Community Health Improvement Plan (CHIP), a 5-year plan for achieving better health for DPH and County stakeholders. DPH has customized the website by developing new pages to highlight and communicate local community health improvement efforts, to share information with partners working on CHIP activities and to show progress meeting local goals with links to partners working on CHIP strategies.

The website also provides a location to find information on the Community Prevention and Population Health Task Force (Task Force). This Task Force was created in 2015 by a motion from the Board of Supervisors. The Task Force is responsible for reporting to the Board on health, equity and community well-being and is the external advisory body for the CHIP.

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Information about the Task Force and the current members are available on Think Health LA. Similar to a County Commission, Task Force meetings are open to the public. The website now becomes another important venue and communication tool to share the Task Force’s meeting schedule, agendas, and locations and to engage the community at large.

Think Health LA has been presented at a number of stakeholder and coalition meetings to promote it as a valuable resource for public health partners. One major event was the launch meeting for the CHIP in November 2015 at which 235 public health stakeholders participated. Think Health LA has also been showcased at various meetings with coalitions and partnerships working on public health issues throughout LA County including the Asian Pacific Islander Health Summit, Choose Health LA Coalition, Southern California Grantmakers and the YWCA Healthy San Gabriel Valley coalition.

Think Health LA has the ability to conserve DPH resources. Since public health stakeholders can look up data and print reports on their own, this website will ultimately decrease the number of data requests to which DPH staff have to respond, thus allowing staff to focus on other public health issues.

DPH is cognizant of the success of this PIF grant-funded project. Beginning July 1, 2017, DPH will execute a Board-approved sole source contract directly with Conduent to maintain the website for the next five years. The contract will be supported by net county-cost, which adheres to the Commission’s request that if a project is deemed operationally effective while achieving the mission and vision of the Department, it should be written into the Department’s budget. The investment in Think Health LA permits DPH to continue to reach and provide this critical, multi-faceted community health improvement resource to public health stakeholders and the community.

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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.

Think Health LA addresses County Strategic Plan Goal 1: Make Investments that Transform Lives (in particular, Strategy I.1 Increase Our Focus on Prevention Initiatives) and Strategic Plan Goal II: Foster Vibrant and Resilient Communities.

The data and health improvement strategies provided on Think Health LA enable public health stakeholders and community members throughout LA County to access critical information that informs and strengthens the health improvement efforts in their neighborhoods.

By using the data and evidence-based strategies, community members and community organizations can select health improvement activities that have been shown to improve community health by creating the conditions for good health, including access to safe and affordable housing, quality health care, good air quality, violence-free communities and quality education.

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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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\$	\$	\$	\$	X

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The Think Health LA website can reduce expenditures on staffing costs. Until this website was launched, public health stakeholders had to submit data requests to DPH staff in order to access many types of health data which are now available for free via the website. This frees up DPH staff to focus on other work related matters instead.

We are not able to quantify the cost savings of our important project.

We have enhanced our services to our partners and stakeholders with instant resources available at their fingertips.