

DHS Specialty Care NEWS

Fall, 2015

Specialty Care Coordination across County Departments

DHS, DPH, DMH, Jails and Juvenile Court Collaboration

The County of Los Angeles has many departments that interact with county residents who have health concerns. In seeking to effectively address these needs, the **Department of Public Health (DPH)**, the **Department of Mental Health (DMH)**, the **Sherriff's Department Medical Services Bureau (Jails)**, the **Juvenile Court Health System (JCHS)** and the **Department of Health Services (DHS)** have invested in coordinating with each other through participation in our Specialty Primary Care (SPC) Workgroups and in eConsult.

This collaboration has resulted in making county specialty care services readily available to those who need them. A few highlights of these efforts are below:

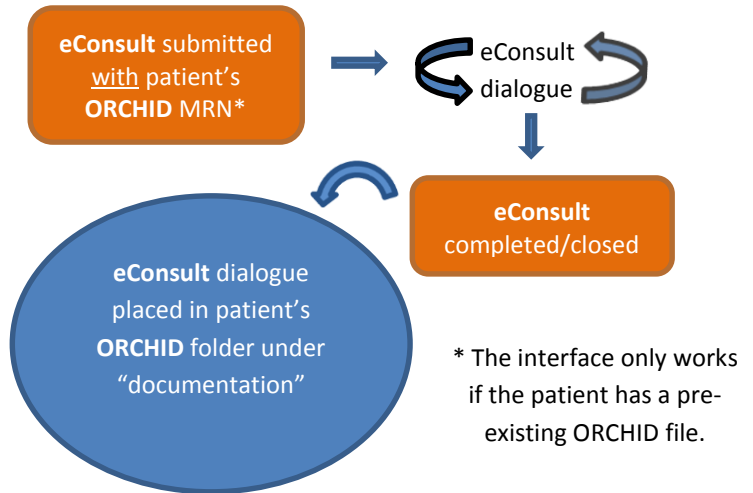
- On **October 9th, 2015**, the Mental Health SPC Workgroup with membership from both **DMH** and **DHS** providers launched a **Mental Health portal for adult patients on eConsult**. This portal will provide prompt access to Mental Health experts and, if needed, coordinated scheduling to providers in DMH Network clinics.
- Via a **Tuberculosis Control Program eConsult portal**, **DPH** offers expert advice to medical providers in need of assistance with their patients who have tuberculosis infection and active tuberculosis disease.
- Clinicians working in clinics in the **Jails, Juvenile Detention Halls** and **DPH** facilities are all able to access specialty expertise and coordinate care via eConsult. In the last 12 months alone, over **1,600 patients** have been served through this connection.

With the Board of Supervisors approval of the Health Agency, we expect there will be more such opportunities for patient-centric coordination of care.

eConsult and ORCHID Interface

Enterprise-wide systems that "talk" to each other

As DHS continues its implementation of the ORCHID system, DHS eConsult users will see eConsult encounters within their patient's ORCHID medical record folders. Here's how it works –



Thanks to all the hard work from the teams from DHS IT, Cerner and SafetyNetConnect for making this work.

New Expected Practices now on the DHS Clinical Care Library!

Resources to improve care delivery

New Expected Practices are being added to the DHS Clinical Care Library every month. New Expected Practices added in the last two months are:

- Colorectal Cancer Screening
- Evaluation of Lipomatous Masses
- Hyperglycemia in Urgent Care/ED
- Obesity Hypoventilation Syndrome
- Obstructive Sleep Apnea Screening
- Management of Hypertension
- Surgical Planning for Proliferative Diabetic Retinopathy
- Thyroid Nodule evaluation
- Use and Optimization of eConsult

eConsult update

58 specialty services 3,600+ eConsult submitters 13,000 eConsult requests every month 2.7 day average response time

New specialties on eConsult!

Mental Health, Nutrition, Pathology, Pediatric Surgery, Pediatric Rheumatology, Genetics, Pediatric Developmental/Behavioral, Pediatric Craniofacial

News Flash! – The eConsult program was selected as the **top honoree** at this year's **ABL "Innovations in Healthcare" ABBY awards** ceremony. **Congratulations** go to all the specialists, primary care providers, clinic staff, facility leaders, IT and Specialty Care team members, SPC Workgroups, My Health LA Clinics, LA Care and SafetyNetConnect who, over the past 3 years have made eConsult a high-impact innovation in care for our patients!

eConsult support – DHS Enterprise Help Desk - (323) 409-8000 or Danny Johnson – dajohnson@dhs.lacounty.gov,

Clinical Care Library - Gary Garcia (garygarcia@dhs.lacounty.gov), Expected Practices- Dr. Monica Soni (ssoni2@dhs.lacounty.gov)

Dr. Paul Giboney is available for any Specialty Care Initiative related questions, ideas or concerns – pgiboney@dhs.lacounty.gov

Thanks to all of our **highly responsive** eConsult Specialty Reviewers!

Listed below are the specialty reviewers (minimum of 10 eConsults/month) who, over the past 3 months (July, August, September) have been in the **top 10%** in terms of **average speed of response** to the initial eConsult request.

*each of these individuals had an **average response time of 0.71 days or less!!** (ordered with the fastest at the top)

Reviewer – Specialty, Location

Jane Yang – Vascular Surgery, Olive View
James Yeh – Hematology/Oncology, Olive View
Sheba Meymandi – Cardiology, Olive View
Mayer Davidson – Diabetes, MLK
Prosper Benhaim – Hand Surgery, Olive View
Robert Israel – Gynecology, LAC+USC
Kodi Azari – Hand Surgery, Olive View
William French – Cardiology, Harbor UCLA
Jonathan Bedri – Neurology, High Desert
Ramon Guadiz – Nephrology, MLK
Merujan Uzunyan – Pediatric Cardiology, LAC+USC
Jeanne Wallace – Sleep Services, Olive View
Hal Yee – Gastroenterology and Hepatitis C, Harbor UCLA
Vahid Mahabadi – Endocrinology, Olive View
Aaron McMurtray – Neurology, Harbor UCLA
Andrew Frasc – Neurology, MLK
Phyllis Wu – Hematology/Oncology, Olive View
Danielle Hari – Surgery, Harbor UCLA
Ami Oren – Pulmonary, LAC+USC
Jeff Miller – Hematology/Oncology, Olive View
Matthew Koopman – Vascular Surgery, Harbor UCLA
Joseph Thomas – Cardiology, Harbor UCLA
Shri Mishra – Neurology, Olive View
Richard Hahn – General Surgery, High Desert
Robin Wachsner – Cardiology, Olive View
Beverly Petrie – Colorectal Surgery, Harbor UCLA
Richard Lau – Rheumatology, Olive View
Sukgu Han – Vascular Surgery, LAC+USC
Sonya Reicher – Gastroenterology, Harbor UCLA
Michael Kline – Gastroenterology, LAC+USC
Anuj Datta – Gastroenterology, Harbor UCLA
Tomoko Tagawa – Hematology/Oncology, Harbor UCLA
Tracy Lawrence – Cardiology, LAC+USC
Stanley Dea – Gastroenterology, Olive View
Sung Wan Ham – Vascular Surgery, LAC+USC
Raji Manoj – Sleep Services, Harbor UCLA
Maria Dungo – Hematology/Oncology, Harbor UCLA
Nicole Letiecq – Audiology, MLK

* **Those reviewers whose names are in bold are represented in both columns – thank you all!!**

Thanks to all of our **high volume** eConsult Specialty Reviewers!

Listed below are the **top 10%** specialty reviewers who managed the **highest volume** of eConsult requests over the past 3 months.

*These are ordered by volume

Reviewer – Specialty, Location - # of requests

Robert Israel – Gynecology, LAC+USC – 968
Tamara Brown – Otolaryngology, LAC+USC – 881
Malvin Anders – Ophthalmology, LAC+USC – 787
Eleby Washington – Orthopaedic Surgery, MLK – 703
Jesse Berry – Ophthalmology, LAC+USC – 640
Charles Best – Urology, LAC+USC – 629
Thomas Zarchy – Gastroenterology, LAC+USC – 627
Eddy Nguyen – Ophthalmology, Mid-Valley CHC – 598
Viktor Eysselein – GI/Hepatology, Harbor UCLA – 568
Monique Santamaria – General Surgery, LAC+USC – 535
Michael Kline – Gastroenterology, LAC+USC – 495
Jasmine Campa – Physical Therapy, Olive View – 477
Griselda Gutierrez - Gynecology/OB, Harbor UCLA – 451
Michael Kapamajian – Ophthalmology, Harbor UCLA – 440
Jonathan Bergman – Urology, Olive View – 439
Lauren Daskivich – Ophthalmology, Humphrey CHC – 436
Howard Sofen – Dermatology, Olive View – 410
Stanley Dea – GI/Hepatology, Olive View – 408
Lester Jones -Podiatry, Olive View – 401
Richard Hahn – General Surgery, High Desert – 388
Jeremy Blumberg – Urology, Harbor UCLA – 381
David Bae – Podiatry, LAC+USC – 375
Ashley Crew – Dermatology, LAC+USC - 360
Ghol Ha’eri – Orthopaedics, High Desert – 352
Jamie Williams – Orthopaedic Surgery, Harbor UCLA - 347
Uday Devgan – Ophthalmology, Olive View – 346
Jennifer Hui – Neurology, LAC+USC – 318
Mondana Kazemzadeh – Orthopaedics, Harbor UCLA – 308
Danielle Hari – Surgery, Harbor UCLA - 299
Jeanne Wallace – Sleep Services, Olive View – 283
Gaurov Singhvi – GI/Hepatology – MLK - 279
Lorenzo Brown – Otolaryngology, MLK - 268
Deborah Johnson – Audiology, Olive View - 263
Darleen Chandler – Orthopaedics, LAC+USC – 260
Raji Manoj – Sleep Services, Harbor UCLA - 255
Esther Hefets – Physical Therapy, High Desert – 254
Reynaldo Obrero – Orthopaedics, LAC+USC - 252
Sheilah Clayton – Surgery, MLK – 248