

# 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:

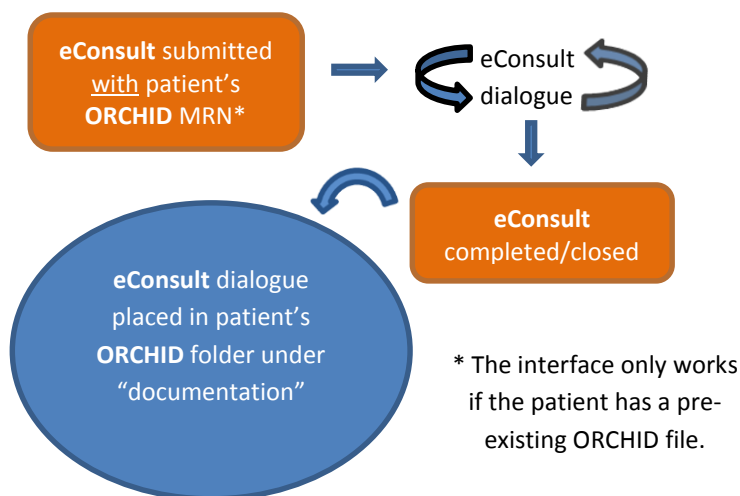
- On **October 9<sup>th</sup>, 2015**, the Mental Health SPC Workgroup with membership from both **DMH** and **DHS** providers launched a **Mental Health portal for adult patients on eConsult**. This portal will provide prompt access to Mental Health experts and, if needed, coordinated scheduling to 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](mailto:dajohnson@dhs.lacounty.gov),

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

Dr. Paul Giboney is available for any Specialty Care Initiative related questions, ideas or concerns – [pgiboney@dhs.lacounty.gov](mailto: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 McMurtry – Neurology, Harbor UCLA  
Andrew Fras – Neurology, MLK  
Phillis 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  
Beverley 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 Dongo – 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