

*Los Angeles County  
Dept of Health Services:  
A Model for D&I Research*

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# Goals of Healthcare

## IHI Triple Aim:

- Improving the patient experience of care (including quality and satisfaction)
- Improving the health of populations
- Reducing the per capita cost of health care.

## LAC DHS Mission:

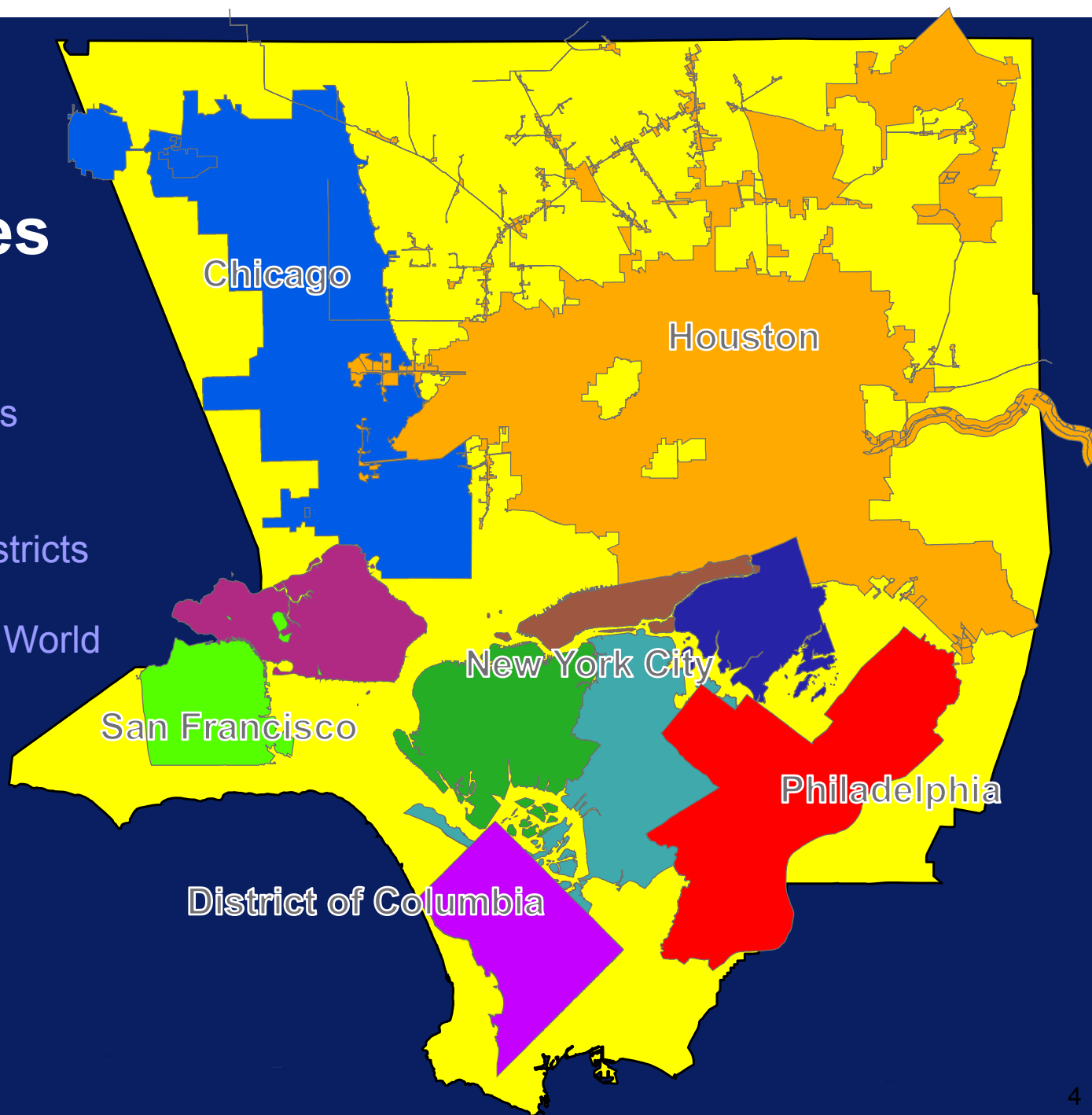
- More high-quality patient-centered care with same budget.

# LAC DHS Strategies

- Right care, right time, right place, and right provider
- Focus on competitive advantages
- Targeted investment in key infrastructure
- Innovate disruptively

# Los Angeles County

- 10,000,000 residents
- 4750 square mile
- 88 cities
- 18 congressional districts
- 5 Supervisors
- Top 20 GDPs in the World



Data Source: U.S. Census Bureau,  
Topologically Integrated Geographic  
Encoding and Referencing system,  
2009. Maps Drawn at 1:750,000 scale.



# LAC DHS: Components

Ambulatory Care Network (21 Sites)



Jail & Juvenile Court Health Services  
(23 Sites)



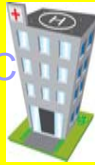
Olive View-UCLA



community clinics (~200 Sites)



LAG-USC



UCLA



Rancho Los Amigos



Harbor-UCLA

- 450,000 DHS empaneled
- 100,000 CP empaneled
- 1M specialty interactions
- 300,000 ER visits
- ~1M uninsured
- \$4B+ budget
- ~20,000 staff

# LAC DHS: Key Investments

SC CTSI  
LAC DHS  
Health  
Informatics Core  
Facility

National  
Clinical  
Scholars  
Program

UCLA CTSI  
LAC DHS  
Implementation  
Core Facility

Data  
Governance  
Process

Data Use  
Process

Research  
Oversight  
Process

Electronic  
Health  
Record

Data  
Repository

eConsult

Value-Added  
Clinician  
Leaders

Workforce &  
Operations  
Mgt Tools

# LAC DHS: Opportunities

Development of synergistic partnership

- Scientific methods and creative interventions to provide more high-quality and patient-centered care with the same budget.
- LAC DHS as a model for designing, implementing, and testing truly effective innovations and interventions in healthcare.