



HASC Briefs

In This Issue:

- [Healthy Way LA Shares Program Updates with Member Hospitals](#) 1
- [Patient Safety Collaborative Kicks Off Phase 2](#) 1
- [Lean Practitioners Course Starts Feb. 22](#) 2
- [HASC Security Drill, Safety Tools Highlighted in Campus Magazine](#) 2
- [Spring LEAD Academy Gets Underway March 29](#) 2
- [Breakout Topics Announced for HASC Annual Meeting](#) 3
- [Reserve Your Spot Now for the 3rd Annual Health Care Provider Wellness Conference](#) 3
- [HASC Welcomes New Associate Member](#) 3

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Healthy Way LA Shares Program Updates with Member Hospitals

Several program updates were shared at the Feb. 6 meeting with representatives from Healthy Way LA (HWLA).

Deployment of new resources has recently resulted in about 1,000 claims for inpatient services being released for payment. The remaining balance of approximately 632 cases, which exceed the 30 days, will be resolved shortly.

Concurrent review is also a problem with a few hospitals. HWLA will reach out to individual UM managers at those specific facilities to discuss the individual cases and review the identified problem areas. Staff training will also be offered.

HWLA is requesting that all hospitals use a UM Resource Sheet to identify information that must be submitted moving

forward. In addition, a new tab in the HWLA website called “For Private Hospitals” will be developed and will contain these forms as well as any other relevant information for hospitals to access.

Mental health benefit and the challenge of moving a patient who is medically cleared from a non-designated hospital was also discussed. Because the mental health benefit is administered directly by LA County DMH, HWLA representatives agreed to follow up with DMH directly to address the inpatient/psych issue as soon as possible.

Finally, effective January 1, 2014, individuals enrolled in HWLA will move to Medi-Cal as part of the coverage expansion under the Affordable Care

Act. HWLA is working with LA Care Health Plan and Health Net on developing a communication plan for members to advise them of the upcoming change.

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Breakout Sessions
Announced
See page 3

Patient Safety Collaborative Kicks Off Phase 2

The Southern California Patient Safety First Collaborative will kick off Phase 2 on March 12 at the Pacific Palms Conference Resort in the City of Industry.

Many of our hospitals from Phase 1 (2010 through 2012) are continuing with the Collaborative, and all other HASC

member hospitals are invited to join.

Participating hospitals will enjoy valuable resources and peer-to-peer learning throughout 2013 in four clinical focus areas: Sepsis Mortality, *C. Difficile* HAI prevention, Surgical Safety, and Perinatal Safety. There is no charge for partici-

pation, and the data collection burden is extremely light.

Please contact Julia Slininger if your hospital is interested, or if you have any questions about the Patient Safety First Collaborative.

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Lean Practitioners Course Starts Feb. 22

HASC and the Institute for Performance Excellence (IPE) present the in-demand Lean Practitioners course beginning Feb. 22. The four-session course, designed specifically for health care professionals, introduces the principles, methods and tools that can be used to eliminate waste, reduce costs, improve quality, and deliver greater value to health care organizations and their customers.

Participants in the course will:

- Learn how to manage a Lean

project using Six Sigma (DMAIC).

- Learn to align performance improvement initiatives with an organization's strategic plan.
- Use Lean tools to create a Lean Improvement Pathway and standardize work flow.
- Use Value Stream Management for improvement planning.
- Learn how to lead a Kaizen improvement event.

The course satisfies partial requirements for the Fellow I credential in the

Society for Healthcare Improvement Professionals (www.shipus.org). Course dates are Feb. 22, Mar. 1, 8 and 15 at PIH Health, 12401 E. Washington Blvd. in Whittier. The course is limited to 30 enrollees to accommodate real-world simulations and encourage peer-to-peer learning. For more information, please visit <http://www.hasc.org/lean-event/lean-practitioners-course-0> or contact Jamila Mayers, (213) 538-0739, jmayers@hasc.org.

Contact: Jennifer Wortham
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HASC Security Drill, Safety Tools Highlighted in Campus Magazine

HASC Safety and Security Committee Chair Daniel J. Holden, BBA, BS, MBA, CPP, CEM, Director of Healthcare Services, Southwest Region, AlliedBarton Security Services, provides some key guidelines on being prepared for an active shooter in hospitals with an article highlighting the upcoming March 19 active shooter drill in [Campus Safety Magazine](#). The Safety and Security Committee has been working with law enforcement experts to plan this exercise.

Designed for hospital and community stakeholders including security, emergency room and nursing staff, human resources, risk managers, social workers, and administrative personnel, this event brings you face to face with an active shooter simulation in an actual hospital setting (both emergency room and offices) along with best practices for initiating an effective response.

The goal of the program is to equip attendees with resources to help them collaborate with law enforcement to develop a local plan and effective policies

focused on survival during the event and recovery after it occurs. Hospitals are encouraged to send teams for this realistic dramatization of an active shooter event to be held March 19, 8 a.m. – 5 p.m. at LAC + USC Medical Center (Old Campus), 1200 N. State Street in Los Angeles.

For more information contact Jamila Mayers, jmayers@hasc.org, (213) 538-0700.

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Spring LEAD Academy ® Gets Underway March 29

March 29 marks the first session of the spring edition of LEAD Academy in Los Angeles. Designed for health care supervisors and managers, LEAD is a six-day, 12-module training experience using innovative tools and experiential learning to empower recently hired, newly appointed or previously untrained health care leaders to better understand and use their strengths.

Based on the underlying principle that effective leadership requires productive relationships to support excellence in patient care, sustainable business objectives and a safe patient environment, the program focuses on specific areas that include:

- Self-development



- Supporting the development of others
- Managing and developing a successful organization

Engaging activities in a small group format provide a safe environment to practice newly learned skills. Participating health care managers will be able to:

- Improve the performance of the people and groups that report to them
- Enhance their contribution to the

achievement of facility and system objectives

- Increase their own self-management skills during everyday and stressful situations
- Graduates of all 12 modules earn a certificate. Course dates are March 29; April 26; May 24; June 28; July 12; and August 16.

Visit <http://www.hasc.org/education-event/lead-academy-los-angeles-1> or contact Karen Ochoa, (213) 538-0765, kochoa@hasc.org, for more information.

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Breakout Topics Announced for HASC Annual Meeting

Registration is in full swing for the 2013 HASC Annual Meeting, May 8-10, at St. Regis Monarch Beach Resort, as HASC announces the addition of five timely breakout sessions led by local and national leaders in health care. Woven throughout the breakouts is this year's theme—*Making Innovation Happen*.

Members can choose from the following:

A Tale of Two Systems—Look at the evolution of two distinct system models with a distinguished panel of local hospital and system chief executives that includes Richard Afable, MD, president/CEO, Hoag Memorial Hospital Presbyterian; CR Burke, President/CEO of St. Joseph Heritage Healthcare; Michael Hunn, senior vice president/regional chief executive, Providence Health System, Southern California; and Bill Gil, CEO, Facey Medical Foundation.

California Healthcare Exchange and How it Will Change Our Business — Anne McLeod, senior vice president health policy, California Hospital Association, and Jack Gilbertsen, Esq., SNR Denton, will cover the structure, governance, mission and operations of the exchange along with outreach and enrollment.

A Case Study on Engaging Physi-

cians as Partners in Shared Data Analytics and Decision-Making—Review a case study describing how a multi-hospital system has used sophisticated cross-sectional analytics to pinpoint process flaws, and opportunities to improve enterprise performance in both clinical quality metrics and finance. David Stenerson, CFO, Saint Anthony Medical Center in Rockford, IL; Tracey Bennett, Director, Quality Management, Pomona Valley Hospital Medical Center; and John Whittlesey, vice president, iVantage Health, will lead the discussion.

Three Models of Physician-Led Integration

Don Crane, president/CEO, CAPG, will moderate a panel featuring three distinct models of integration strategies. Distinguished panelists include John Jenrette, MD, CEO, Sharp Community Medical Group; Bob Severs, CEO, Gemcare Medical Group; and Rich Lipeles, Chief Operating Officer, Heritage Provider Network.

Engaging Physicians to Lead Patient Experience (working title) — Understanding the drivers of the patient experience—clinical process, facility, staff, ad-



mission and discharge processes—and how to create reproducible results will be the subject of this session with the goal of influencing HCAHPS scores. The session will be led by Dr. Robert Bessler, Sound Physicians, and Gary Wilde, CEO, Community Memorial Health System.

HASC appreciates the overwhelming response to this event each year and early registration is advised.

Please visit

www.hasc.org/2013AnnualMeeting

for event and registration information.

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Reserve Your Spot Now for the 3rd Annual Health Care Provider Wellness Conference

Join top experts in benefits design, health care economics, clinical intervention and community leadership from a variety of health care settings across the country at a two-day event to inspire attendees to share ideas, develop relationships and strategize on ways to implement solid, outcomes-driven programs that effectively change the culture in any health care environment.

The HASC Health Care Provider Wellness Conference, June 13-14 in San Diego, is themed *Wellness, Work*

& Community: Strategies for Sustainable Cultural Change and will make the business case for wellness programs that result in healthy and engaged employees.

A full conference brochure can be found at <http://www.hasc.org/sites/main/files/file-attachments/13wellnessattenweb.pdf>. To register online, go to <https://www.signup4.net/Public/ap.aspx?EID=3RDA18E>.

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HASC Welcomes New Associate Member

HASC is pleased to welcome new associate member American Health Connection. Based in Beverly Hills, American Health Connection provides medical call-center services, which include 24/7 patient scheduling, insurance verification, appointment reminders and discharge follow-up calls. Yuriy Kotlyar is the Chief Executive Officer.

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