



HASC Briefs

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HASC Releases Results of ED Utilization Survey

HASC has released the results of its ED Utilization Survey, which was conducted in January 2014 to initiate a monthly survey to track emergency department (ED) utilization.

The HASC ED Utilization survey tracks utilization in six-county region within Southern California: Los Angeles, Orange, Riverside, San Bernardino, Santa Barbara, and Ventura. The survey's aim is to find whether Southern California hospitals have experienced an increase in ED utilization as it is compared to the previous month, as well as the same month of the previous year. Data are differentiated by eight categories:

- Total ED visits
- ED visits that resulted in an inpatient admission
- ED visits that were treat and release
- ED visits by patients enrolled in Medi-Cal
- ED visits by patients enrolled in Covered California
- ED visits by self-pay patients
- ED visits by patients brought in via 911 transport

- ED visits by patients on 5150 holds

These groupings were used to determine whether utilization volume in the surveyed demographic has increased, decreased, or stayed the same. Responses were also tracked by county; however, with the exception of Los Angeles County, there were not enough responses to analyze the results in this manner.

The first three months show:

- Increased ED utilization compared to the same three months in 2013. The increase in ED utilization in these early months may relate to the particularly bad influenza season in 2014. This would cause ED utilization to increase in all payer classifications, particularly for Medi-Cal and self-pay patients.

Of the 33 respondents in January:

- 57.6 percent noted an increase in ED visits in January 2014 compared to January 2013.
- 78.8 percent saw an increase in total emergency department utilization compared to December 2013.

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Faculty Announced for California Physician Leadership Program

Faculty has been announced for the California Physician Leadership Program, a customized certificate program designed by academics, medical executives and hospital associations to advance California physicians' ability to navigate the increasingly complex, often ambiguous, health care landscape.

By leveraging the University of Southern California's top rated Marshall School of Business Faculty, in partnership with the California hospital associations, this program delivers curriculum in effective leadership strategies, practical information about the ever-changing health care delivery system, and core business principles.

In addition to USC faculty, leading physician and industry experts serving as faculty include:

- Gary Kaplan, MD, Chairman and CEO of Virginia Mason Health System
- Keith Doram, MD, Vice President for Clinical Effectiveness, Adventist Health
- Anthony Chavis, MD, Vice President, Medical Affairs and Patient Safety Officer, Community Hospital of the Monterey Peninsula
- David Perrott, MD, DDS, Senior Vice President and Chief Medical Officer, California Hospital Association

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HASC, Healthcare Performance Partners Collaborate to Offer Introductory and Advanced Lean Training

HASC has announced a formal, strategic partnership with Nashville, Tenn.-based Healthcare Performance Partners, a MedAssets company. The partnership was formed to provide access to introductory and advanced forms of Lean services and training, such as Lean tools, Lean management systems and strategy deployment, to the Southern California health care market.

The partnership will add value to the marketplace through training offerings coordinated through HASC. The first training session, *Lean Fundamentals for Healthcare*, will focus on introductory Lean knowledge and be offered Sept. 29 through Oct. 3 at Good Samaritan Hospital in Los Angeles (see right).

“HPP is a nationally known firm offering comprehensive services and curriculum in performance improvement including Lean training,” said Pat Wall, HASC Vice President, Membership and Education Services. “HASC’s goal is to offer members high-caliber performance improvement training locally and cost effectively while minimizing travel costs and time out of the office.”

“We’re excited that HASC has chosen us to help them elevate Lean and performance improvement in the Southern California healthcare market,” said HPP President Charles Hagood. “We have helped organizations across the country avoid ‘death by Kaizen’ and prepare for value- and population-driven care. We do this by building an organization’s core Lean Healthcare competencies and management systems in order to become a true Lean enterprise.”

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2014 Patient and Family Centered Care Conference A Success

The 2014 Patient and Family Centered Care Conference was a tremendous success, with more than 200 attendees, including 42 patient and family advisors, representing 56 hospital and health care organizations.

The conference kicked off with a dynamic Patient and Family Advisor Panel, which set the tone for the day. Each panelist told a personal story about living in the health care system and how her experience shaped and inspired her work to advance patient-and-family-centered-care practice and bring about positive change within the health care system.

Throughout the day, attendees heard from a diverse group of patients, advocates, health care leaders and providers on various topics from engaging and empowering patients and families to using Patient and Family Advisory Councils to transform care. Attendees left feeling encouraged and supported in their work to improve the quality, experience and affordability of health care by establishing mutually beneficial partnerships among providers, patients and families.

For information about the 2015 PFCC Conference, please contact Mia Arias at marias@nhfca.org or (213) 538-0743.

ED Utilization Survey from page 1

Of the 27 respondents in February:

- Participants reported a decrease or no change in each category surveyed compared to the previous month.
- 51.9 percent saw an increase in 5150 hold patients in February 2014 compared to February 2013.

Of the 29 respondents in March:

- 58.6 percent noted an increase in ED visits in March 2014 compared to March 2013.
- 75.9 percent saw an increase in total emergency department utilization compared to the previous month.

We appreciate all the hospitals that responded to the survey. If your hospital would like to start participating in the survey, please contact Sherita Rogers at srogers@hasc.org or (213) 538-0767.

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Register Now for Sept./Oct. Lean Fundamentals for Healthcare Certificate Course

HASC, in collaboration with Healthcare Performance Partners, presents *Lean Fundamentals for Healthcare Certificate Course*. Designed for health care professionals, this four and one half day workshop provides a comprehensive introduction to Lean tools proven to eliminate waste, reduce costs, improve quality, and deliver greater value to organizations. Each session incorporates real-world simulations and exercises. Register online at <https://www.signup4.net/Public/ap.aspx?EID=LEAN20E>.

Lean capabilities are becoming increasingly important in the health care setting. Participants in this course will:

- Learn to conduct a localized Lean project
- Use Lean tools to support and develop improvement activities to support the organization
- Learn strategies for realizing the value associated with improvement work
- Build Lean improvement pathways
- Describe the purpose and logic of the 5 why’s approach to carry out a root-cause analysis

The course will take place over four and one half days, Sept. 29, 30, Oct. 1, 2, and 3, in eight-hour sessions and one half-day session, at Good Samaritan Hospital. The program cost is \$2,500 per person for HASC members, \$2,250 per person for groups of six or more, from the same facility registering at the same time.

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HASC, Children's Hospital Los Angeles Win Award for Active Shooter Film

Santiago Chambers, Children's Hospital Los Angeles, and Pat Wall, HASC, pictured at right, accepted an award from the Healthcare Public Relations Management Association for the an 11-minute video on how to prepare for an active shooter event in a hospital setting. Daniel Holden, HASC 2013 Security and Safety Committee chair, and filmmaker, Gregory Everett, Ultra Wave Media, are also named recipients. The video was sponsored by Children's Hospital Los Angeles and HASC. The project includes a tool kit to support hospitals in their efforts to prepare for an active shooter event. Visit [http:// www.hasc.org/active-shooter-drill-resources](http://www.hasc.org/active-shooter-drill-resources) to view the video and tool kit.



Physician Leadership from page 1

- C. Duane Dauner, President/CEO, California Hospital Association
- Julianne Morath, RN, MS, President/CEO, Hospital Quality Institute
- Lloyd Bookman, founding partner in the Los Angeles law office of Hooper, Lundy & Bookman, PC
- Anne McLeod, Senior Vice President, Health Policy, California Hospital Association

This exclusive program is limited to 40 participants, who are eligible to earn up to 105 AMA PRA Category 1 Credits™ after completion of the program. Participants will meet two days per month over a span of seven months. The next session runs Sept. 15, 2014 to April 18, 2015, and the early pricing of \$9,500 per person runs through July 31.

Find out more and register online at <https://www.event.com/events/california-physician-leadership-program/registration-32e73682730a4f54bfd993a153ba56a5.aspx>.

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2014 Wellness Conference Sheds Light on Importance of Developing Worksite Wellness Communities

More than 150 health care professionals from around the state attended this year's Health Care Provider Wellness Conference, held June 12-13 at Disney's Paradise Pier Hotel in Anaheim. HASC, the Hospital Association of San Diego and Imperial Counties, and the Hospital Council of Northern & Central California extend a thank you to all participants and sponsors of this year's program.

The conference opened with a welcome from Glynis Carter-Breaux, 2014 Chair, HR Strategic Partner, Providence Little Company of Mary Medical Center – San Pedro.

In the conference's opening session, Art Sponseller, president and chief executive officer of the Hospital Council of Northern and Central California, brought together a trio of presidents and CEOs - Kelly Mather of Sonoma Valley Hospital, Chris Van Gorder of Scripps Health and Mark Hubbard of Loma Linda University Adventist Health Sciences Center - to discuss how to get top-level management, like themselves, to support a wellness program.

"Getting the president or CEO involved is crucial if you're going to make a wellness program work," Sponseller said. "You have to have that support at the top."

Other sessions included a discussion on creating a culture of well-being and engagement in the workplace, on getting

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Participants in the Health Care Provider Wellness Conference enjoyed a fun run/walk as a way to truly engage in wellness activities.

HASC Welcomes New Members

HASC is pleased to welcome new hospital, associate corporate, and associate provider members:

Hospital Member

Pacific Grove Hospital
Riverside, CA
www.pacificgrovehospital.com
Larry Lawler, Chief Executive Officer
License Category: Acute Psychiatric
Licensed Beds: 68

Associate Corporate

CompSpec, Inc.
Glendale, CA
www.compspec.com
Bill Haddad, Chief Executive Officer
CompSpec, Inc. provides health care revenue recovery services and specializes in patient advocacy and third party reimbursements.

Medical Management Services
San Anselmo, CA
www.walterkopp.com
Walter Kopp, Chief Executive Officer
Medical Management Services provides health care consultation to hospitals and medical groups.

Pitts Management Associates, Inc.
Baton Rouge, LA
www.pittsmgt.com



From the Patient and Family Centered Care Conference: A session titled *The Ups, Downs & All Arounds of Revamping a Successful Pediatric Pre-Operative Education Program*, presented by Rebecca Mikell Reynolds, LMFT MA, BSN RN, CPAN CAPA, and Hallie Filreis, CCLS, from Rady Children's Hospital.

David R. Pitts, Chairman/CEO
Pitts Management Associates, Inc. provides health care consulting, strategic planning, care operations consulting, and technology services.

Reliq Capital Partners, LLC
Los Angeles, CA
www.reliqcp.com
Howard Levine, Managing Partner
Dan McComb, Managing Partner
Reliq Capital Partners, LLC is a privately held investment management firm that acquires real estate in sale-leaseback transactions.

Associate Provider

Exodus Recovery Center
Culver City, CA

Exodus Eastside Urgent Care Center
Los Angeles, CA
www.exodusrecovery.com
Luana Murphy, President/CEO
Exodus Recovery Inc. provides mental health services in Los Angeles, San Diego and Fresno Counties in a variety of non-acute settings.

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Wellness Conference from page 3

healthier food into U.S. hospitals and a mock trial on whether some hypothetical wellness programs would stand up in court.

The wellness conference always incorporates physical wellness activities during the sessions as well. This year's activities included yoga, Zumba and stretching. On the second day of the conference, participants enjoyed an early-morning fun run/walk around Disney's California Adventure.

A special thank you to this year's sponsors and supporters:

Gold

Anthem Blue Cross
HFS

Bronze

InBody
BSDI
Cedars-Sinai
Novartis
Purchasing Power
Rose Hills Memorial Park & Mortuary
Scrubs & Beyond
Venbrook Insurance Services

Supporters

Journeyworks
Shape Up
The YMCA

Watch soon for more information coming about next year's Wellness Conference dates.

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