

# DHS Specialty Care NEWS

Summer, 2015

## DHS Clinical Care Library turns “100”

Clinical Information for the DHS Network

The **DHS Clinical Care Library** now has more than 100 DHS Expected Practices and other clinical documents in its list of resources. Members of the DHS Network of providers can access this library **on the eConsult Home Page** as well as the **DHS Intranet** using the following link:

<http://myladhs.lacounty.gov/DHSCR/dhsccl>

**Expected Practices** are created via a provider-informed approach in our DHS-wide Specialty Primary Care (SPC) Workgroups and other workgroups. Each Expected Practice is a document developed to **support the DHS mission** to ensure access to high-quality, patient-centered, and cost-effective health care - guided by real-life practice conditions at our facilities, available clinical evidence, and the principle that we must provide equitable care for the entire population that LA County DHS is responsible for.

### **Did you know that the following resources are on the DHS Clinical Care Library?**

- Diabetes Bedtime Insulin Use Protocols
- Information from the CDC regarding HIV Pre-Exposure Prophylaxis
- Information on Specialty Reviewer response times
- Surgical Prophylaxis Guidelines
- Shared Expected Practices generated by the collaboration of different Specialty Primary Care (SPC) Workgroups.
- Expected Practices (EPs) in the following specialty areas (with more to come!):
  - Breast – 3 EPs
  - Cardiology – 3 EPs
  - Diabetes/Endocrinology – 12 EPs
  - Gastroenterology – 8 EPs
  - Hematology/Oncology – 11 EPs
  - Infectious Disease – 4 EPs
  - Women’s Health – 25 EPs
  - Ophthalmology – 8 EPs
  - Orthopaedic Surgery – 3 EPs
  - Otolaryngology (ENT) – 1 EP
  - Podiatry – 4 EPs
  - Rheumatology – 11 EPs
  - General Surgery – 2 EPs
  - Urology – 7 EPs

## Primary Care Partners

Serving Patients in an Integrated Delivery System

The **Primary Care Physician (PCP)** and **Patient Centered Medical Home (PCMH)** serve as the **critical centerpiece** of quality patient care – including specialty care. The PCPs and their PCMH teams address the needs of our patients through the many life and health challenges they face – both in prevention of illness as well as diagnosis and treatment when needed.

Via **eConsult** the PCPs communicate directly with the specialists to coordinate the best next steps in care. In 29% of eConsult requests to date, the patient has not required an in-person visit to the specialist. This means that **tens of thousands of patients have had their needs met in the PCMH** through the hard work and dedication of their PCP - saving the patient from taking additional days off of work and the cost of transportation, while delivering the needed care in a coordinated, timely and effective manner. The PCP’s diligence also allows DHS to attend more quickly to those patients who need to see a specialist in person.

A DHS-wide workgroup of PCP leaders are meeting regularly to **assess and address the impact of eConsult** on the PCMH’s workflow and the additional effort required to manage care within such a highly connected DHS “medical neighborhood”.

## Forums bring together eConsult Users

Networking to Use eConsult More Effectively

Thanks to a grant from the Blue Shield of California Foundation, in the past 4 months we were able to hold **3 forums of eConsult users** – bringing together PCPs and Specialists to discuss current and future use of the eConsult tool. We were pleased to have **over 150 providers** participate in these forums!

**eConsult update**  
more specialties, more users

- **50** specialty services on eConsult
  - **338** specialist reviewers
  - **2.9** calendar day average specialist response time
- **3,200+** eConsult submitters
- **395** submitting “sites” across LA County
- **13,000** eConsult requests every month
- **230,000+** total eConsult requests since the program began

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 (April, May and June) 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 0.69 days or less!!** (ordered with the fastest at the top)

### Reviewer – Specialty, Location

Jane Yang – Vascular Surgery, Olive View  
Stratos Christianakis – Rheumatology, LAC+USC  
Shri Mishra – Neurology, Olive View  
Elaine Kaptein – Nephrology, LAC+USC  
**Robert Israel** – Gynecology, LAC+USC  
Aaron McMurtray – Neurology, Harbor UCLA  
Sheba Meymandi – Cardiology, Olive View  
Prosper Benhaim – Hand Surgery, Olive View  
Merujan Uzunyan – Pediatric Cardiology, LAC+USC  
Jonathan Bedri – Neurology, High Desert  
William French – Cardiology, Harbor UCLA  
David Naylor – Neurology, Harbor UCLA  
Stanley Frencher – Urology, MLK  
Kodi Azari – Hand Surgery, Olive View  
Mayer Davidson – Diabetes, MLK  
Melinda Maggard Gibbons – General Surgery, Olive View  
**Michael Kline** – Gastroenterology, LAC+USC  
Vahid Mahabadi – Endocrinology, Olive View  
**Sonya Reicher** – Gastroenterology, Harbor UCLA  
**Hal Yee** – Gastroenterology and Hepatitis C, Harbor UCLA  
**Jeanne Wallace** – Sleep Services, Olive View  
Jimmy Kim – Physical Therapy, LAC+USC  
**Richard Hahn** – General Surgery, High Desert  
Beverley Petrie – Colorectal Surgery, Harbor UCLA  
Henry Levenson – Physical Medicine and Rehab, LAC+USC  
Yoko Masuda – Occupational Therapy, LAC+USC  
Leena Zopey – Pulmonary, MLK  
Karen Woo – Vascular Surgery, LAC+USC  
Sergio Rivas – Cardiology, LAC+USC  
Raji Manoj – Sleep Services, Harbor UCLA  
Anuj Datta – Gastroenterology, Harbor UCLA  
Kayur Shah – Ophthalmology, Olive View  
George Marks – Cardiology, MLK  
Ella Speichinger – Gynecology, Olive View

\* 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 – 986  
Malvin Anders – Ophthalmology, LAC+USC – 889  
Charles Best – Urology, LAC+USC – 727  
Tamara Brown – Otolaryngology, LAC+USC – 710  
Jesse Berry – Ophthalmology, LAC+USC – 677  
Thomas Zarchy – Gastroenterology, LAC+USC – 663  
Stanley Dea – GI/Hepatology, Olive View – 648  
Eddy Nguyen – Ophthalmology, Mid-Valley CHC – 574  
Lauren Daskivich – Ophthalmology, Humphrey CHC – 522  
Monique Santamaria – General Surgery, LAC+USC – 518  
Howard Sofen – Dermatology, Olive View – 481  
**Michael Kline** – Gastroenterology, LAC+USC – 478  
Lester Jones -Podiatry, Olive View – 456  
Griselda Gutierrez - Gynecology/OB, Harbor UCLA – 444  
Eleby Washington – Orthopaedic Surgery, MLK – 436  
Jamie Williams – Orthopaedic Surgery, Harbor UCLA - 411  
Ghol Ha’eri – Orthopaedics, High Desert – 405  
Uday Devgan – Ophthalmology, Olive View – 404  
Jonathan Bergman – Urology, Olive View – 400  
Jennifer Hui – Neurology, LAC+USC – 396  
Viktor Eysselein – GI/Hepatology, Harbor UCLA – 392  
Doron Nazarian – Podiatry, MLK – 362  
David Bae – Podiatry, LAC+USC – 360  
Formosa Chen – General Surgery, Olive View – 352  
Michael Kapamajian – Ophthalmology, Harbor UCLA – 350  
Jeremy Blumberg – Urology, Harbor UCLA – 347  
**Richard Hahn** – General Surgery, High Desert – 338  
Rachel Feit-Leichman – Ophthalmology, Harbor UCLA – 306  
**Jeanne Wallace** – Sleep Services, Olive View – 294  
**Hal Yee** – GI/Hepatology/Hep C – Harbor UCLA – 288  
Esther Hefets – Physical Therapy, High Desert – 282  
**Sonya Reicher** – GI/Hepatology – Harbor UCLA - 281  
Mondana Kazemzadeh – Orthopaedics – Harbor UCLA - 280  
Puntarica Rochester – Sleep Services, LAC+USC – 276