



County of Los Angeles

# Integration of Community-Based Services in a Large Academic Medical Center

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Los Angeles County + USC Medical Center







# LAC+USC Mission & Vision

- Mission: To provide fully integrated, accessible, affordable, and culturally sensitive care, one person at a time.
- Vision: To Be Nationally Recognized for Our Superior Patient Care, Medical Education, Clinical Research, and Contributions to Community health.





# History

- 1878 – Founded
- 1885 – Affiliated with USC
- 1933 – General Hospital completed
- 2008 – \$1B new facility





# LAC+USC Medical Center Demographics

## Clinic Tower

- 7-story structure; 334,000 square feet
- Outpatient Pharmacy
- Radiation Oncology
- Pediatrics
- Women's Services
- Adult Psychiatric Services
- Dental
- Orthopedics
- Ophthalmology

## Outpatient Department Services 2010 Zonal Avenue

- 5-story structure completed in 1965
- Medicine Specialties
- Medical Village (VIP Clinic)
- Pediatric Services
- Geriatric Services
- Adolescent Psychiatric Services
- Employee Health Services

## Diagnostic & Treatment Tower

- 5-story structure; 430,000 square feet
- Base-Isolated structure
- Diagnostic Imaging
- Radiology
- Surgery
- Emergency Services
- Trauma Helipad
- Core Laboratory
- Central Sterile Supply

## Staff / Trainees

- 8,700 full and part-time employees
- Train 1,500 medical professionals per day

## Inpatient Tower

- 8-story structure; 618,000 square feet
- General Administration
- General Admissions, Volunteer Services, Spiritual Services, Medical Library, Child Life
- Food Service and Central Services
- 600 patient beds
  - ◆ 130 Adult Medical/Surgical Intensive Care
  - ◆ 319 Medical/Surgical Acute Care
  - ◆ 25 Pediatric Acute Care/10 Pediatric Intensive Care
  - ◆ 32 Obstetrics/40 Neonatal Intensive Care
  - ◆ 24 bed Jail Unit



# LAC+USC Medical Center Unique Programs

- 76 bed Augustus F. Hawkins Mental Health Facility
- Rand Schrader HIV/AIDS clinic
- Violence Intervention Program & Youth Welcome Center
- County Jail Services
- College of Nursing and Allied Health
- The Wellness Center



# 2014 By the Numbers

## Demographics

- Unique Patients: 181,569
- Age Group
  - 20% 0-18 yrs
  - 30% 19-39 yrs
  - 43% 40-64 yrs
  - 7% 65+ yrs
- Ethnicity
  - 71% Hispanic
  - 26% Non Hispanic
- Homeless
  - 4%
- Within 5 miles of the hospital
  - 36%

## Utilization / Insurance Status

- Unique Encounters
  - Emergency Department: 168,110
  - Outpatient: 1,568,172
  - Inpatient Discharges: 31,601
- 30-day readmissions: 3,927 (12%)
- Insurance Status
  - 66% Medi-Cal
  - 26% Uninsured
  - 6% Medicare
  - 3% Commercial



# LAC+USC High Utilizers CY 2014

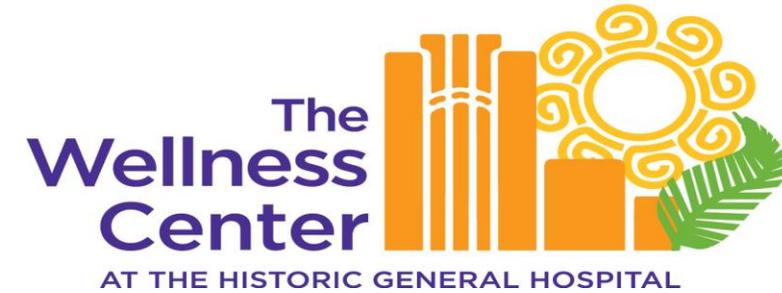
- 2,762 Patients
- Definition
  - 6 or more emergency visits
  - > 3 inpatient Admissions
  - > 1 inpatient 30-day readmission



# Comorbidities of LAC+USC High Utilizers (n=2,762) , CY 2014

<b>Chronic Care Condition</b>	<b>n</b>	<b>%</b>
Hypertension	877	32%
Psychiatric Disorders	637	23%
Substance Abuse	629	23%
Diabetes	620	22%
Cancer	526	19%
Neuromuscular Disease	435	16%
Hepatic Disease	282	10%
Asthma	219	8%
IHD (Ischemic Heart Disease)	200	7%
CHF	193	7%
Renal Disease	193	7%
Disorders of Lipoid Metabolism	189	7%
Convulsions (incl. Grand Mal)	179	6%
COPD (incl. asbestosis)	116	4%
HIV Infection	106	4%
Stroke	66	2%
IBD (Crohn's, UC, diverticulitis)	51	2%
Osteomyelitis	46	2%
Rheumatoid Arthritis	28	1%
Rehabilitation	1	0%
Cystic Fibrosis	0	0%

# Integration of Community-Based Services Combined with a Complex Case Management Program



- Alma Family Services
- American Diabetes Association
- American Heart Association
- Arthritis Foundation
- Building Healthy Communities – Boyle Heights
- East Los Angeles Women’s Center
- Jovenes, Inc.
- LA Care Health Plan Family Resource Center
- Los Angeles County Department of Health Services
- Los Angeles County Department of Public Health
- Los Angeles County Department of Mental Health
- Mexican American Opportunity Foundation
- Maternal and Child Health Access
- National Multiple Sclerosis Society
- Neighborhood Legal Services of Los Angeles County
- Proyecto Jardín
- Weingart East Los Angeles YMCA
- Worker Education & Resource Center
- Demonstration Kitchen