



County of Los Angeles CIVIL GRAND JURY

CLARA SHORTRIDGE FOLTZ CRIMINAL JUSTICE CENTER
210 WEST TEMPLE STREET • ELEVENTH FLOOR • ROOM 11-506 • LOS ANGELES, CALIFORNIA 90012
TELEPHONE (213) 628-7914 • FAX (213) 229-2595
<http://www.grandjury.co.la.ca.us/>

April 4, 2016

Pursuant to California Penal Code sections 933 and 933.05 all agencies and elected officials were required to respond to the recommendations documented in the 2013-2014 Los Angeles County Civil Grand Jury Final Report published on June 30, 2014. The 2015-2016 Los Angeles County Civil Grand Jury captured these responses and they are provided herein.

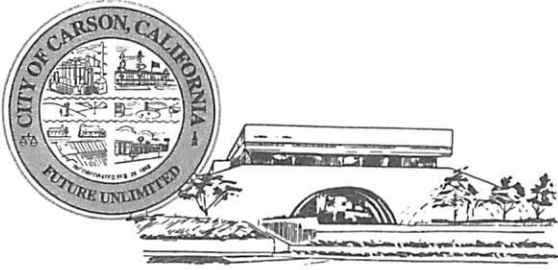
Los Angeles County Civil Grand Jury

A handwritten signature in black ink, appearing to read "Rene Childress".

Rene Childress, Chairperson, Continuity Committee
2015-2016 Los Angeles County Civil Grand Jury

A handwritten signature in blue ink, appearing to read "Bart Benjamins".

Bart Benjamins, Foreperson
2015-2016 Los Angeles County Civil Grand Jury



CITY OF CARSON

December 22, 2015

Presiding Judge
Los Angeles County Superior Court
Clara Shortridge Foltz Criminal Justice Center
210 West Temple Street
Eleventh Floor, Room 11-506
Los Angeles, CA 90012

Attention: Bart Benjamins, Foreperson
Rene Childress, Chairperson, Continuity Committee

Re: Status of Recommendation No. 15.5 - City of Carson

Honorable Persons of the Civil Grand Jury:

The City of Carson thanks you for the follow-up on the FY2013-2014 recommendations from the Civil Grand Jury on our municipal finance practices and policies. Your December 10th letter specifically requested an update on Recommendation 15.5 that "Cities should establish a policy requiring financial policies and procedures to be reviewed annually and updated at least once every three years." The status at the time was reported as presenting the policy to the City Council at the end of the FY2013-2014.

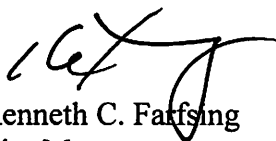
The City Council adopted Resolution No. 12-014 on February 5, 2013 which set forth various financial policies. Since that time the City experienced a high degree of turnover in both the Finance Director and City Manager positions and we were unable to complete the annual review. The City has had two Acting Finance Directors in that period of time and is hiring a new permanent director in January of 2016. Also, during this period of time the City has had three interim City Managers, which I served as Interim from July to December of 2015. I started on a full time basis on December 15th and was unaware of the Civil Grand Jury's recommendations until your most recent letter.

The City Council did however review our financial policies as part of the adoption of the FY2015-2016 budget, which was adopted on November 17th. The Council directed an update to our financial policies as part of the FY2016-2017 budget process. This will also allow our new

Finance Director to provide her recommendations to our City Council. We appreciate the follow-up by the Civil Grand Jury and will continue to implement financial best practices.

Please feel free to reach me via email: kfarfsing@carson.ca.us or call my office (310) 952-1728 for any questions you may have.

Sincerely,



Kenneth C. Farfsing
City Manager

KCF/dg

- CC: Albert Robles, Mayor
Elito Santarina, Mayor Pro Tem
Lula Davis-Holmes, Councilmember
Jawane Hilton, Councilmember
Donesia Gause, Councilmember
Mr. Cecil Rhambo, Assistant City Manager
Ms. Kathryn Downs, Finance Director
Mr. Boris Sztorch, Acting Finance Director
Ms. Trini Catbagan, City Controller



County of Los Angeles CIVIL GRAND JURY

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<http://www.grandjury.co.la.ca.us/>

October 13, 2015

Mitchell H. Katz, M.D., Director
Health Services
313 North Figueroa Street, Suite 912
Los Angeles, CA 90012

*Christina
P15
handle
TX
M*

Dear Dr. Katz:

The 2013-2014 Los Angeles County Civil Grand Jury made a recommendation relating to your department. Recommendations 2.3, 2.11 and 2.13(see Attachment/s). The response filed by your department indicated that it would need to conduct further analysis to properly deal with this recommendation.

The California Penal Code section 933.05(B)(3)(see Attachment) requires agencies responding that "Further Analysis Is Required" create a timeframe for the matter to be addressed. The time frame by statute shall not exceed six (6) months from the date of the publication of the corresponding grand jury report.

The Los Angeles County Civil Grand Jury Continuity Committee for the 2015-2016 as part of its duty to monitor past recommendations requests that you within the next thirty (30) days reply to the committee as to what further analysis your department has conducted. Please include information as to what analysis was completed. Also include your current response to cited recommendations.

Your assistance is much appreciated. If you have any questions, please contact Rene Childress at (213) 628-7914

Sincerely,

Bart Benjamins, Foreperson
2015-2016 Los Angeles County Civil Grand Jury

Rene Childress, Chairperson, Continuity Committee
2015-2016 Los Angeles County Civil Grand Jury

Completion of the assessment is anticipated by December 31, 2014 and if necessary, options will subsequently be developed on how to fully implement this recommendation.

RECOMMENDATION No. 2.11

Implement an electronic notification method for alerting physicians of the patients' required authorization from third party payers when follow-up services are required.

RESPONSE

DHS agrees with this recommendation. DHS will study the feasibility of utilizing an electronic notification to alert physicians, utilization review nurses, etc., when third party payer authorization is required for follow-up services as part of its implementation of ORCHID. Completion of the study is anticipated by December 31, 2014.

RECOMMENDATION No. 2.12

All physicians must be trained on the new electronic notification system and accountability measures should be implemented to ensure that physicians schedule follow-up services appropriately.

RESPONSE

DHS agrees with this recommendation. Based upon the outcome of feasibility study conducted on Recommendation 2.11, training will be provided to appropriate staff, e.g., physicians, utilization review nurses, etc., on the electronic notification system. Completion of the assessment is anticipated by December 31, 2014 and if necessary, options will subsequently be developed on how to fully implement this recommendation.

RECOMMENDATION No. 2.13

Require all DHS facilities to regularly pre-screen scheduled outpatient appointments to ensure that authorization is obtained or the patient is referred to a more appropriate provider.

RESPONSE

DHS partially agrees with this recommendation. DHS will evaluate facility staffing for pre-screening outpatient appointments (excludes Emergency Room, Urgent Care, and Walk-In Clinics). Completion of the assessment is anticipated by December 31, 2014 and if necessary, options will subsequently be developed on how to fully implement this recommendation.



Health Services
LOS ANGELES COUNTY

Los Angeles County
Board of Supervisors

October 27, 2015

Hilda L. Solis
First District

Mark Ridley-Thomas
Second District

Sheila Kuehl
Third District

Don Knabe
Fourth District

Michael D. Antonovich
Fifth District

TO: Bart Benjamin, Foreperson
Rene Childress, Chairperson, Continuity Committee
2015-2016 Los Angeles County Civil Grand Jury

FROM:  Mitchell H. Katz, M.D.
Director

SUBJECT: **DHS RESPONSE TO THE 2013-2014 LOS ANGELES
COUNTY CIVIL GRAND JURY FOLLOW-UP –
RECOMMENDATIONS 2.3, 2.11 AND 2.13**

Mitchell H. Katz, M.D.
Director

Hal F. Yee, Jr., M.D., Ph.D.
Chief Medical Officer

Christina R. Ghaly, M.D.
Deputy Director, Strategy and Operations

Attached is the Department of Health Services' response to the Civil Grand Jury's October 13, 2015 follow-up questions on the implementation status of recommendations 2.3, 2.11 and 2.13 in the 2013-2014 Los Angeles Civil Grand Jury report.

If you have any questions or require additional information, please let me know or your staff may contact Loretta Range at (213) 240-7755.

MHK:CRG:GCP:LR

Attachment

c: Chief Executive Office
Executive Office, Board of Supervisors
Christina R. Ghaly, M.D.
Gregory C. Polk

313 N. Figueroa Street, Suite 912
Los Angeles, CA 90012

Tel: (213) 240-8101
Fax: (213) 481-0503

www.dhs.lacounty.gov

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patient-centered, cost-effective
health care to Los Angeles County
residents through direct services at
DHS facilities and through
collaboration with community and
university partners.*

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RECOMMENDATION No. 2.11

Implement an electronic notification method for alerting physicians of the patients' required authorization from third party payers when follow-up services are required.

7/18/14 RESPONSE

DHS agrees with this recommendation. DHS will study the feasibility of utilizing an electronic notification to alert physicians, utilization review nurses, etc., when third party payer authorization is required for follow-up services as part of its implementation of ORCHID. Completion of the study is anticipated by December 31, 2014.

CGJ QUESTION 2.11

Has an electronic notification method been implemented to alert physicians of patients requiring authorization from third party payers for services?

1/30/15 RESPONSE

Partial Implementation - DHS has created an icon in First Net (the ORCHID ED module) to indicate that a patient has private insurance or is a managed care, assigned to a non-DHS provider. DHS is exploring the possibility of this icon auto-populating based on the insurance type, rather than being manually added by the registration staff.

CGJ Question 2.11 as of 02/19/2015

What is the method by which DHS will ensure that a patient is identified as requiring third party authorization for follow-up services prior to such services being provided – and – when will that method be fully implemented?

3/20/2015 Response

DHS will use the new ORCHID electronic health care system to identify admissions and visits that require third party authorizations. The First Net module/solution in ORCHID will enable the facilities to use an indicator (icon) on the patient's record that will alert providers and staff that an authorization is required. This indicator has been fully implemented at Harbor/UCLA Medical Center and MLK Jr. Outpatient Center and will be implemented at remaining facilities according to the ORCHID install schedule established for the Department. The schedule for the remaining hospitals is: May 1, 2015 for LAC+USC Medical Center, August 1, 2015 High Desert Regional Health Center, October 1, 2015 for Rancho Los Amigos National Rehabilitation Center and February 1, 2016 for Olive View/UCLA Medical Center. In addition, the Department is working on standardizing procedures to ensure facilities refer patients to their appropriate third party plans for follow-up care.

Implemented – DHS has implemented a streamlined Outpatient prescreening process at all DHS facilities and reports have been developed to enable prescreening managers to monitor performance. The process has resulted in reduction of our uninsured population and reduced the number of appointments for patients that are assigned to primary providers outside of DHS.



ERIC GARCETTI
MAYOR

February 2, 2016

Mr. Rene Childress, Ms. Lorraine Stark, and Mr. Bart Benjamins
2015–16 Los Angeles County Civil Grand Jury
Los Angeles Superior Court
Stanley Mosk Courthouse
111 North Hill Street
Los Angeles, CA 90012

RE: Further Response to the 2013–14 Los Angeles County Civil Grand Jury Final
Report: Executive Directive No. 9 City of Los Angeles Lawsuits

Dear Mr. Childress, Ms. Stark, and Mr. Benjamins:

I write on behalf of Mayor Eric Garcetti regarding the recommendations of the 2013–14 Los Angeles County Civil Grand Jury in their report on City of Los Angeles departments' compliance with Executive Directive No. 9 (Villaraigosa Series) regarding litigation risk management.

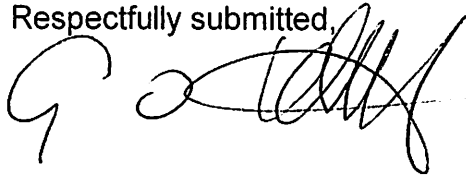
For the reasons set forth in the Mayor's response to the report as well as the problems with the implementation of the executive directive outlined in the report itself, the Mayor has not concluded that an executive directive is the best means to manage the risk of litigation. Accordingly, he has not implemented the recommendations to the extent that they assume that an executive directive is the best means to manage risk. However, in all other respects, the Mayor has implemented the recommendations: the Mayor's Office, with the assistance of departmental risk managers, has considered how best to manage risk on a macrolevel in ways that are flexible and meaningful, that focus on the outcomes of risk management, and that utilize performance indicators and performance-based budgeting; the Mayor's Office has met with the heads of all City departments, including proprietary departments, to discuss the purpose and implementation of measures to manage the risk of litigation as well as the Mayor's compliance expectations regarding managing risk, and the Mayor has directed department heads to comply; on an ongoing basis, the Deputy Mayor for Budget and Innovation as well as the new Risk Management Steering Committee follow up with

Mr. Rene Childress, Ms. Lorraine Stark, and Mr. Bart Benjamins
February 2, 2016
Page 2

City departments on their management of the risk of litigation; and the Mayor includes the effective management of litigation risk in annual performance evaluations and salary reviews of all heads of departments.

On behalf of the Mayor, I thank you and your fellow members of the 2015–16 Civil Grand Jury for your service. The 2013–14 Civil Grand Jury contributed with their report to improving the management of the City of Los Angeles's risk of litigation, and I thank them as well.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "G. O. Kolombatovich". The signature is fluid and cursive, with a large initial "G" and a long, sweeping underline.

George O. Kolombatovich
Deputy Counsel to the Mayor