



## 2013



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*Health Services*

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***“You can be proud of  
your public health care  
system and the  
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innovation, safety, and  
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Two-thousand and thirteen was a great year as we prepared for the start of health care reform. I am proud of our many accomplishments. Here are a few highlights:

We met our goal of enrolling 300,000 uninsured County residents into our Healthy Way LA coverage program. By joining this program, individuals gained a medical home and a seamless transition into Medicaid.

We improved the way we provide care with new technology. Our primary care doctors and specialists now communicate on a web-based platform called eConsult, reducing waits for specialty care and decreasing the need for specialty visits. We now average less than three days for a specialist review of the consultation.

We also began building our new electronic medical record system. For the first time in our history, our organization will be connected through a unified medical record system. It will make our health care more efficient and improve quality.

With the help of our partners, we continued to reduce homelessness in Los Angeles County through innovative new housing projects, like the STAR apartments. When the chronically homeless are housed with supportive services, they are less likely to need high cost emergency department services and long hospitalizations. Moreover, a home provides dignity to persons with chronic illness and disabilities.

We also unveiled a new patient-centered website to help people quickly link to our services, learn about health reform, and get information easily in multiple languages. Our new site is also mobile-friendly, so people can stay connected on the go.

You can be proud of your public health care system and the dedicated employees raising the bar in innovation, safety, and quality. Through their work, we will continue to be the provider of choice for hundreds of thousands in Los Angeles County.

Our important work in Health Services is dependent on the support of our Board of Supervisors, elected officials, community partners, and the County family that together, help us meet our mission. Thank you for your support.