**AGN. NO.**

**MOTION BY SUPERVISOR MARK RIDLEY-THOMAS** **NOVEMBER 10, 2015**

**Relates to Agenda # 15**
**Making the County's Electronic Health Technology User Friendly and Cost Effective**

Over the last five years, the County of Los Angeles (County) has made exciting progress in its efforts to improve patient health outcomes and to reduce costs through the electronic and secure exchange of health records among County agencies and the County's private community provider partners.

For example, on April 27, 2010, the Board of Supervisors (Board) instructed the Chief Executive Officer (CEO) to sign a Memorandum of Understanding (MOU) formalizing the County's participation in the Los Angeles Network for Enhanced Services (LANES). LANES is a non-profit 501(c)(3) organization that exchanges electronic health information cost-effectively and securely among public and private health care providers in the County to improve health care delivery services. Once implemented, LANES will make patient health information available when and where it is needed in a safe and secure manner.

In addition, on October 29, 2013, the Board approved the establishment of a web-based system that allows primary care physicians and specialists to share securely health information and discuss patient care. The resulting system, called "eConsult", improves health outcomes by getting patients faster access to specialty care and enabling better care coordination between primary care physicians and specialists.

Also, on December 17, 2013, the Board authorized the CEO to enable the new Martin Luther King, Jr. Community Hospital to implement a new Electronic Health Record

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(EHR) system comparable to the Department of Health Services (DHS) system to facilitate patient care on the MLK Medical Center campus.

DHS will soon complete the implementation of its new EHR system: the Online Real-time Centralized Health Information Database (ORCHID). ORCHID will serve as a comprehensive clinical platform for all DHS patients. It provides a unique patient identifier and supports the workflow of all the clinical specialties and patient care venues. Additionally, ORCHID is built on a platform that is also utilized by Jail Health Services and the Probation Department's Juvenile Court Health Services, enabling the exchange of those patients' records as well.

On April 7, 2015, the Board directed the CEO, the Chief Information Officer, County Counsel, the Directors of the Departments of Health Services, Mental Health and Public Health and requested the Sheriff to conduct a comprehensive study on how to integrate all of the County's personal health, mental health and public health electronic health record systems into a single platform so that one County record will exist for each individual County-served patient. This approach would give appropriate County employees a single portal to access, share and update electronic health, mental health and public health clinical records in real time.

As more information systems and tools evolve to address the needs of the County's patients, it is imperative that the County streamline, link, consolidate and integrate these various systems to ensure the highest efficiency and simplicity for the County and community health care providers who will use them. Otherwise, providers will need to tap into multiple systems with multiple authentications to log on. In addition, it will be important to track data on the impact of these enhancements on patients in the DHS system.

**I THEREFORE MOVE THAT THE BOARD OF SUPERVISORS:**

Direct the Director of the Department of Health Services, in coordination with the Chief Executive Officer (CEO), to:

1. Leverage existing resources, or to contract with a third party vendor with expertise in health care information systems, to conduct a study and report back

to the Board in writing within 120 days on the best solution to integrate the back end and/or the front end of the eConsult and Los Angeles Network for Enhanced Services (LANES) systems so that authorized County and community partner providers can appropriately make specialty care referrals and retrieve patients' electronic health records through a single portal without the need of accessing multiple systems;

a. This report back shall include an assessment of potential cost and timeline of implementing best technology to exchange health information between Cerner-based Electronic Health Systems, including DHS's Online Real-time Centralized Health Information Database (ORCHID) system, Jail Health Services, the Probation Department's Juvenile Court Health Services and Martin Luther King, Jr. Community Hospital;

2. The report back shall also include a study and assessment on the feasibility, potential cost and timeline for creating a single connection between LANES and other Cerner-based electronic health record systems as opposed to multiple application programming interfaces to maximize efficiencies and save costs (see attached illustration); and

**I ALSO MOVE THAT THE BOARD OF SUPERVISORS:** direct the Director of the Department of Health Services, in coordination with the CEO, to report on the impact of the eConsult program on patient outcomes, specifically patient experience scores, with the specialty referral process and specialty referral rates per 1,000 members per year, for the top 5 most common DHS medical specialties within 120 days. If possible, these measures should be shown before and after implementation of the eConsult program in order to demonstrate the impact of the program.

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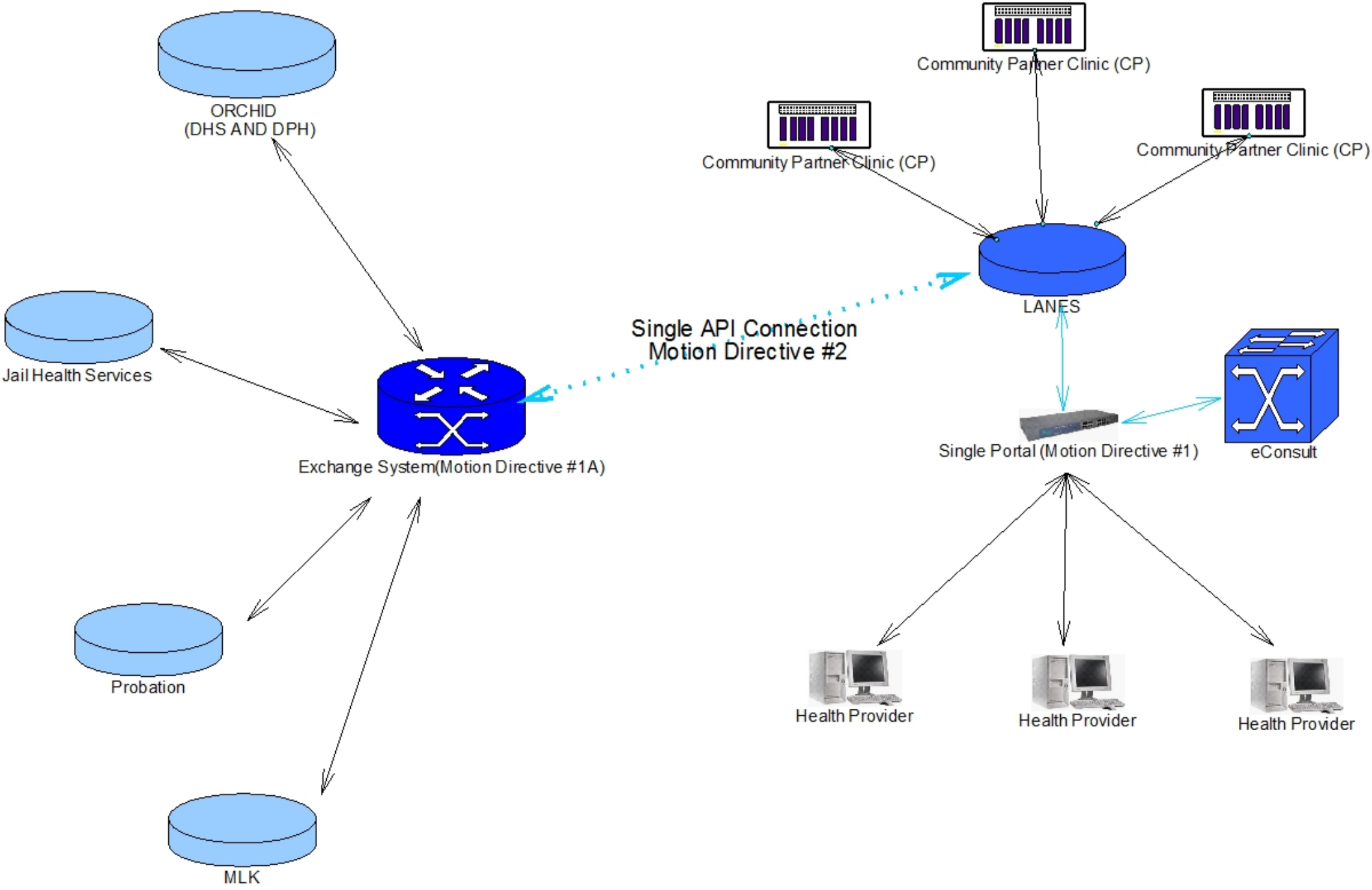
(YV/MA)

ATTACHMENT


ORCHID
(DHS AND DPH)
Jail Health Services
Probation
MLK
Exchange System(Motion Directive #1A)
Single API Connection
Motion Directive #2
Community Partner Clinic (CP)
Community Partner Clinic (CP)
Community Partner Clinic (CP)
LANES
Single Portal (Motion Directive #1)
eConsult
Health Provider
Health Provider
Health Provider