

SEIU 721 LA COUNTY PARTNERSHIP AND CARE IMPROVEMENT TEAMS



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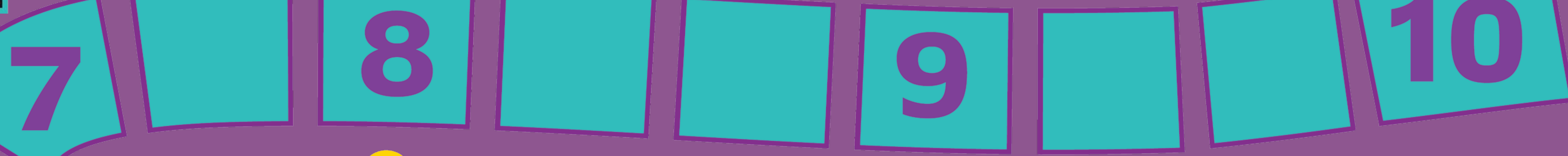


100%



9 CITs make constant cycles of improvement possible & allow any red flags to get addressed right away, thus delivering an **EXCEPTIONAL PATIENT EXPERIENCE**.

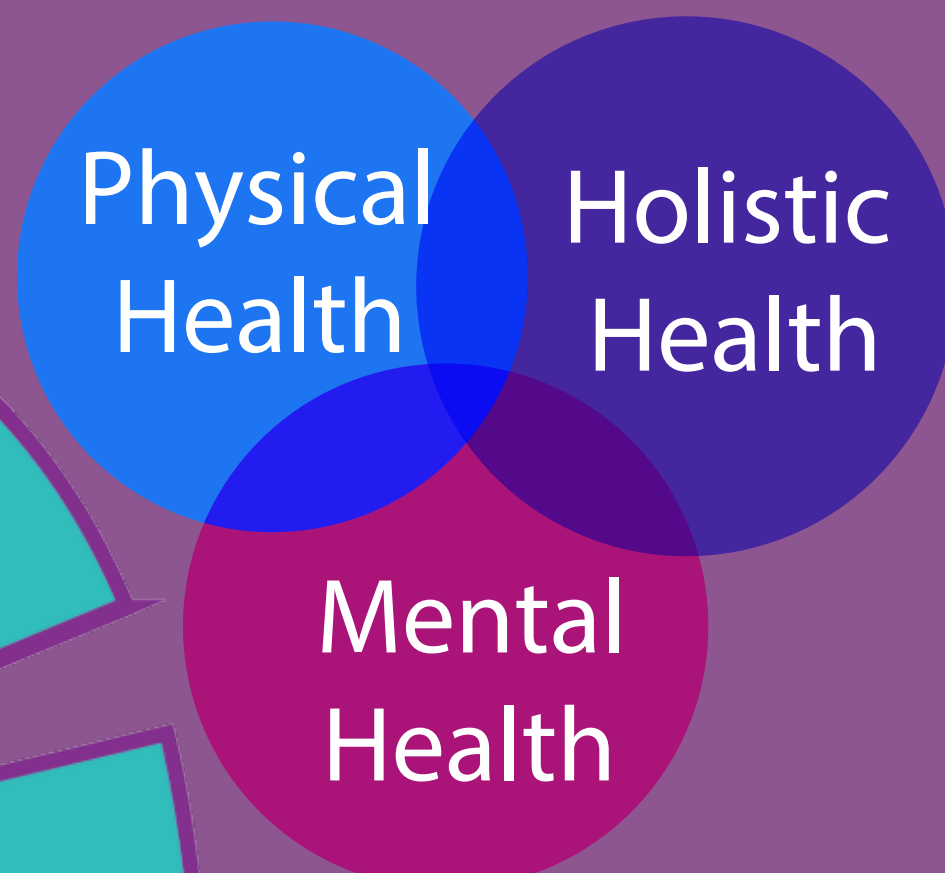
7 At the Martin Luther King Jr Outpatient Center in South LA, there were between 300 and 400 missed/unreturned calls each week across seven phone lines. A CIT comprised of technicians, nurses (LVNs & RNs) working with a doctor, as well as a quality/risk management coordinator, realized that the solution was to make sure calls coming in got answered right away. They procured sets of old cell phones & worked with IT to activate a roaming phone tree. If an incoming call to a desk line was not answered, it jumped to the cell phones. Their goal was to reduce missed/unreturned calls by 75%. But this CIT achieved **100% IMPROVEMENT** in one week.



8 SEIU 721 did things never done before: We got all health facilities to adopt the same emergency codes & procedures, after three top-down efforts to do so failed. We hired new Transformation Advocates, trained Health Information Coders, implemented an unheard-of customer service model that 10,000 frontline workers & managers trained in side by side, & bargained a contract with raises. We proved the road to becoming the **PROVIDER OF CHOICE & EMPLOYER OF CHOICE** are the same.



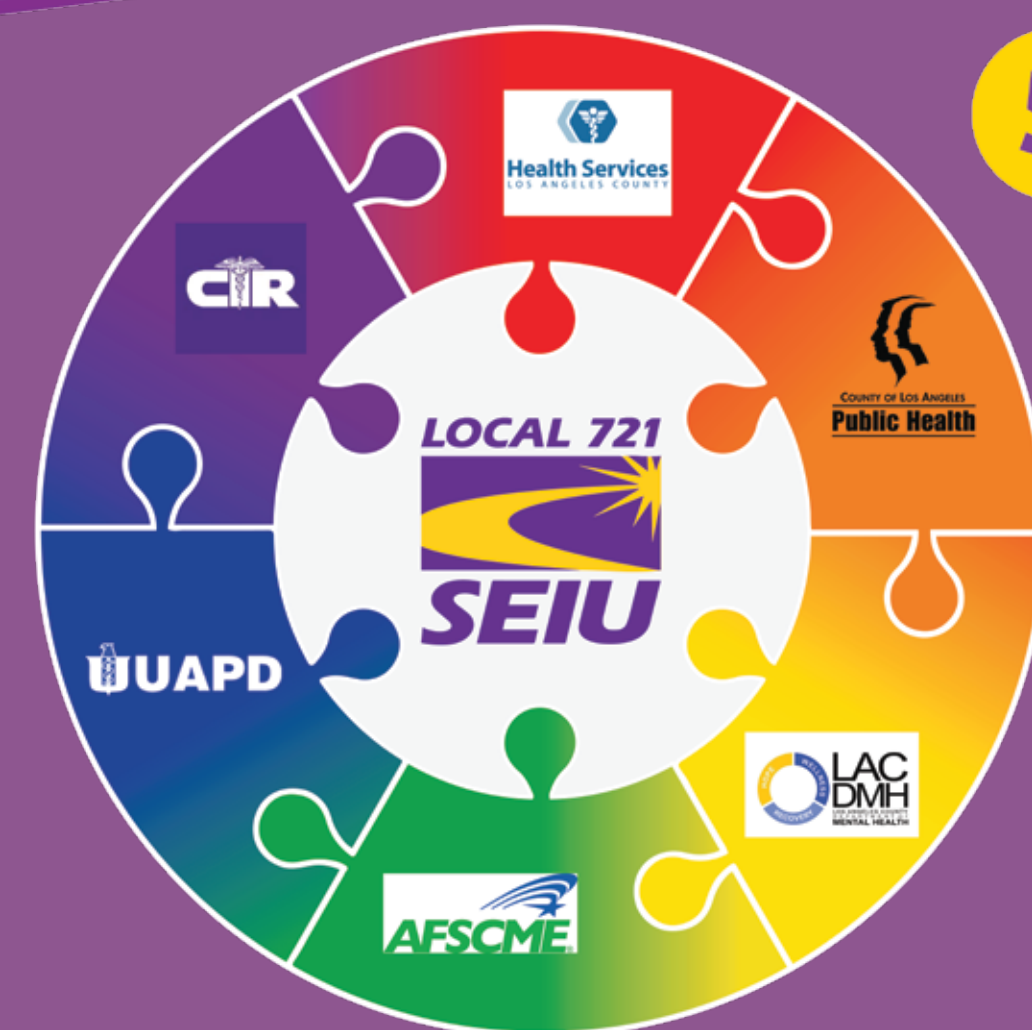
4 SEIU 721 integrated three autonomous LA County Departments: Health Services, Public Health, & Mental Health, into one coordinated LA County Health Agency. To provide **WHOLE PERSON CARE** to all, we also launched an unprecedented countywide partnership between frontline health workers & management.



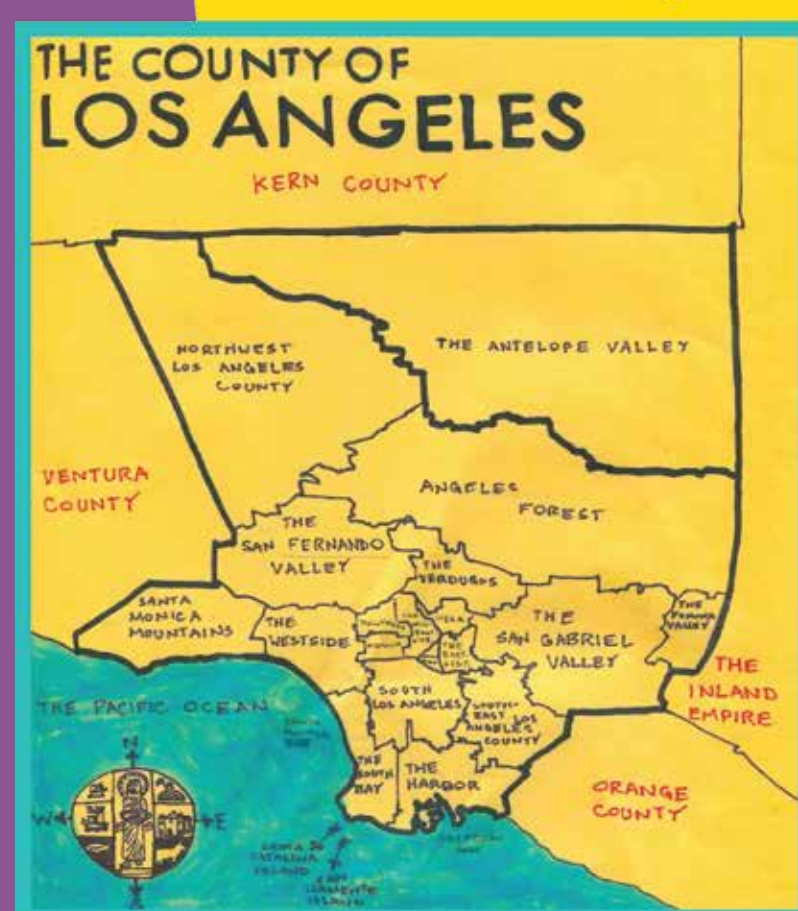
6 To drive **TRANSFORMATIVE INNOVATION** we set up sixty **CARE IMPROVEMENT TEAMS (CIT)** across eight LA County health facilities.



5 We asked our Sisters & Brothers across organized labor to join us at the table. Together we fostered a **CULTURE OF PARTNERSHIP** equally responsible with management for outcome metrics, throughput data, resource allocation, & problem solving.



10+ Million People!



1 The most populous county in the United States, **LOS ANGELES COUNTY** is home to 27% of all Californians; residents from over 180 countries, speaking over 140 languages.



2 Representing 55,000 LA County employees, SEIU Local 721, championed universal access to healthcare services, as well as unprecedented coalitions to **TIGHT FOR \$15 & RAISE UP ALL WORKING FAMILIES!**

3 Because **PUBLIC HEALTH** means equity, SEIU 721 created a strategic plan to provide quality care to all LA County residents, whether insured, underinsured, or uninsured.

