



HASC Briefs

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Los Angeles County Emergency Departments Unite to Combat Epidemic of Opioid Overprescribing and Avoidable Death

Emergency departments (EDs) serving adults throughout Los Angeles County are taking a united stand to adopt standardized ED clinical practices for the prescribing of high-risk opioid medications used to treat pain in order to reduce overdose and deaths, abuse, diversion, and overuse.

The practice guidelines, sponsored by a multi-organizational task force that include Los Angeles County Departments of Public Health and Health Services, Kaiser Permanente and the California Chapter of the American College of Emergency Physicians, for treatment and prescribing practices, follow those adopted by EDs in San Diego and Imperial Counties, and are derived from the American Academy of Emergency Medicine (AAEM) guidelines (October 2013).

The new safe prescribing guidelines announced at a March 20th press conference will ensure that patients are prescribed appropriate medications for pain by their physicians and will also reinforce consistency of prescribing

practices in all emergency departments to mitigate an epidemic of prescription opioid overuse and deaths in the United States and reduce the likelihood of diversion, abuse of pain medication, and ED shopping.

The county-wide adoption of standard clinical guidelines and communication to all patients about safe prescription opioids in all EDs is essential to the program's success.

Establishing a consistent practice among all EDs in LA County will set a new standard for safe and effective pain management, less dependent on high-risk opioid medications. LA County DPH will monitor key statistics over time, which include ED prescribing and about overall overdose and deaths in LA County. The task force does plan to take this work beyond EDs and into other clinical settings. Visit <http://www.lasafeprescribing.org> to learn more about safe prescribing, as well as for information on the tool kit.

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Patient Safety First Offers Free Simulation Trainings

Patient Safety First (PSF) Collaborative hospitals will have an opportunity to send OB and Sepsis staff members who care for patients to two different simulation trainings focused on real-life scenarios, advancing the participants' knowledge and skills in preventing serious complications for their patients. These simulation trainings are an extraordinary value, offered at no charge.

May 5 – May 22, Sepsis Simulation Training is led by the expertise of Medical Simulation Corporation (MSC) educators. This training has been extremely well received by 40 PSF Collaborative hospital teams over the past three years, and now includes a high technolo-

gy-enabled Sepsis Quality Immerse Program designed to advance the application of evidence-based guidelines to rapidly improve patient outcomes and measurably reduce costs. The three-hour session is offered mornings or afternoons, Monday through Friday, at three separate locations over three weeks. HASC is very grateful to our hosting hospitals.

- May 5 – 8, Hollywood Presbyterian Medical Center
- May 11 – 15, Menifee Valley Medical Center
- May 18 – 22, Anaheim Regional Medical Center

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Advanced LEAD Academy Empowers Leaders to Take Skills to New Heights

Advanced LEAD Academy, which launched March 19, 2015, is a three-session, six-module training experience designed to expose leaders to more advanced skills, and is suitable for people with basic skills who want to explore their leadership potential.

Conveniently covering two modules per session, the first module, titled *Advanced Leadership Strategies: EQ-I*, discusses ways in which leaders can manage their emotions by better keeping them in control; motivating oneself to go beyond the emotional comfort zone; recognizing and understanding other people's emotions and why they may be expressed as they are; and managing the emotions of others to increase overall effectiveness.

All participants complete an EQ-i 2.0 emotional intelligence self-assessment profile and work in small groups, applying the tools and techniques learned in the session.

The second module, *Negotiation as a Leadership Skill*, explains how to decide if negotiation is needed; clarifying the issues and identifying all stakeholders; determining the best negotiation strategy based on desired outcomes and the relationship; and ensuring appropriate follow-up and next steps.

Advanced LEAD Academy is led by Marcey Uday-Riley, MSW, CPT, an expert facilitator trained in human performance, organizational development and human behavioral analysis.

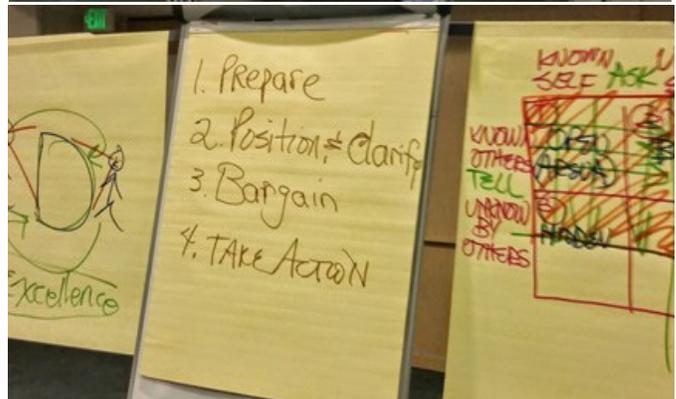
Participants cited the highly interactive format as one of the most appealing aspects of the training. More than a lecture, each session provides opportunities for participants to remain engaged, discuss real situations, and get feedback to implement in their daily interactions.

"I liked the flow of the class and the fact that it was interactive. It allowed us to bring real-life situations into play," said one attendee.

Early results from a follow-up survey convey the power of a course like this to positively impact how people lead. More than 90 percent of attendees strongly agreed the course would help them manage their emotions and the resulting behaviors in their leadership role; 80 percent said knowing and using the four steps of successful negotiation will help them better fulfill their role as leaders.

When asked about the most salient point of the day, one attendee noted, "Communicate, communicate, communicate. It is essential to get buy-in from colleagues. The more you communicate, the more people understand and the more influence you can have."

Participants can register for a single session or choose to enroll in the complete program to earn a certificate. Each session is \$305. Enrollment is limited to 40 participants per session. Please contact Karen Ochoa for more information at (213) 538-0765, kochoa@hasc.org or visit <http://www.hasc.org/education-event/advanced-lead-academy>.



Advanced LEAD Academy's highly interactive style and sharing of ideas allow leaders to fully explore and utilize their potential.

Register for these upcoming sessions:

- Session II, April 16: *Managing and Leading Effective Projects and Planning Successful Change*
- Session III, May 14: *Coaching for Development and Organizational Politics and Building Trust*

Patient Safety First Trainings

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April 9 – July 16, We are introducing a new Post-Partum Hemorrhage simulation training program led by Dr. Helen Rodriguez, Director of Maternal/Fetal Medicine at Pomona Valley Hospital Medical Center. In this training, participants will practice an in-situ hemorrhage drill, learn how to implement formal debriefing methods, and track lessons learned that are shared widely. The 90-minute session is offered every Thursday, beginning April 9 through July 16, at 8:30 or 10:30. All sessions will be held at Pomona Valley Hospital Medical Center.

To learn more about these trainings, please contact Dominique Diaz, HASC, Quality & Patient Safety Coordinator, at (213) 538-0732, ddiaz.org.

HASC/Blue Shield Partnership Improves Hospitals' Operational Performance

The pressure on hospitals to trim operating costs coupled with diminishing inpatient revenues continues. The Partnership in Operational Excellence and Transparency (POET), a collaborative between HASC and Blue Shield of California (BSCA) launched eight years ago, deploys to contracted BSCA network hospitals a performance dashboard addressing the processes and complexities of claim adjudication and payments. It has been widely accepted and subsequently spread statewide.

Over this time period, hospitals have been able to receive faster payments, have experienced a steep decline in claim denials, and have developed a restored sense of trust in the partnership relationships that continue today. The collaborative demonstrates that provider/plan collaborations coupled with the latest technology can drive improved operational performance, strategic decision-making and on-site process management.

While this good work reflects enormous progress, not all hospitals are moving the needle at the same pace, and not all hospitals have the skill sets working with a unified purpose and accountability. Some remain silos, while others

have attained higher productivity through redesigned workspaces. Others are examining the growing trend of revenue cycle outsourcing, because obtaining the analytics software and/or recruiting or retaining qualified staff are beyond the institution's short-term financial capacity.

A recent article in *Becker's Hospital CFO* (January 8, 2015) reported that nationally, 21 percent of CFOs who outsourced these functions were facing bankruptcy within four years had they not chosen outsourcing. This trend is expected to accelerate as environmental factors in dense urban managed care markets and new ACO partnerships evolve at a quickening pace.

California hospitals now struggle in determining their future competitive service line strategies and potential partnerships. POET offers an opportunity to see where your hospital stands in revenue cycle performance effectiveness comparative metrics, as well as new options to assess market positioning strengths and weaknesses with the payer community.

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Informational Webcast Will Focus on Wellness Certification Training

Two days prior to this year's Health Care Provider Wellness Conference, a two-day session from WellCert offering certification as a Certified Wellness Program Coordinator Level 1 will be offered June 9-10 at the Renaissance Long Beach Hotel.

Find out more about this program at an upcoming free informational webcast on April 21 at 10 a.m. Register for this webcast at <https://attendee.gotowebinar.com/register/4155901430729919745>.

The Certified Wellness Program Coordinator (CWPC), or WellCert Level 1 course, covers key skills that professionals need to build a foundation for results-driven wellness programming. Level 1 covers the scope of wellness programming typically present in smaller organizations with limited resources, while laying the groundwork for higher certification levels.

Contact: Karen Ochoa
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HASC Welcomes New Associate Members

HASC welcomes the following new associate members:

Huron Healthcare

Santa Monica, CA

www.huronconsultinggroup.com/healthcare

Gordon Mountford, Executive Vice President

Huron Healthcare provides performance improvement and clinical transformation solutions for hospitals and health systems.

Pillsbury Winthrop Shaw Pittman, LLP

Los Angeles, CA

www.pillsburylaw.com

James Rishwain, Chair

Pillsbury is a full-service law firm with an industry focus on energy and natural resources, financial services including financial institutions, real estate and construction, and technology.

Contact: Pat Wall, (213) 538-0715, pwall@hasc.org