



QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

2024 Winter Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.

COMMISSION NEWS

MESSAGE FROM CHAIR

Did you know that until last September, paramedics arriving at a car accident or a shooting were not allowed to start a blood transfusion, and that emergency medical vehicles couldn't even carry blood?

We, the Los Angeles County Quality and Productivity Commission, learned that from County Fire Chief Anthony Marrone at our December 2024 meeting. The Chief was before us, just months after the regulation was changed, to request support for a pilot program to create coalitions of partners and design systems for EMTs to receive blood products, store them properly, administer them and rotate unused blood back to hospital partners. The pilot will be modeled with innovative technologies developed in field hospitals in Afghanistan and Iraq. It is the first step in making prehospital blood transfusions available County-wide as safely, quickly, and efficiently as possible.

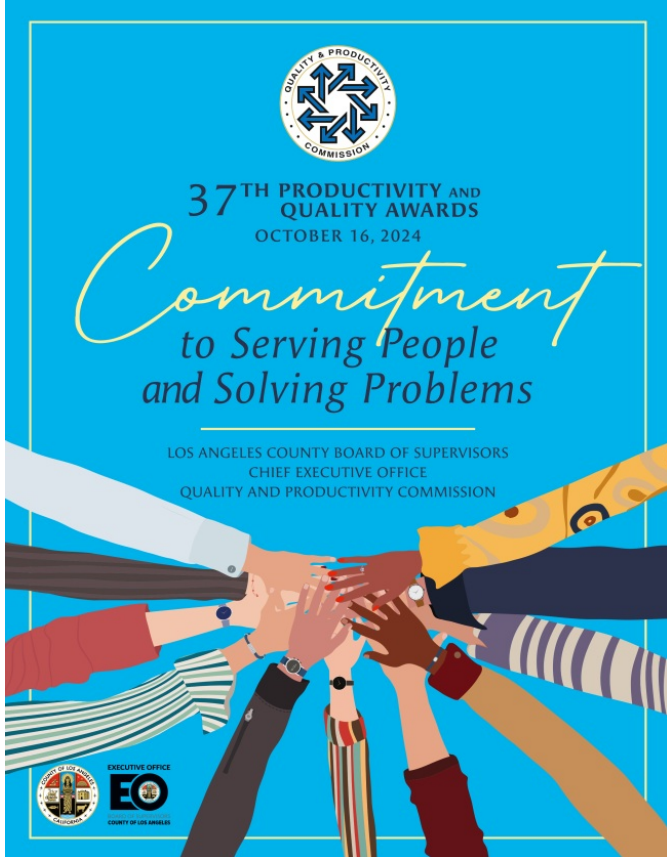


We listened to the Chief's presentation. We listened to the analysis of the QPC fund subcommittee and the Productivity Managers (County employees who work to make their departments more innovative and cost-effective). We asked questions about costs, timing, and complexity. And we voted YES, unanimously, to make The Rapid Operationalization of Prehospital Blood happen.

To continue reading this article, [click here](#).

37th ANNUAL PRODUCTIVITY AND QUALITY AWARDS OCTOBER 16, 2024

On October 16, 2024, the Los Angeles County Quality and Productivity Commission, in collaboration with the Board of Supervisors (Board), Chief



Executive Office and Executive Office of the Board hosted the 37th Annual Productivity and Quality Awards program and luncheon at the Music Center, Dorothy Chandler Pavilion.

The Master of Ceremonies was Emmy Award winning News Anchor Cher Calvin from KTLA 5. She announced the award recipients for the Commission's "Top Ten" and Commission Special Awards and noted that the projects resulted in more than \$1 billion in savings and benefits to the County.

Among the 98 entrants this year, three projects took top honors as Gold, Silver, and Bronze Eagle recipients. *The Neurocognitive Disorders Team* was awarded the Gold Eagle Award, which focused on bringing best practices to the legal representation of justice-involved adults who are suspected of having cognitive disorders (e.g.,

dementia, brain injury, autism, etc.); *Homeless Outreach and Mobile Engagement (HOME)* took the Silver Eagle Award, which provided street-based engagement and treatment for individuals experiencing homelessness with severe mental illness and profound functional impairment; and *Paving a Bright Future for Nursing* was awarded the Bronze Eagle Award, which worked to close the hiring gap created by the COVID-19 pandemic between newly graduated Registered Nurses (RNs) and the availability of clinical experience opportunities with a six-month Nurse Residency Program.

To continue reading this article, [click here](#).

EXECUTIVE DIRECTOR'S CORNER

On November 19, 2024, Executive Director Guevarra presented at the Annual California Clerk of the Board of Supervisors Association (CCBSA) Conference. Los Angeles County was the host County this year, and welcomed Clerks of the Board and their respective staff from throughout the State at the Pasadena Convention Center for a week of professional networking, education and mentorships, and seminars on legislative and mandated responsibilities.



Director Guevarra's presentation highlighted the Quality and Productivity Commission's history including policies and procedures, Ad Hoc Committees, annual events, department visits, the Productivity Managers' Network and the Productivity Investment Fund.

DATES TO REMEMBER

PIF Proposals due by 5:00 p.m. - January 3, 2025

PMN Orientation - February 5, 2025 (Virtual)

PMN General Meeting and Training - February 12, 2025 - Location TBA

PIF Proposals due by 5:00 p.m. - April 4, 2025

PMN General Meeting and Training - May 7, 2025 - Location TBA

22nd Annual Leadership Conference - Date TBA

PQA Proposals due by 5:00 p.m. - June 20, 2025

PIF Proposals due by 5:00 p.m. - July 7, 2025

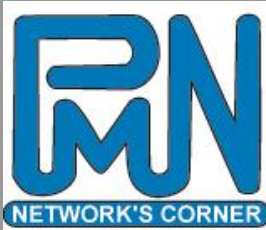
PMN Evaluation - August 6, 2025 - Location to TBA

PIF Proposals due by 5:00 p.m. - October 3, 2025

38th Annual PQA - Music Center (Grand Ballroom) - Date TBA

PMN General Meeting and Training - November 5, 2025

PMN Holiday Reception - December 3, 2025 - Location to TBA

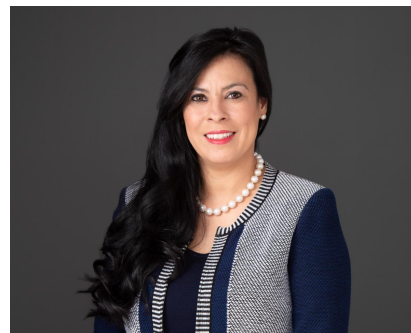


PRODUCTIVITY MANAGERS' NETWORK (PMN)

General Meeting and Training November 6, 2024 (Virtual)

The quarterly meeting of the Productivity Managers' Network (PMN) was held virtually on Wednesday, November 6, 2024. Approximately 35 Productivity Managers and Commission staff were in attendance.

Heidi Oliva, PMN Chair, Fire Department, welcomed Managers to the meeting. She thanked Productivity Managers and Commission staff who attended the 37th Annual Productivity and Quality Awards program held on October 16, 2024. It was a great event; and, as always, everyone looked forward to the countdown and announcements of the Top Three Eagle Award winners!



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Holiday Reception

December 5, 2024

Department of Public Works



The Productivity Managers' Network (PMN) Annual Holiday Reception was held on Thursday, December 5, 2024, at the Department of Public Works Headquarters. Over 28 Productivity Managers (Managers), Commission staff, and Commissioners Teresa Dreyfus, Huasha Liu, Edward McIntyre, and Scott Palmer attended the reception.

Heidi Oliva, PMN Chair, Fire Department, welcomed Managers to the Holiday Reception. She expressed her appreciation to everyone for taking time to attend this annual event.

To continue reading this article [click here](#).

WELCOME NEW PRODUCTIVITY MANAGERS!



The Commission welcomes the following Productivity Managers who have been appointed to represent their respective department:

Julie Benavides - Human Resources
John Franklin Sierra - Justice, Care and Opportunities
Petra Lopes - Justice, Care and Opportunities
Patty Choi - Mental Health

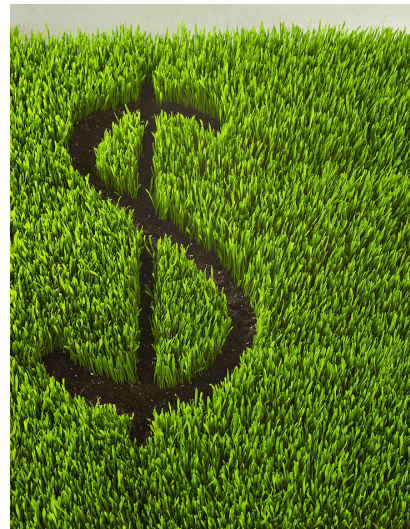
PRODUCTIVITY INVESTMENT FUND

Loans and Grants Awarded to Departments

Established by the Board of Supervisors in 1984 as a function of the Quality and Productivity Commission, the Productivity Investment Fund (PIF) program is used to help departments jumpstart pilot projects, develop creative strategies to enhance delivery of services, improve the effectiveness and efficiency of operations, and produce cost savings and/or generate revenue.

The Commission solicits proposals each quarter and carefully reviews project merits in a three-step vetting process before approval.

To view projects approved for loans, grants, or a



combination of both [click here](#).

Please contact the Commission office at lperez@bos.lacounty.gov for additional information.

DEPARTMENT VISITS



The Commission visits all County Departments on a two-year cycle where Commissioners meet with the Department Head and their Executive Team. The purpose is to gain insight into departmental operations and priorities, and to provide support for efforts to enhance quality and productivity.

2025 Department Visits will be held virtually or in-person as determined by the Department being visited. Click on the departments highlighted below to view the results of their visit during the upcoming year.

The following departments are scheduled for a visit in 2025:

Agricultural Commissioner/Weights and Measures
Alternate Public Defender
Animal Care and Control
Arts and Culture
Assessor
Auditor-Controller
Beaches and Harbors
Board of Supervisors, Executive Office
Health Services Administration
Human Resources
Internal Services
Justice, Care and Opportunities
LA County Library
Museum of Art
Museum of Natural History
Parks and Recreation
Probation
Public Works
Registrar-Recorder/County Clerk
Treasurer and Tax Collector
Youth Development

To view the results of the 2024 visits, please [click here](#).

QUICK LINKS

[Commission Web](#)

[Annual Report](#)

[Shared Practices Report](#)

[Leadership Conference](#)

[Operational Trends Report](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

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