

Paul Torrens, MD to Receive Partners' Lifetime Achievement Award

Partners in Care Foundation is pleased to award a Lifetime Achievement Award to Paul Torrens, MD, Professor Emeritus of Health Policy and Management at UCLA, founder of the Paul Torrens Health Forum at UCLA, and former Partners Board Member.

"More than anything else, Dr. Torrens is treasured as a mentor and guide to hundreds of essential healthcare leaders," said June Simmons, President and CEO of Partners in Care Foundation. "His impact is immeasurable and continues to grow."

A physician by initial training, Dr. Torrens focused his career on health care management and health care policy. In his 40 years at the UCLA Fielding School of Public Health, Dr. Torrens taught courses in health services organization and financing, health services organization and theory, managerial processes in health service organizations, and managed care.

Named in his honor, the Paul Torrens Health Forum at UCLA brings together public health leaders, community groups, faculty, and students.



It is a respected source of discovery and conversation about the prevailing public health issues of the day.

Dr. Torrens is perhaps best known among his colleagues in the healthcare world for patiently guiding, mentoring, and advising generations of students, helping to shape many distinguished careers in public health.

"There are so many people who can say that they owe their career to Paul Torrens and that he was their biggest influence and their biggest mentor," said Paul Viviano, President and CEO of Children's Hospital Los Angeles.

"The prominence of the school of public health at UCLA today is largely due to Paul Torrens," said Thomas Gordon, former Executive Vice President of Cedars-Sinai Health System.

"The faculty members, the students and the administrators that he mentored and cared about are the reason that we are in the top 10 of schools of public health in the United States."

"There are people who are leading health systems around the world who studied under him at one

point,” said Jack Schlosser, Founder and Principal at Desert Vista Advisors in Los Angeles.

“I’m one of hundreds of people who look to him as a very special person in their professional lives and also in their personal lives. I can’t think of anybody who has had a greater impact on Southern California healthcare and the delivery system than Paul Torrens.”

Diana Hilberman is Adjunct Professor of Health Services and Director of the Masters’ in Public Health Programs in Health Policy and Management at UCLA. Dr. Torrens was one of her first teachers when she was studying for her doctorate.

“He has always been an outstanding, natural-born teacher,” she said. “Healthcare can be very complex and he’s able to take all the complexities and synthesize it down to crucial understanding, making things easy to understand without being either pedantic or patronizing.”

Jonathan Fielding, Distinguished Professor of Health Policy and Management and of Pediatrics in the Schools of Public Health and Medicine at UCLA, says Dr. Torrens has been “incredibly helpful” to many students and former students.

“Whenever I sent a student of mine to Paul, they were always overjoyed with the kind of attention he would give to their problems and to advising them about potential different careers and that aspect of public health. He is tireless in helping students with their career goals.”

“Paul Torrens has what I would describe as a limitless commitment to the field of healthcare and the field of healthcare leadership development, and by extension a limitless commitment to the students,” said Tom Prisela, President and CEO, Cedars-Sinai Health System. “He also has an ability to identify and develop and mentor talent in ways that I think very few people do.”

Dr. Torrens has shared his health policy expertise with a wide variety of governmental and non-governmental organizations in all parts of the United States and in 18 foreign countries. He has served on the governing boards of numerous health care organizations, including Blue Shield of California and PacificCare Behavioral Health of California.

In 2019, an endowed chair at the UCLA Fielding School of Public Health was named in his honor. The Paul Torrens Chair in Healthcare Management supports the teaching and research activities of a faculty member with healthcare management expertise.

The co-editor of “Introduction to Health Services,” a widely used textbook, Dr. Torrens earned his M.D. at Georgetown University and his master’s degree in public health at Harvard University. He lives in Newport Beach with his wife, Jacqueline.

This is only the second time that *Partners in Care Foundation* has presented a Lifetime Achievement Award. Recognition will take place at *Partners’* Annual Tribute Dinner on Monday, June 21, 2021.

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Can Your Gift Be Matched?

As you consider a gift to *Partners*, did you know that many local companies offer “matches” to donations made by their employees and families. For your convenience, we’ve provided a link (below) where you can find a current list of participants. Thank you for your generosity and remembering us in your philanthropic giving.
bit.ly/2H8EOrf

Meet the Partners in Care Team

For the past 20 years, *Partners* has been a significant change agent in the social determinants of health arena. We have been called a “powerful innovator,” a “leader of change” and a “source of charity for those most in need of help.” Our success is due to people who are passionate about making things happen and have the skills to bring ideas to fruition. Each issue we introduce staff and Board members who have helped shape *Partners’* success.

James “Jamey” Edwards Co-Founder & Chief Executive Officer, Cloudbreak Health, LLC

Partners in Care Foundation Board Member since October 2016



As the CEO of Cloudbreak Health (“Cloudbreak”), Jamey is on a mission to Humanize Healthcare. Cloudbreak is a healthcare solutions innovator that was formed by bringing together two companies: Language Access Network, the pioneer of Video Medical Interpreting, and Carenection, the world’s first true telehealth marketplace and unified telehealth platform. The platform is delivering over 1 million encounters per year to healthcare facilities nationwide helping to resolve healthcare disparities and improve our healthcare system. Mr. Edwards graduated a Tradition Fellow from Cornell University in 1996 and received his MBA from Cornell’s Johnson Graduate School of Management in 2003. He is a member of the Cornell University Council. He is also an alumnus of the Design Thinking Bootcamp at Stanford University.

Aloyce Rachal, MS Senior Director of Health Services, Partners in Care Foundation

Aloyce Rachal has been with *Partners* since 2003. She holds a Masters’ in Counseling Psychology, from Cal State Northridge, but discovered a passion for working with seniors when she began a role as an MSSP care manager in 1987. Currently Aloyce is Senior Director of the Multipurpose Senior Services Programs (MSSP). Since coming to *Partners* she has helped onboard three of the agency’s four MSSP sites - LA South, Kern County, and Santa Barbara. The MSSP program provides services to seniors who are very frail, extremely low-income and often live in high-risk communities. The services set up through MSSP are designed to delay nursing home placement and allow individuals to live safely in their community. According to Aloyce she views her responsibilities not “as a job but rather a calling, a mission and a purpose.”



Eve Kurtin, Pharm.D

Founding Managing Director, Pacific Venture Group

Partners in Care Foundation Board Member since April 2006

Eve Kurtin, has over 35 years’ experience as an operating executive and investor. Dr. Kurtin is Founding Managing Director at Pacific Venture Group (PVG), a healthcare venture capital company that invests in all sectors of healthcare, including healthcare information technology, biotechnology, medical devices and healthcare services. She was responsible for PVG’s investment in Asteres Centerre, DrugMax, Symbion, Lifemaster’s Supported Selfcare, Protocare, Zone Labs and Vivant. Eve is the independent Board Member of the Boards of Bruin Biometrics, LLC, Health Outcome Sciences, and Tagnos. She was the founder and CEO of Physician Venture Management, a joint venture of UniHealth and Columbia/HCA, which developed and operated physician networks nationwide. In addition to her role

at Physician Venture Management, she has acted as a senior consultant to several major healthcare corporations, including UniHealth, where she oversaw a variety of new product development activities. Previously, Dr. Kurtin was a Vice President of American Medical International (Tenet) where she formed and led a company-wide physician alignment program, which spawned the healthcare telecommunication patient care system now used by Perot Systems. Dr. Kurtin is a graduate of the University of California, Los Angeles (MBA) and the University of Pacific (Pharm.D).



Our Annual Tribute Dinner– A New Date and New Format



For the past 20 years, *Partners* has hosted a unique event that has become a networking must for the healthcare industry. Out of concern for the safety of our attendees, we have moved the date of our event to June 21, 2021, and we will be offering both a virtual and in-person format. As in past years, we will honor one exemplary individual with our “Vision & Excellence in Healthcare Leadership” award. **Paul Viviano, President and Chief Executive Officer of Children’s Hospital Los Angeles** will be that honoree.



Paul Viviano

For only the second time in our history, we will also present a “Lifetime Achievement Award” – this time to **Paul Torrens, MD, Professor Emeritus of Health Policy and Management at UCLA** and Founder of the Paul Torrens Health Forum at UCLA.



Paul Torrens, MD

Partners’ News

A Board of Councilors Virtual Talk with Dr. Mark McClellan

On July 30, 2020, Partners’ Board of Councilors gathered in a virtual space to discuss strategies in our changing environment. Mark McClellan, MD, PhD led the conversation. Dr. McClellan is the Director of the Robert Margolis Center for Health Policy and Margolis Professor of Business, Medicine and Health at Duke University. He is a physician and an economist who has informed and improved a wide range of strategies and policy reforms to advance healthcare, including payment reform to promote better outcomes and lower costs, methods for development and use of real-world evidence, and strategies for more effective biomedical innovation.

During his presentation titled, *Update and Strategies in our Changing Environment*, he identified opportunities to build a better, more responsive health system in our current unprecedented health crisis that pays attention to the social determinants of health and addresses health disparities. He discussed how extraordinary the healthcare system’s response to the pandemic has been with strong leadership locating essential medical supplies such as ICU beds, ventilators, and PPE for healthcare workers while managing a surge in hospitalizations. Healthcare systems are heroically tending to the pressing needs of emergent and sick patients, including those who are not presenting with COVID-19 symptoms.

Dr. McClellan concluded the talk by focusing on major redesigns of our current healthcare system. He specifically referenced the outstanding work of George Halvorson (former Chair and CEO, Kaiser Permanente, and current Chair and CEO of the Institute for InterGroup Understanding) and Don Crane (President and CEO, America’s Physician Groups) with advancing the rapid and efficient movement of patients to telehealth and collaborating with the social determinants of health business models in low-income homes. He also shared that the Robert Margolis Center for Health Policy is currently addressing these kinds of issues related to medical innovations and healthcare transformation.

Dr. Robert Margolis wrapped up the discussion by noting that coordinated care and capitation give physicians a strong incentive to work on prevention and avoidance of unnecessary procedures. In turn, patient satisfaction increases, duplication of services diminishes, and there is an overall drop in the need for hospitalization. The time is now for change.



Mark McClellan, MD, PhD

Partners at Work in the Community

Meeting a Young Man's Desire to Live at Home.

David is 21-years old, and a resident of Bellflower, California located in district four of Los Angeles County. He has been diagnosed with epilepsy and expresses an ardent desire to remain living at home in his community and avoid admission to a skilled nursing facility. However, his caregiver – who is also his father – has experienced tremendous difficulty obtaining consistent, sustained nursing assistance through multiple home health agencies. David's father is also unemployed because his son requires 24-hour care, making it impossible to hold a job.



their health care, disability, and face confusing information about medication. A *Partners* social worker conducted an assessment and consultation with David and connected both he and his father to a qualified home health agency that meets David's medical needs. *Partners* purchased a hospital bed for David and arranged for his father and caregiver to receive the personal care items – such as bed protection and incontinent supplies – necessary for David's care. Thanks to *Partners*, a nurse and social worker see David on a regular basis to monitor his care and ensure any problems receive immediate attention.

These regular visits are important. Recently, the nurse making a home visit smelled a gas leak. She educated the father on the safety risk – especially when oxygen is in use. The nurse contacted the gas company immediately and informed them of the situation. The gas company identified and resolved the problem.

Partners is passionate about helping frail and challenged people who struggle to manage

HomeMeds Reduces In-Home Medication Issues

Medication issues in the home have been largely invisible for a long time. The kicker is that medication issues are a major driver of costly adverse health outcomes.

HomeMedsSM is a strong, evidence-based program

developed by *Partners* with results both compelling and powerful:

- Participant A: "I used to take 20 different medications, and after HomeMeds I was down to only eight. You saved us money and you saved my life."

- Participant B: "I have been taking this medication for years and never knew when I should stop because I was never told, so I still take it and I don't know why."
- Participant C: "Medication costs have gone up, so I cut my pills in half and they last longer."
- Participant D "I didn't know that my cold medication and my pain medication had the same ingredients all of this time I was taking them."

These comments illustrate the great importance of patients taking the right medicines—and consistently taking them in the right dose, at the right time, and in the right way.

Unfortunately, medication-related problems (MRPs) are common. As many as 60% of community-dwelling elders are estimated to have medication-related problems – with falls, dizziness, and confusion being common results. Over 1.3 million people end up in an emergency department each year as the result of adverse drug events. When you add up unnecessary emergency department use, hospital readmissions, and skilled nursing facility admissions, drug-related morbidity and mortality costs the health system more than \$170 billion annually. What is most shocking, though, is that at least 25% of all harmful adverse drug events are preventable.

In HomeMedsSM, highly-skilled community health coaches work with high-risk individuals in conducting a formal medication safety inventory, as well as an assessment of environmental, functional, and psychosocial needs.

The program is included among the select programs listed in the Administration for Community Living's rigorously tested Aging and Disability Evidence-Based Programs and Practices. As MRPs are a major cause of avoidable hospital admissions, readmissions, and emergency

department visits, this in-home nonclinical tool has great power to protect and extend health. Licensed by *Partners*, it has a very powerful ROI in both enhanced quality scores and net financial outcomes.

Risk-Screening Protocols

One of the benefits of using the HomeMedsSM process to identify potential medication complications is that it uses a set of risk-screening protocols. These protocols were selected through the efforts of a national consensus research panel chaired by Mark Beers, MD, using the following criteria:

- Amenable to home-based intervention
- Alternatives exist for prescribers
- Problems identified are important enough that providers are likely to respond (i.e., avoid alert overload)

HomeMedsSM addresses four categories of MRPs:

1. Unnecessary therapeutic duplication
2. Use of psychotropic drugs in patients with a reported recent fall and/or confusion
3. Use of non-steroidal anti-inflammatory drugs (NSAIDs) in patients at risk of peptic ulcer/gastrointestinal bleeding (age 80 or older, patients also using anticoagulants, antiplatelets, corticosteroids, etc.)
4. Cardiovascular medication problems: high systolic blood pressure, low pulse, orthostasis, and low systolic blood pressure



Evidence-Based Success

HomeMedsSM is included in the National Registry for Evidence-based Programs and Practices. It is also included with a strong evidence rating on the U.S. Agency for Healthcare Research and Quality (AHRQ) Innovation Exchange.

Since the software rolled out in 2011, 40% to 60% of those screened are identified as having potential MRPs. Typically, more than 60% of pharmacist recommendations are implemented, in collaboration with physicians, patients, families, and care managers.

In one care transition program, HomeMedsSM pharmacists estimated that the intervention prevented emergency department use in 40% of

2,927 patients with MRPs Combined with the Coleman Care Transitions Intervention, HomeMeds produced a 50% reduction in readmission rates across five Southern California hospitals within a large health system.

HomeMedsSM is in use at 60 sites in 25 states – including medical groups and hospitals, health plans, area agencies on aging, post-hospital care transition programs, home-delivered meals programs, fall prevention collaboratives, and care management programs. Its use is expanding, and new medical practices are working toward adding the service. It can be successfully applied anywhere people live, be it an individual residence, a congregate housing site, or an assisted living facility.



HomeMedsSM at a Glance

- Evidence-based program deploying a nonclinical workforce in the home to:
 - Identify and prevent medication-related problems
 - Improve medication use
 - Collaborative approach
- Homecare team doing medication reconciliation and asking how medications are used/taken
- Consultant pharmacist (or nurse practitioner) reviews alerts and recommends changes
- Follow-up with prescribers and patients/clients
 - Web-based risk assessment software
 - Relies on evidence-based protocols and procedures



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Wellness Wednesdays

Join us every other Wednesday for a quick burst of facts and fun, all for your wellness! Tune in for 15-30 minutes each session and learn about topics such as preventing falls, healthy cooking, tips for organizing medicines, and much more. Sessions are presented online using Zoom.

Presenters have outstanding credentials in their fields. The bimonthly program is hosted by Christy Lau, Partners' Senior Director of Community Wellness. Assisting her in pulling each session together is the Community Wellness Department's Project Manager Cassandra Manfre.

So far, presentations have included:

Bingocize

Dr. Jason Crandall, Associate Professor of Exercise Science and Co-Director of the Center for Applied Science in Health & Aging at Western Kentucky University presented Bingocize, which keeps people's mind engaged during physical activity. He is also the creator of this program.

PLAY BINGO
FOR THE HEALTH OF IT!



Fall Prevention Techniques

Jennifer Nulty, BSN, RN, CEN, PHN, MICN, Emergency Medical Services Coordinator for the Torrance Fire Department focused on the best ways to keep individuals safe at home from injuries connected to falls.

FALL SAFETY
PREVENTION TIPS



California's Dignity at Home Program

Brian Carter, Manager of the Dignity at Home Fall Prevention Program, spoke about the California Department of Aging's program to assist older adults in making home modifications to prevent falls, which is available through local Area Agencies on Aging.

DIGNITY at HOME
Fall Prevention
Program



Future programs will be an equal mix of fun and useful tips for keeping people healthy and safe. To register for future Wellness Wednesday sessions, please visit:
bit.ly/2FIYvoY

After registering, you will receive a confirmation email containing information about joining the webinar.

Community Collaborations and Donations

Supporting Communities Impacted by the Disastrous Paradise Camp Fire

United Way of Northern California purchased \$5,000 worth of resources for *Partners* to give directly to those who were affected by the 2018 Paradise Camp Fire. With support from the Camp Fire Long Term Recovery Group, United Way provided funding to purchase 20 gift cards of \$25 each for supermarkets in Paradise, California, and 20 gift cards of \$25 each for gas so that individuals impacted by the fires have transportation. Our *Partners* staff members, Kristy Malloy and Seng Neth, worked with United Way to acquire this funding and visited stores to purchase these gift cards directly themselves. We extend our sincerest gratitude for all who were involved in caring for those affected by the disastrous 2018 Paradise Camp Fire.



Kristy Malloy, Community Health Advocate, Partners in Care Foundation

Manos Que Sobreviven Hosts a Community Food Distribution Drive with Partners



Partners is excited to announce a recent community collaboration with Manos Que Sobreviven (MQS), a non-profit in Los Angeles that assists families, especially those with children who have special needs and HIV/AIDS. *Partners'* Care Coordinator, Patricia Gomez, has been working closely with MQS to deliver food to our Health Homes Program (HHP) members who are in need. Recently, MQS hosted a food distribution drive in Glassell Park where their staff

members and our Care Coordinators passed out nutritious food to families throughout the area. Any additional food was sent to a homeless encampment in El Sereno. MQS has graciously agreed to donate 10-15 boxes of food each week for our clients and families. *Partners* extends our sincerest appreciation to the entire team at MQS for this wonderful opportunity to further support our community members and clients during the COVID-19 pandemic. We look forward to working together to continue serving even more families who are struggling with basic needs.

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Announcements

Special Needs Fund

We invite your support of a vital and important *Special Needs Fund* which provides an optimal level of services and resources for fragile community members not covered by any other available resource. Your gift will fund key essential resources for participants in four programs: Multipurpose Senior Services Program (MSSP), Home and Community-Based Alternatives Waiver Program (HCBA), Community Wellness Programs, and Health Homes Program (HHP). These each provide services to ensure people can live safely and independently at home in their warm familiar surroundings instead of healthcare institutions. Community members are provided a “lifeline” as trained and compassionate staff members support them, guide them, and take on the role of their friend or relative substitute. For many in these programs, the appropriate community services help them prevent or delay placement



in a nursing home or return safely home after a hospital or nursing home stay.

Please contact Karen Schneider, Vice President Development, at kschneider@picf.org for further information.

Celebrating A Community Partner – Los Angeles Water and Power Employees’ Association

Partners extends a heartfelt thank you to the **LA Water & Power Employees’ Association**. Through its Donors’ Welfare Plan this network of current and retired employees has been an enthusiastic supporter of *Partners* since 2011. To date these employees have donated over \$66,000 to us! Every dollar has a major impact, ensuring medically vulnerable adults and children receive the social services and case management they need to live and age with safety and dignity in the community

medical home of their choosing. We thank Association President Vernice Taylor and Ashley Chacon, the Donor Welfare Liaison, for leading this important community partnership that helps us to sustain our mission-driven work!

For more information on how your employee network can offer financial support and volunteers to support our work, please contact Karen Schneider, VP Development, at (818) 837-3775 x121.



The Social Determinants Specialists

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Does Medication Impact SDOH?

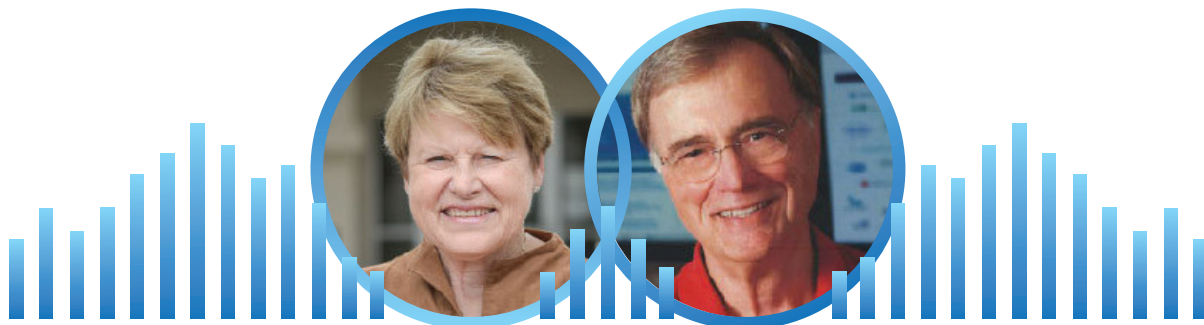
This podcast tells you how!

Two nationally-recognized experts apply their training and experience to a discussion of the impact that medications can have on social determinants of health (SDOH).

Partners' President and CEO June Simmons, along with AZCert President Ray Woosley, MD, offer their valuable insights during this 30-minute podcast.

To hear the podcast, visit: <https://bit.ly/3gJ4Z3V>

Visit here to learn more about HomeMeds: <https://www.picf.org/homemeds/>



How Community Healthcare Workers Innovate to Overcome Medication-Related SDoH Barriers
with June Simmons & Ray Woosley