



**Martin Luther King, Jr.
Community Hospital**

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Chief Information and Innovation Officer

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Identity Statement

A private, non-profit, safety net hospital providing high quality, collaborative care for South Los Angeles and surrounding communities in partnership with the County of Los Angeles, University of California and other community providers

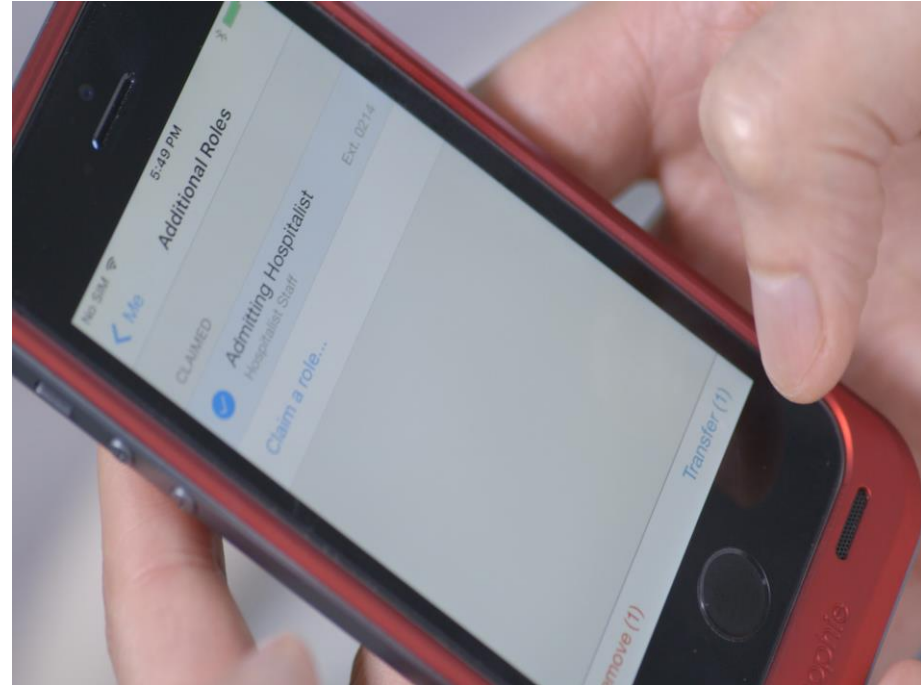
MLKCH Clinical Services

Licensed Bed Type	Total
Medical/Surgical	93
Intensive Care	20
Obstetrics	18
Total Licensed Beds	131
Other Licensed Services	Total
Nursery - Bassinets	11
Emergency Department	21
Fast Track Stations	8
Operating Rooms	4
C-Section Rooms	1
Post-Anesthesia Care Unit	12

Scope of Inpatient Services to be Provided by the Hospital

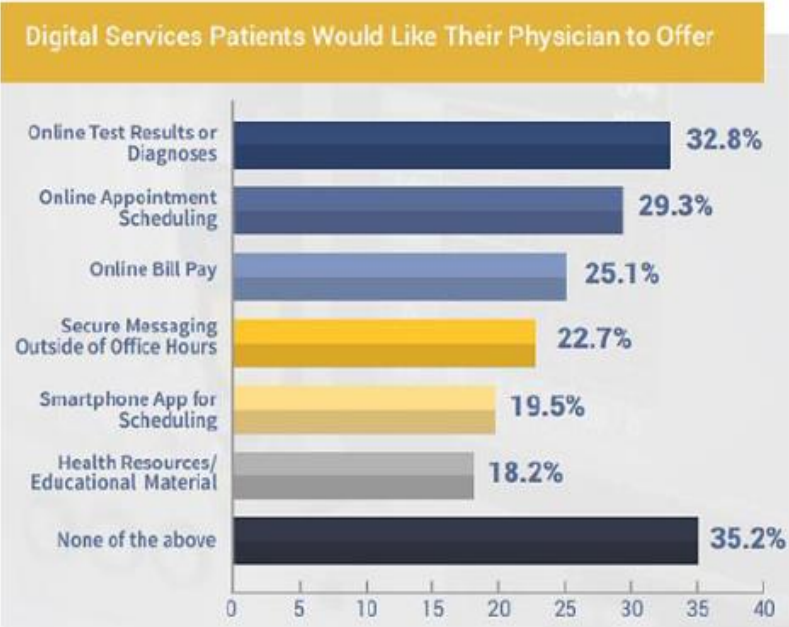
- Anesthesiology
- Cardiology
- Emergency Services
- Gastroenterology
- General Medicine
- General Surgery
- Infectious Diseases
- Neurology
- Obstetrics & Gynecology
- Ophthalmology
- Orthopedics
- Otolaryngology
- Pathology
- Radiology
- Pulmonary Medicine
- Urology

Care Team Communication



Three Main Trends in Patient Engagement

1. Digital services (online bill pay and appointment scheduling) becoming significant factor in physician choice
2. Majority of patients value continued follow up interaction with their physician after an appointment
3. Small number of patients believe their physician offers digital services (online bill pay or appointment scheduling)



Three Top Services Patients Want

1. Access to laboratory results
2. Online and mobile appointment scheduling
3. Online and mobile patient bill pay

Editorial. TechnologyAdvice polled 406 U.S. adults who had seen their primary care physician recently or had an appointment scheduled to do so.



Thank you!

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