

# LAC+USC MEDICAL CENTER POLICY

Subject: <b>COMMUNITY RELATIONS</b>	Original Issue Date: 11/24/75	Policy # <b>110</b>
	Supersedes: 2/13/18	Effective Date: 7/23/21
Departments Consulted: Office of Community Relations	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by: (Signature on File) Chief Medical Officer
		(Signature on File) Chief Executive Officer

## PURPOSE

To ensure that the community is kept informed of LAC+USC Medical Center activities and health issues.

## POLICY

The LAC+USC Medical Center, in compliance with Los Angeles County/Department of Health Services policy, shall assist and involve individuals and community groups in the development and improvement of health care services. Such involvement shall include, but may not be limited to:

- Participation in health program planning and assessment.
- Identification of health needs.
- Efforts to improve access to Limited English Proficient (LEP) populations, including staff development in Cultural and Linguistic Competency.
- Ongoing liaison to assure Medical Center awareness of the concerns of special need groups.
- Dissemination of public information and health promotion materials through outreach activities, mass media, and public presentations.

The LAC+USC Medical Center shall actively assist the component sites in the development and support of ongoing channels of communication with community representatives that will:

- Serve as a liaison to the community in interpreting the plans, goals and programs of the Medical Center.
- Provide feedback from the community on the effectiveness of health services available in the Medical Center.

## RESPONSIBILITY

Administration  
Office of Community Relations

## REFERENCES

Los Angeles County Code 150.55  
DHS Policy #401, Community Relations; 420, Community Councils; and  
450, Reports to the Community

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Joint Commission Standards (Leadership)

**REVISION DATES**

April 1, 1995; January 6, 1999; April 9, 2002; May 3, 2005; October 3, 2008;  
January 13, 2015; February 13, 2018; July 21, 2021