



County of Los Angeles CHIEF EXECUTIVE OFFICE

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February 22, 2013

To: All Department Heads
From: William T Fujioka
Chief Executive Officer

ENHANCEMENT TO THE CORRECTIVE ACTION PLAN PROCESS

Corrective Action Plans (CAPs) were instituted as a risk assessment tool to aid the County of Los Angeles (County) in its effort to reduce the frequency and severity of loss related to tort claims and litigation. As you know, the Board of Supervisors gives considerable attention to the quality of CAPs and their effect on our operations. Recently, agenda items have been continued for several settlements and CAPs due to continuing questions that were not answered thoroughly.

When incidents occur, events should be thoroughly investigated and root causes identified as soon as possible. Based on the root cause analysis, corrective action steps should be identified and appropriate measures taken to prevent recurrence of similar events at the earliest date possible. Analyzing the root causes, instituting corrective actions, and analyzing their effects early in the process saves time and effort when the claim or lawsuit is settled, and prevents similar incidents from occurring. Early evaluation and implementation of preventative efforts allow for timely and thorough CAPs when the claim or lawsuit has reached conclusion.

To assist departments in identifying new claims that should have corrective actions early in the process, the Chief Executive Office (CEO) Risk Management Branch (RMB) will conduct weekly reviews of all new claims or lawsuits, identify potentially significant or severe cases, and notify your departmental risk management staff of these concerns. RMB staff will assist with root cause identification and the development of corrective actions, and monitor the implementation of these corrective actions in a timely manner. If there are any concerns about root cause analysis or implementation of corrective actions, RMB will discuss these concerns with your staff. There will also be periodic reporting to you and CEO Cluster Leads regarding the status of these efforts.

"To Enrich Lives Through Effective And Caring Service"

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The intention of these efforts is to improve the quality and timeliness of corrective actions, prevent similar incidents from occurring, and eliminate duplicative efforts when submitting CAPs at the time of settlement.

If you have any questions, please contact Steven T. Robles, Assistant Chief Executive Officer, Risk Management Branch, at (213) 351-5346.

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