

**County of Los Angeles**  
**Department of Public Health**  
**Seventh Annual Quality Improvement Summit**



**Quality Improvement Awards**





# A Look back at Anno 2018

1. **Program** with the highest Percent of Customers that “Strongly Agreed” that they were satisfied with services received
2. **Program** with the highest % of Performance Measures that are “Improved” or “Met the Target”
3. **Program** with the most Collaborative Project
4. **Program** with the Best QI Project- Oscar statue



# Remember the PIA Founding Father???



Trying hard is **NOT** good enough! You have to focus on **Results-based Accountability** as well!

## PIA

- I. Public Health Measures Update
- II. Population Goals
- III. Evidence & Strategy
- IV. Population Indicators
- V. Performance Goals
- VI. Performance Measures
- VII. DPH Strategic Plan
- VIII. Public Health Essential Services
- IX. Baseline Stories
- X. Evaluation Report



Program with the highest percent of customers whose overall satisfaction rating was “strongly agree” (9 or 10 on a 1-10 scale)

We have a tie with **94.4%**

***Organizational Development & Training***

***Community Services – SPA 5 & 6***



Program with the highest percent of Public Health Measures that are “**Some Improvement**” and “**Met the Target**”

***Environmental Health***

**87%!**



# Program with the Most Collaborative QI Project



## QUALITY IMPROVEMENT STORYBOARD



|                   |   |
|-------------------|---|
| PROGRAM NAME:     | <b>Community Health Services SPA 3 &amp; 4</b>                              |
| PROJECT TITLE:    | <b>Patient Delivered Partner Therapy (PDPT) Quality Improvement Project</b> |
| PROJECT TIMELINE: | <b>July 10, 2017 – June 2018</b>  |
| QI SPECIALIST(S): | <b>Tiffany Romo &amp; Monica Molina</b>                                     |

### PLAN

Identify an opportunity and Plan for Improvement

#### 1. Getting Started

According to recent data from the Division of HIV and STD Programs (DHSP), chlamydia and gonorrhea have been on the rise in LA County between 2004 and 2015. Specifically, the rates of chlamydia and gonorrhea are significantly higher in SPA 4 when compared to LA County.

#### 2. Assemble the Team

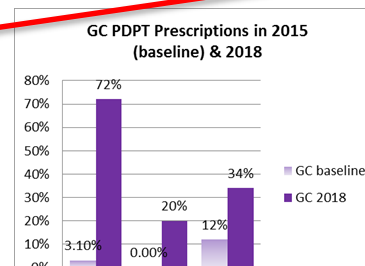
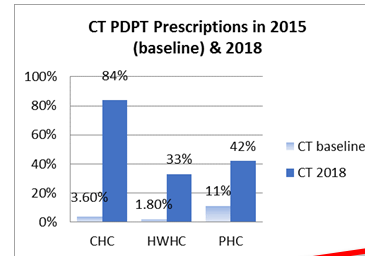
A multidisciplinary Project Team was assembled from 3 health centers in SPA 3 & 4: Pomona Health Center, Central Health Center, and Hollywood Wilshire Health Center. The team included staff from each center's STD clinic, Nursing, the Area Medical Director, and Health Program Analysts.

Frequently Asked Questions, barriers, and health education materials for patients and partners.

A tracking log was created to be used by clinicians to obtain real-time PDPT prescription data on: patient diagnosis of chlamydia, gonorrhea, or trichomonas (confirmed or highly suspected), whether PDPT was issued, number of packets issued, if it was recorded in PILS, and the reason for declining PDPT.

#### 5. Develop an Improvement Theory

If we provide an intensive PDPT training, then we will expect at least a 5% increase in the percent of patients who receive PDPT in SPA 3 & 4 STD clinics from 7/10/17 –



#### 2. Assemble the Team

A multidisciplinary Project Team was assembled from 3 health centers in SPA 3 & 4: Pomona Health Center, Central Health Center, and Hollywood Wilshire Health Center. The team included staff from each center's STD clinic, Nursing, the Area Medical Director, and Health Program Analysts.



# Program with the best QI Project



# Best QI Project Judging Criteria

1. Uses  $\geq$  2 QI tools

2. Collaborative (Team includes members from other units/programs)

3. Sustainability addressed (how improvements will be maintained)

4. Innovative (“outside-of-the-box” strategies)

Scoring: Each criterion is 20 points if fully met; 10 points if partially met; and 0 points if not met.





**I'm so excited.**



# ***Curtis Tucker Public Health Center***





Thank you very much for your support and collaboration over the last 13 years.

And now it is time for the closing remarks from our Director, Dr. Barbara Ferrer.

