

PROGRAM NAME:	Health Facilities Inspection Division
PROJECT TITLE:	Completion of Immediate Jeopardy (IJ) complaint investigations for long-term care facilities within 90 days of receipt.
DPH STRATEGIC GOAL/OBJ.:	Strategic Priority 2 - Preventive Health Care Strategic Priority 5 - Public Health Protection
PROJECT TIMELINE:	July 1, 2016 through December 31, 2016
QI SPECIALIST:	Monica Austin Monica.Austin@cdph.ca.gov
EMAIL/PHONE NUMBER:	626) 430-5601

PLAN
Identify an opportunity and Plan for Improvement

1. Getting Started

SB75 came into effect on July 1, 2016, which mandated the following:

- Effective July 1, 2016, all Immediate Jeopardy (IJ) complaints for Long-Term (LTC) are required to be completed within 90 days of the complaints being received.

In order to comply with SB75, HFID will complete all IJ LTC complaints received after July 1, 2016 within 90 days of receipt, unless completion hinges on receipt of records from hospitals, the paramedics, or other outside entities over which HFID has no control. (In these cases, SB75 allows HFID to request an extension.)

2. Assemble the Team

- PI Specialist
- Executive sponsors
- Project managers
- Data and analysis support team

3. Examine the Current Approach

Prior to July 1, 2016, HFID tracked only the initiation time for IJ complaints, which, by law, has to be completed within 24 hours of receipt. There was no mandated timeline for the completion of investigations; therefore HFID did not closely track time to completion.

4. Identify Potential Solutions

- Closely monitor completion of IJ complaint investigation.
- Send reminder notices to the District Offices in 30, 45, and 60 days from date of receipt of the complaint to insure completion.
- Form a dedicated team of surveyors at each district office to handle complaints.

5. Develop an Improvement Theory

HFID will meet the SB 75 mandate to complete the investigation of all IJ complaints by 90 days through close monitoring and implementation of Complaint Teams in all HFID District Offices.

DO
Test the Theory for Improvement

6. Test the Theory

HFID began generating a daily IJ tracking report on August 1, 2016 for distribution to all program managers and supervisors, including reminders in 30, 45, and 60 days from date of receipt. However, no feedback was being received about the status of each investigation.

Beginning September 9, 2016, the HFID weekly managers' meeting agenda included IJ report as a regular standing item. The IJ complaints due for completion within the next 45 days were included in the agenda, and the managers were required to provide the status of each investigation, and

assurance that they will be completed within the required 90-day timeline.

CHECK
Use Data to Study Results of the Test

7. Check the Results

As of November 9, 2016, HFID has received 213 IJ complaints for LTC and has closed the investigation for 133. HFID completed the investigation of all 133 LTC IJ complaints within 90 days of receipt. *Note: Will be revised 1st week of December to reflect 11/30/2016 data*

ACT
Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory

Based on the result of this Performance Improvement Project, HFID asserts that close monitoring of work performed by staff and direct involvement of senior managers are critical to the timely completion of LTC IJ investigations.

9. Establish Future Plans

SB75 also mandates that effective July 1, 2017, the 90-day completion will apply to all complaints for LTC (IJ and non-IJ). HFID will begin tracking completion of all complaints, regardless of their priority, beginning July 15, 2017.

DRAFT