

PROGRAM NAME:	Organizational Development and Training
PROJECT TITLE:	PHEERF Level 4 Mandatory Training – Quarterly Email Notification
DPH STRATEGIC GOAL/OBJ.:	Strategic Priority 5: Public Health Protection 5.3: Improve DPH capacity to prepare for, respond to, and recover from emergencies – objective 5.3.f
PROJECT TIMELINE:	October 2013 – June 2014
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PLAN
Identify an opportunity and Plan for Improvement

1. Getting Started

- As outlined by the Public Health Employee Emergency Readiness Framework (PHEERF), Level 4 staff members are expected to be competent in specific areas related to emergency management within the DPH Department Operation Center (DOC) and Los Angeles County’s Emergency Operation Center (EOC).
- Based on our review of low performance measure results, for Fiscal Years 2010, 2011, and 2012, this measure was failing to meet the objective.

Goal: By June 30, 2014, increase the percentage of designated PH staff who have ever completed all of the mandatory level 4 courses in the PHEERF by 10%.

2. Assemble the Team

- ODT’s Emergency Preparedness Training Unit (EPTU), the Acting Director of ODT, and PI Specialist were involved in the identification and development of the plan.

3. Examine the Current Approach

- Unscheduled, periodic review of Level 4 staff training records.
- Course verification was performed using two methods:
1) Level 4 staff submitting course completion certificates,
2) EPTU staff reviewing Learning Net Transcripts of Level 4 staff.

- Tracking was maintained in an EPTU Excel tracking log.

4. Identify Potential Solutions

- Continue targeted emails to Level 4 staff to announce courses and raise level of awareness.
- Send a “delinquent” notice from Director of Public Health.
- Arrange to provide or schedule more offerings of in-class trainings.

5. Develop an Improvement Theory

- A plan to continue with email notification, but modify the frequency to be established.
- Quarterly check of training records will be scheduled before sending email notification.
- Second round of emails will be sent within the quarter to remind Level 4 staff to send certificates of completed courses and to notify them of upcoming course offerings.
- More regular follow up and contact with Level 4 staff will boost their awareness of their completion status and of the availability of future course offerings.

DO
Test the Theory for Improvement

6. Test the Theory

- EPTU and Learning Net records were rechecked to verify and identify any missing course completions.
- Emails were sent to Level 4 staff asking for them to send any course certificates that they had not submitted.
- After records were updated, an email was drafted and sent

to restate compliance expectations for Level 4 staff completion of the PHEERF Level 4 mandatory courses.

CHECK
Use Data to Study Results of the Test

7. Check the Results

- In April, near the end of the quarter, EPTU checked records.
- The success was that one more person completed the full set of requirements, which increased by one percentage point from a rate of 18% before the PDSA to 19% afterwards.
- Although the goal of the PI plan was not reached, there was improvement by the Level 4 staff who completing more coursework and are now closer to meeting the requirements.

ACT
Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory

- Quarterly review and email contact was established as the new standard for this performance measure.
- The performance measure goal of reaching 100% compliance was reevaluated and adjusted to a more realistic goal of 20%.

9. Establish Future Plans

- This measure will be monitored in the years to come to determine if improvements towards the goal are being reached.