

2013 Quality Improvement Summit

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Related Areas

- DPH Strategic Plan
- Accreditation
- Performance Management
- Quality Improvement



DPH Strategic Plan

Strategic Priority Areas

1. Healthy and Safe Community Environments
2. Preventive Health Services
3. Empowered Consumers
4. Health Equity
5. Health Protection
6. DPH Infrastructure



Public Health Accreditation Board

Domains

1. Assess
2. Investigate
3. Inform and Educate
4. Community Engagement
5. Policies and Plans
6. Public Health Laws
7. Access to Care
8. Workforce
9. Quality Improvement
10. Evidence-Based Practices
11. Admin and Management
12. Governance



DPH Strategic Plan and Accreditation

DPH Strategic Priority Areas

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Accreditation Domains

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PHAB Domain 9

DOMAIN 9:

Evaluate and continuously improve processes, programs, and interventions

(Domain 9 focuses on using and integrating performance management quality improvement practice and processes to continuously improve the public health department's practice, programs, and interventions.)

Standard 9.1: Use a Performance Management System to Monitor Achievement of Organizational Objectives

Standard 9.2: Develop and Implement Quality Improvement Processes Integrated Into Organizational Practice, Programs, Processes, and Interventions



PMQI: Performance Management Quality Improvement

- **Performance Management (PM)** is a systematic process aimed at helping achieve an organization's mission and strategic goals by improving effectiveness, empowering employees, and streamlining the decision-making process.
- **Quality Improvement (QI)** focuses on the process to help bring services to the next level with the aim to improve the overall health of a community.



Moving to a Culture of Quality Improvement

Six Phases:

1. No knowledge of QI
2. Not Involved with QI Activities
3. Informal or Ad Hoc QI Activities
4. Formal QI Activities Implemented in Specific Areas
5. Formal Agency-Wide QI
6. QI Culture



Foundational Elements for Building a Quality Improvement Culture

1. Leadership Commitment
2. Quality Improvement Infrastructure
3. Employee Empowerment and Commitment
4. Customer Focus
5. Teamwork and Collaboration
6. Continuous Process Improvement



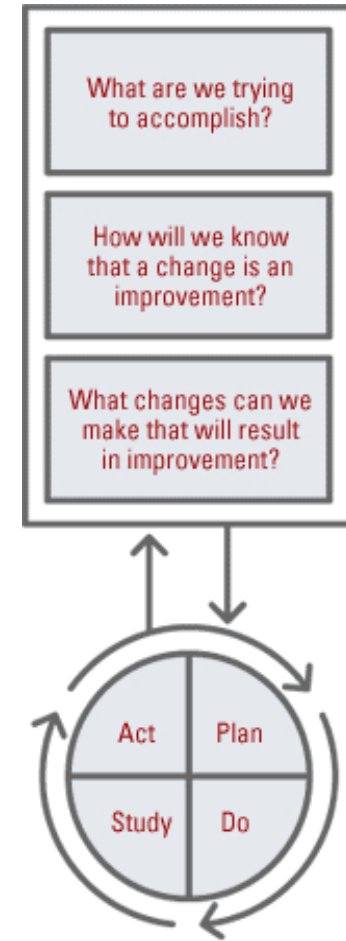
Phase 6: QI CULTURE

1. QI is fully embedded into the way we do business, across all levels, divisions, and programs.
2. Leadership and staff are fully committed to quality, and results of QI efforts are communicated internally and externally.
3. Even if leadership changes, the basics of QI are so ingrained in staff that they seek out and correct the root cause of problems.
4. Staff do not assume that an intervention will be effective, but rather they establish and quantify progress toward measure objectives.



Institute of Healthcare Improvement MODEL FOR IMPROVEMENT

- Introduction
- Forming the Team
- Setting Aims
- Establishing Measures
- Selecting Changes
- Testing Changes
- Implementing Changes
- Spreading Changes



Summary

- This is our first annual QI Summit
- Our efforts in performance management, quality improvement, and accreditation are all related and must be aligned to assist us in reaching the goals of our Strategic Plan
- Managing performance and improving quality require knowledge and skills
- Building a culture of quality improvement depends on support from all levels, including each executive and program director



Questions



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Director and Health Officer*