

PROGRAM NAME:	<u>Organizational Development and Training (ODT)</u>
PROJECT TITLE:	<u>PHEERF Level 4 Mandatory Training – Quarterly Email Notification</u>
DPH STRATEGIC GOAL/OBJ.:	<u>Strategic Priority 5: Public Health Protection 5.3: Improve DPH capacity to prepare for, respond to, and recover from emergencies – objective 5.3.f</u>
PROJECT TIMELINE:	<u>October 2013 – June 2014</u>
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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 Department of Public Health's (DPH) Department Operation Center and Los Angeles County's Emergency Operation Center.

- Based on our review of performance measure results, for Fiscal Years 2010, 2011, and 2012, this measure was failing to meet its objective.

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

**2. Assemble the Team**

ODT's Emergency Preparedness Training Unit (EPTU), Acting Director of ODT, and PI Specialist.

**3. Examine the Current Approach**

- Unscheduled, periodic review of Level 4 staff training records were being done.
- Course verification was performed using two methods:  
1) Level 4 staff submitting course completion certificates,  
2) EPTU staff reviewing Learning Net transcripts.
- Tracking was maintained in an Excel tracking log.

**4. Identify Potential Solutions**

- Continue targeted emails to Level 4 staff to announce available courses and raise their awareness about their level of compliance with trainings.
- Arrange to provide or schedule more offerings of instructor-led trainings.
- Send a "delinquent" notice from Director of Public Health.

**5. Develop an Improvement Theory**

More regular contact with Level 4 staff will boost their awareness of their completion status and availability of training offerings.

- A plan to continue with email notification, but increase the frequency will be established.
- A quarterly check of training records will be scheduled before sending email notification.
- A second round of emails will be sent within the quarter to remind Level 4 staff to send in course completion certificates and to notify them of upcoming 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 any certificates that they had not submitted.
- Records were updated and then 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**

EPTU checked records near the end of the quarter in April.

- The success was one more person completed the full set of requirements, which increased 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 of the trainings and are now closer to being in compliance.

**ACT**  
Standardize the Improvement and Establish Future Plans

**8. Standardize the Improvement or Develop New Theory**

- Quarterly review and email contact were established as the new standard for this measure.
- The performance measure goal of reaching 100% compliance was reevaluated and adjusted to a more realistic goal of 20% for the following fiscal year because of what was observed during this improvement project.

**9. Establish Future Plans**

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