



# 2018 Los Angeles County Department of Public Health Quality Improvement Summit





**Los Angeles Department of Public Health  
Sixth Annual Quality Improvement Summit**



Wednesday, February 7<sup>th</sup>, 2018  
The California Endowment, Yosemite A  
1000 N. Alameda St., Los Angeles, CA 90012

**Agenda**



- 7:30 a.m. **Registration / Coffee/ Poster Session**
- 8:30 a.m. **Welcome & Agenda Review**  
*Karen Swanson, PhD, ScM*  
*Director, Quality Improvement & Accreditation Program*
- 8:35 a.m. **Opening Remarks**  
*Jeffrey Gunzenhauser, MD, MPH*  
*Chief Medical & Interim Health Officer*
- 8:40 a.m. **Quality Improvement: Lessons from India, Indonesia, and LA**  
*Robert Kim-Farley, MD, MPH*  
*Director, Division of Communicable Disease Control & Prevention*
- 9:20 a.m. **DPH's New Strategic Plan: A Method to Improve DPH's Effectiveness and Spur Innovation**  
*Gayle Haberman, MPH & Susan Blackwell, MA*  
*Director & Asst. Director, Office of Planning*
- 9:45 a.m. **2016 – 2017 Public Health Measures Review & Program Break-out Session**  
*Karen Swanson, PhD, ScM*
- 10:25 a.m. **Break**
- 10:40 a.m. **DPH Groundbreaking Quality Improvement Projects**  
*Moderator: Donna Sze, MPH*  
*Assistant Director, Quality Improvement & Accreditation Program*
- Care Improvement Teams Come to Curtis Tucker**  
*Shobita Rajagopalan, MD, MPH, MS, FACP*  
*Community Health Services, Curtis Tucker Health Center*  
*Rosie Martinez, PHN, MSN*  
*SEIU*
- How to Measure Customer Satisfaction?**  
*Shieva Davarian, PhD*  
*Children's Medical Services*  
*Arvinder Khokhar, PhD*  
*Division of Environmental Health*
- 11:45 a.m. **Closing/Summary**  
*Barbara Ferrer, PhD, MPH, MEd*  
*Director, Department of Public Health*
- 12:00 p.m. **QI "Queue" Awards**  
*Joseph Truong, MPH, MPA*  
*Quality Improvement Manager*





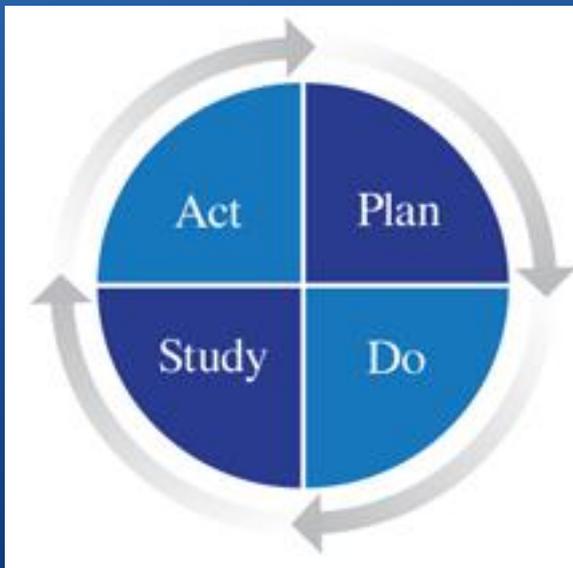
# Disclosures

**There is no commercial support for today's activity**

None of the speakers or planners for today's meeting have disclosed any financial interests related to the content of the meeting



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# Quality Improvement: Lessons from India, Indonesia and LA

Robert Kim-Farley, MD, MPH

Director

Division of Communicable Disease  
Control & Prevention

