



Los Angeles Department of Public Health Sixth Annual Quality Improvement Summit



Wednesday, February 7th, 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

Physicians: The Los Angeles County Department of Public Health is accredited by the Institute for Medical Quality/California Medical Association (IMQ/CMA) to provide continuing medical education for physicians. The Los Angeles County Department of Public Health takes responsibility for the content, quality and scientific integrity of this CME activity.

The Los Angeles County Department of Public Health designates this live activity for a maximum of 3.25 AMA PRA Category 1 Credit(s)[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses: Nurses receive a certificate of attendance. This activity is designated for 2.5 AMA PRA Category 1 Credit(s)[™]. According to the California Board of Registered Nursing, the Continuing Medical Education is acceptable for meeting RN continuing education requirements, as long as the course is Category 1, and has been taken within the appropriate time frames.

Participants arriving more than 15 minutes late for a one-hour program or 30 minutes or more for a two-hour program will not be granted a CME certificate. There will be no partial credit granted for those who leave early.

Health Educators: Health Educators receive a certificate of attendance. This activity is designated for 3 CHES/MCHES credits.

**THIS ACTIVITY IS OFFERED BY AN ACCREDITED CMA-CME PROVIDER
AND IS NOT COMMERCIALY SUPPORTED**