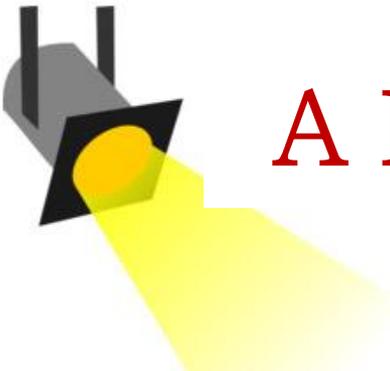


County of Los Angeles
Department of Public Health
Sixth Annual Quality Improvement Summit



Quality Improvement Awards





A Look back at Anno 2017

1. **QI Specialist** with the most timely data submission
2. **Program** with the highest % of measures that are **Some improvement/Met target**
3. **Program** with the most Collaborative Project
4. **Program** with Best QI Project- Oscar statue



Program with the most timely data submission

*(PH Measure update; Spring, Report Card and
Fall Data collection)*

Golden Medal will be awarded to:

Organizational Development and Training (ODT)

Silver Medal: Health Education Administration (HEA)

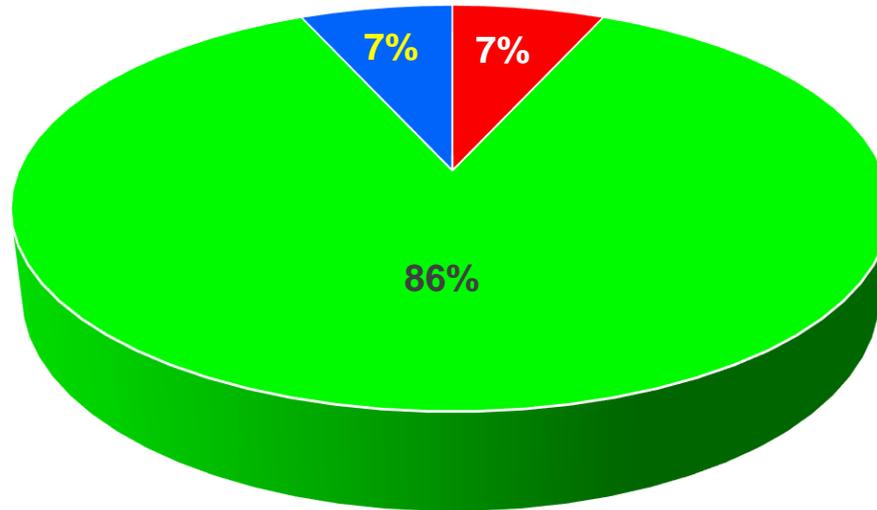
Bronze Medal: Public Health Laboratory (PHLAB)

(2 years in a row!)



Program with the highest percent of “Met the Target” & “Some Improvement” Performance Measure Results

Center for Health Equity (CHE) (N=15)



Note: Programs eligible if have 10 or more Performance Measures.



Program with the most Collaborative QI Project

Assessing Customer Satisfaction in the Los Angeles County Department of Public Health

DPH QUALITY IMPROVEMENT STORY BOARD

Assessing Customer Satisfaction in the Los Angeles County Department of Public Health

DPH Strategic Goal: 6.1e: Implement a systematic process for assessing internal and external customer satisfaction with public health services.

Project Timeline: January 2017 and ongoing

PLAN

1. Getting Started

Aim Statement: to measure and improve overall customer satisfaction with DPH programs and services by developing a standardized survey that could be used Department-wide.

2. Assemble the Team

A DPH Customer Satisfaction (CS) Workgroup was convened with participation from multiple programs:

- Communicable Disease Control & Prevention (CDCP)
- Community Health Services (CHS)
- Children's Medical Services (CMS)
- Division of Environmental Health (EH)
- Health Education Administration (HEA)
- Organizational Development & Training (ODT)
- Substance Abuse & Prevention Control (SAPC)
- Quality Improvement & Accreditation (QIAP)
- Vital Records (VR)

3. Examine the Current Approach

- **81.8%** of DPH programs reported assessing customer satisfaction within the past year (DPH Report Card 2015-16)
- **28** versions of customer feedback surveys were collected across DPH

A routine and standardized mechanism to collect customer feedback is a public health accreditation requirement. However, there is no department-wide standard for collecting customer feedback. Not all programs collect feedback, and among those that do, the survey process and definitions can vary greatly. A baseline measurement for overall DPH customer satisfaction is unknown and there may be opportunities for improvement based on customer feedback.

4. Identify Potential Solutions & 5. Develop an Improvement Theory

Potential Solution/Strategy: Create a standardized approach for collecting customer feedback; this includes establishing core survey questions, common guidelines & procedures, and definitions.

Improvement Theory: Developing a standardized approach and survey for assessing customer feedback will improve the coordination of customer satisfaction surveys within DPH, the validity of their findings, and highlight areas for improvement.

DO

6. Test the Theory

The CS Workgroup drafted a set of core survey questions and guidelines and conducted a series of small-scale tests using internal and external customers.

STUDY

7. Check the Results

The team conducted 5 rounds of survey testing among 8 different customer groups. With each test round, the team studied the results and adjusted the survey questions and processes (See Table 1).

ACT

8. Standardize the Improvement or Develop a New Theory

The final set of customer satisfaction survey questions & guidelines will be recommended for use by all DPH programs.

9. Establish Future Plans

In 2018, QIAP will implement a customer satisfaction survey process within DPH. QIAP will monitor the process and make adjustments as needed (Jan – July). QIAP will also find a baseline measurement of DPH's overall level of customer satisfaction and identify opportunities for improvement, if needed (July – Dec).



Program with Best QI Project



Criteria Used to Evaluate Best Projects

“Classic QI” Judging Criteria

- ✓ Uses ≥ 2 QI tools
- ✓ Collaborative
- ✓ Supports a DPH initiative (CHIP, Strategic Plan, Social Determinants of Health, Health Equity)
- ✓ Sustainability addressed
- ✓ Stretch project goal: reduces costs

Each criteria is 20 points if fully met; 10 points if partially met; and 0 point if not met.





This award goes to
Curtis Tucker Public Health Center – STD Clinic
“Improving Patient Cycle Time”





Thank you very much for your support and collaboration over the last 9 years!

We look forward to continuing our journey with you along the road of implementing a culture of Quality Improvement in DPH.

