



# Los Angeles Department of Public Health Seventh Annual Quality Improvement Summit



Thursday, February 7<sup>th</sup>, 2019  
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*  
*Quality Improvement & Accreditation Program Director*
- 8:35 a.m.      **Opening Remarks**  
*Paul Simon, MD, MPH*  
*DPH Chief Science Officer*
- 8:45 a.m.      **Keynote Address**  
*Muntu Davis, MD, MPH*  
*DPH Health Officer*
- 9:20 a.m.      **DPH Customer Satisfaction Initiative: Our First Year**  
*Shieva Davarian, PhD, Children's Medical Services*  
*Zena Yusuf, MPH, Organizational Development & Training*
- 9:40 a.m.      **2017 – 2018 Public Health Measures Review & Program Break-out Session**  
*Karen Swanson, PhD, ScM*
- 10:25 a.m.     **Break**
- 10:40 a.m.     **DPH 2018 Quality Improvement Projects**
- Improving the Proposal Receipt & Review Process**  
*Jose Cueva, MPA*  
*Maritza Recinos, MPA*  
*Contract Analysts*  
*Contracts & Grants Division*
- Introduction to Quality Improvement Training Campaign**  
*Marcy Fenton, MS, RDN*  
*Quality Improvement Specialist*  
*Division of HIV and STD Programs*
- Improving Access to Lab Results for Patients**  
*Curtis Tucker Health Center Continuous Improvement Team (CIT)*  
*Shobita Rajagopalan, MD, MPH, MS, FACP, Division of HIV & STD Programs*  
*Charles Micu, RN, BSN, PHN, Curtis Tucker Health Center*
- 11:45 a.m.     **QI “Queue” Awards**  
*Joseph Truong, MPH, MPA*  
*Quality Improvement Manager*
- 12:00 p.m.     **Closing/Summary**  
*Barbara Ferrer, PhD, MPH, MEd*  
*DPH Director*

**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 designates this live activity for a maximum of *3.25 AMA PRA Category 1 Credit(s)*<sup>™</sup>. 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 AMA PRA Category 1 Credit(s)*<sup>™</sup>. 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.

**Voluntary Request for Reasonable Accommodation (ADA):** Individuals with special needs should contact the activity coordinator, below, at least 10 working days in advance of the activity for assistance. Reference: ADA, July 26, 1990 (Public Law 101-366), Title 1, 11, 11 & IV.

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