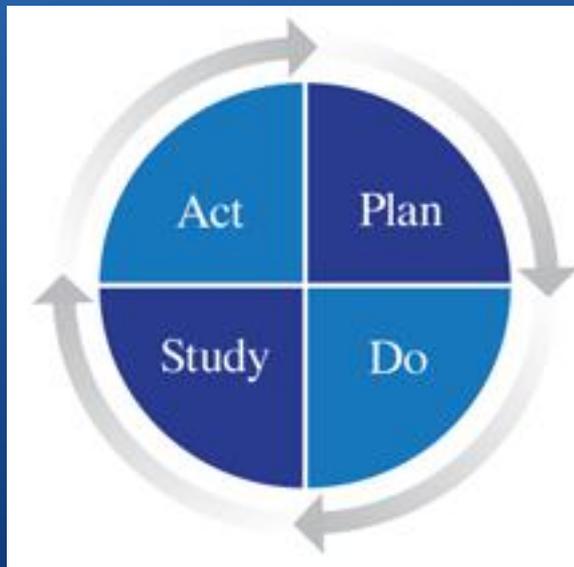




2019 Los Angeles County Department of Public Health Quality Improvement Summit





QI Summit Objectives

- 1) Define Quality Improvement and describe how Results-based Accountability is DPH's QI framework
- 2) Describe how scorecards are used to tell the a program's performance story
- 3) Describe the first-year results of DPH's Customer Satisfaction Initiative
- 4) Learn how QI can be applied to increase training participation, contract processing time, and staff satisfaction
- 5) Understand how Continuous Improvement Teams (CITs) improve processes of a work unit, as well as strengthen the Health Agency's labor-management partnership



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



Thursday, February 7th, 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, RDIN
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*



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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