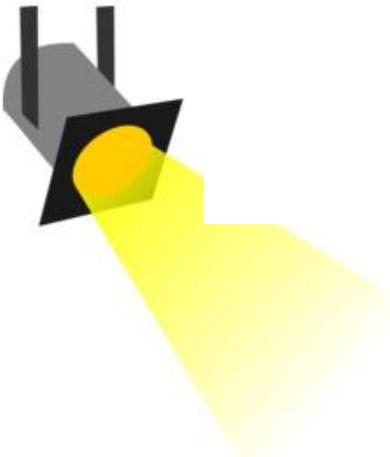


**County of Los Angeles**  
**Department of Public Health**  
**Eighth Annual Quality Improvement Summit**

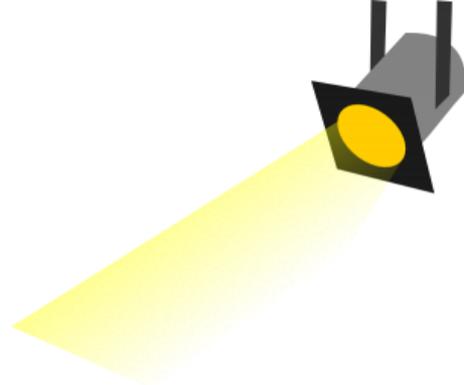


**Quality Improvement Awards**





# A Look back at 2019



1. **Program** with the highest Percent of Customers that “**Strongly Agreed**” that they were satisfied with services

2. **Three Awards** to Best QI Projects in 2019

**Bronze** goes to 2<sup>nd</sup> Runner-up

**Silver** goes to 1<sup>st</sup> Runner-up

**Gold** goes to Award Winner- **Oscar statue**



Program with the highest percent of customers who agreed or strongly agreed that overall, they were satisfied with the services they received (9 or 10 on a 1-10 scale)

**100% of customers satisfied**

*Office of Planning*



# QI Project Judging Criteria

1. Uses  $\geq 2$  QI tools

2. Collaborative (Team includes members from other units/programs)

3. Sustainability addressed (how improvements will be maintained)

4. Innovative (“outside-of-the-box” strategies)

**Scoring:** Each criterion is 20 points if fully met; 10 points if partially met; and 0 points if not met.



# Bronze Award (2<sup>nd</sup> Runner-up)

We have a tie

## Children Medical Services

*Adolescent Transition Care Plan (ATCP) form workflow*

## Community Field Services – SPA 3

*TB Workflow Improvement*

**Please note!** The Children Medical Services' project is a *Lean Six Sigma Green Belt Project*



# Silver Award (1<sup>st</sup> Runner-up)

We have a tie

Curtis Tucker Sexual Health Clinic

*Reducing Patient Lab Results Calls*

Community Field Services – SPA 5

*Field Vaccination for People Experiencing Homelessness in Venice, California.*



# 24 Karat Gold to Award-winning QI Project



**I'm so excited.**



# Community Field Services – SPA 5

*Increasing Attendance Rate for Teen Talks – Ashley Anyakwo*





Thank you very much for your support and collaboration over the last 15 years.

