



# 2020 Los Angeles County Department of Public Health Quality Improvement Summit





# QI Summit Objectives

At the completion of today's summit, attendees will be able to:

1. Use the Plan-Do-Study-Act cycle when implementing changes
2. Understand the application of Results-Based Accountability to evaluate program performance
3. Tell performance stories using scorecards
4. Describe how Quality Improvement projects are a tool to reach organizational goals and foster teamwork



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



Wednesday, February 5<sup>th</sup>, 2020  
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**  
*Muntu Davis, MD, MPH*  
*DPH Health Officer*
- 8:55 a.m. **Keynote Address**  
*Dean C. Logan*  
*Director, Los Angeles County Registrar-Recorder/County Clerk*
- 9:25 a.m. **How Are We Doing?: Results-Based Accountability Scorecards & Program Break-out Session**  
*Karen Swanson, PhD, ScM*
- 10:25 a.m. **15-Minute Break (coffee & tea provided)**
- 10:40 a.m. **How Are We Rated?: Public Health Accreditation Board & DPH Customers' Perspectives**  
*Disly Juarez, MPH*  
*Assistant Director, Quality Improvement & Accreditation Program*
- 11:00 a.m. **DPH 2020 QI "Queue" Award Nominees**
- Increasing Attendance Rate for Teen Talks at the MLK Healing Center**  
*Ashley Anyakwo, MPH*  
*Community Field Services, SPAs 5/6*
- Adolescent Transition Care Plan Form Workflow**  
*Nicole Fountas, MPH*  
*Children's Medical Services*
- Reducing Patient Laboratory Results Phone Calls**  
*Shobita Rajagopalan, MD, MPH, MS, FACP, Division of HIV & STD Programs*  
*Charles Micu, RN, BSN, PHN, Curtis Tucker Health Center, SPAs 7/8*
- 11:45 a.m. **QI "Queue" Awards**  
*Joseph Truong, MPH, MPA*  
*Quality Improvement Manager, Quality Improvement & Accreditation Program*
- 12:00 p.m. **Closing Remarks**  
*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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