

Transforming... The Center for Health Care Quality



Stakeholder Meeting 2019

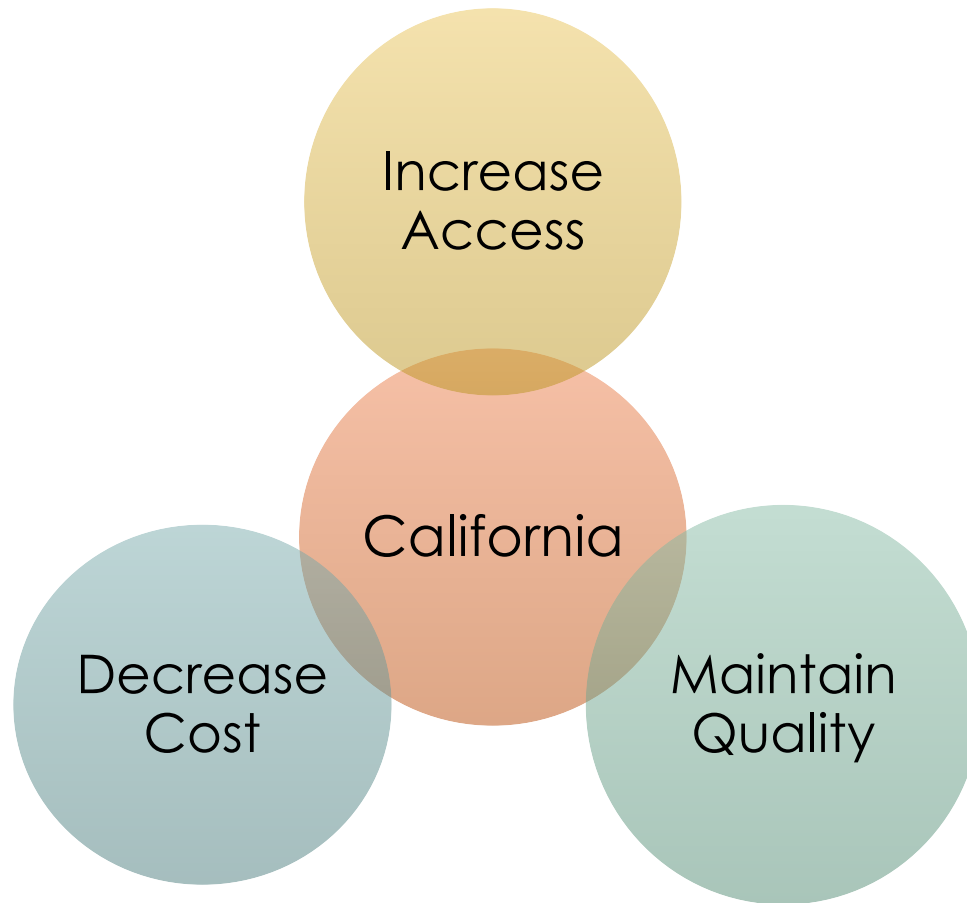
Heidi W. Steinecker

Deputy Director

WHY

- <https://youtu.be/dwFDKbd7d30>

How We Serve



Who We Are



Regulatory Field Operations

- State Licensing
- Federal Certification

Regulatory Support Functions

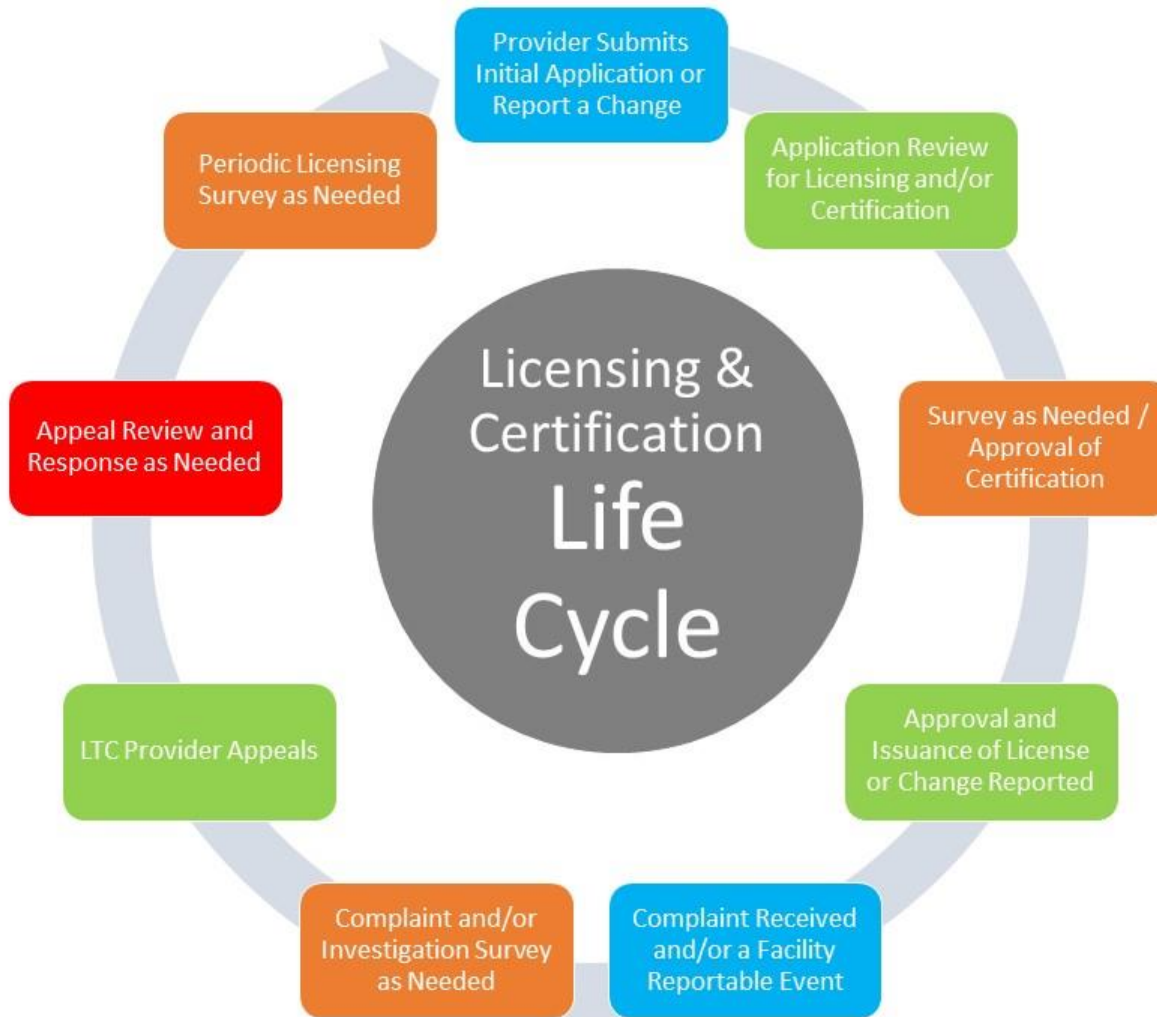
- Central Applications
- Provider Certifications
- Appeals
- Criminal Investigations
- Medical Breach
- Staff Audits
- Emergency Preparedness

Public Policy and Prevention

- Legislative Analysis
- Regulation Writing
- Policy Governance
- Healthcare Associated Infections
- Research Data and Metrics
- External Communications

Internal Operations

- Fiscal
- Contracts and Grants
- Personnel
- Training
- Capital Asset Management



- Customer
- Central Office
- Field Office
- Central and Field Office



Overall Scope and Severity

HIGH	Missing Functions -PIM -LGA/OPA -Internal Com -LAC Manager	Recruitment Old Regulations Uneven Workload Lack of standardization	Retention Work : Staff Ratio Culture of Distrust Hierarchy Structure Manual Processes
MODERATE			
LOW			
	LIMITED	PATTERN	WIDESPREAD

Former Performance Improvement Management



Relied on Outside Contractors

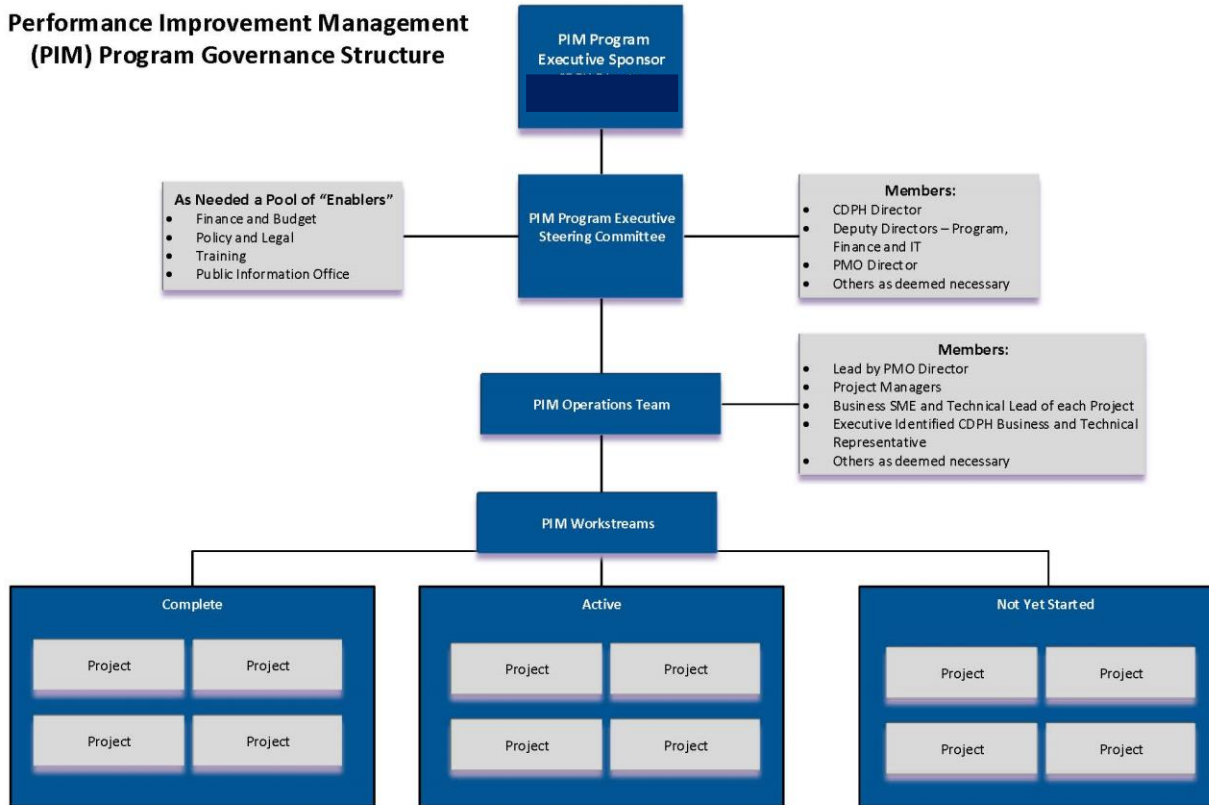
- Hubbert, Chang Associates, Gartner, Miscellaneous Contractors

No Internal Structure or Process

- Lack of sustainability and buy-in

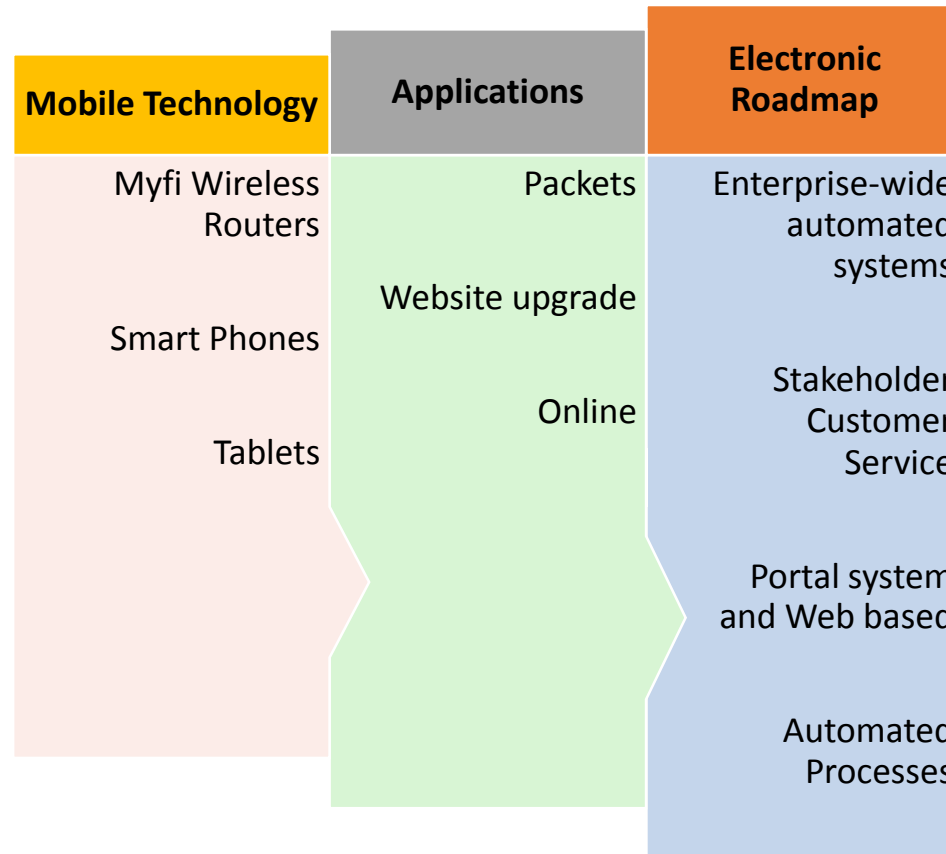
Current Performance Improvement Management

Performance Improvement Management (PIM) Program Governance Structure

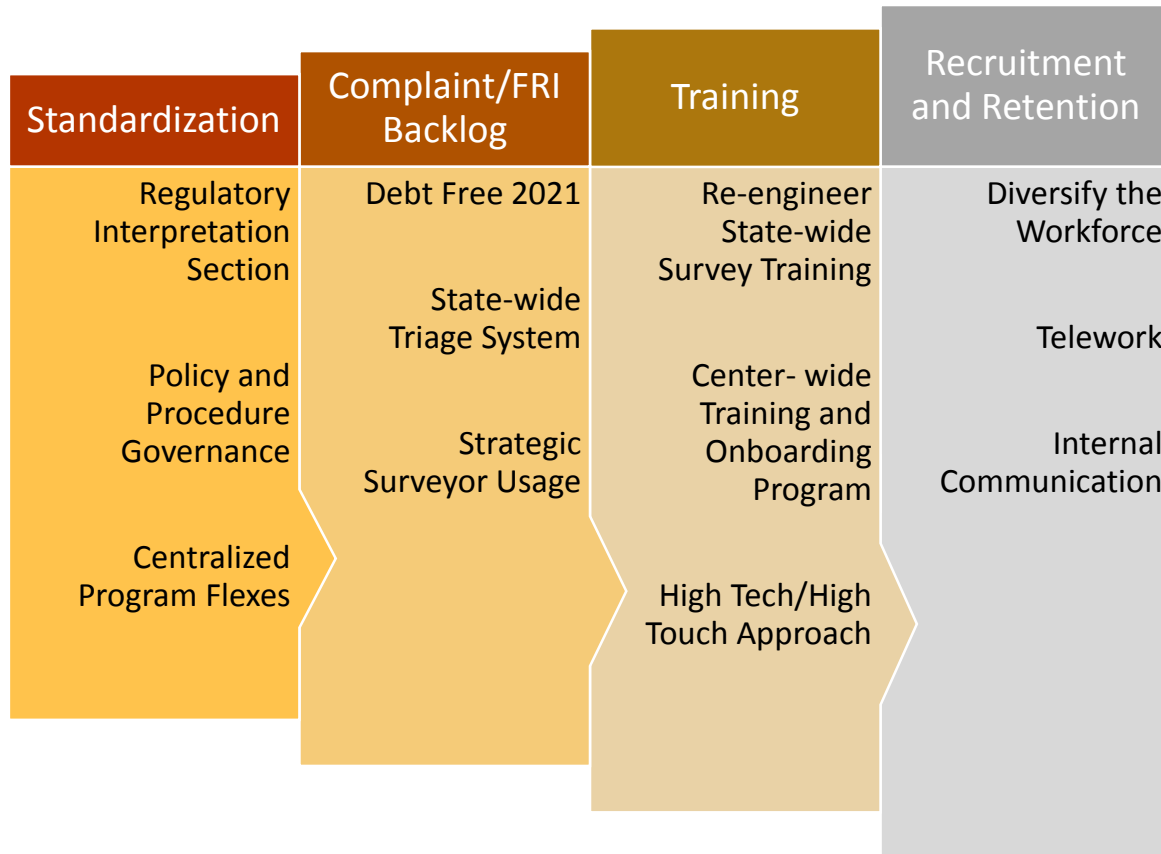


Project Proposal

Performance Improvement Achievements



Performance Improvement Initiatives



Former Organizational Structure



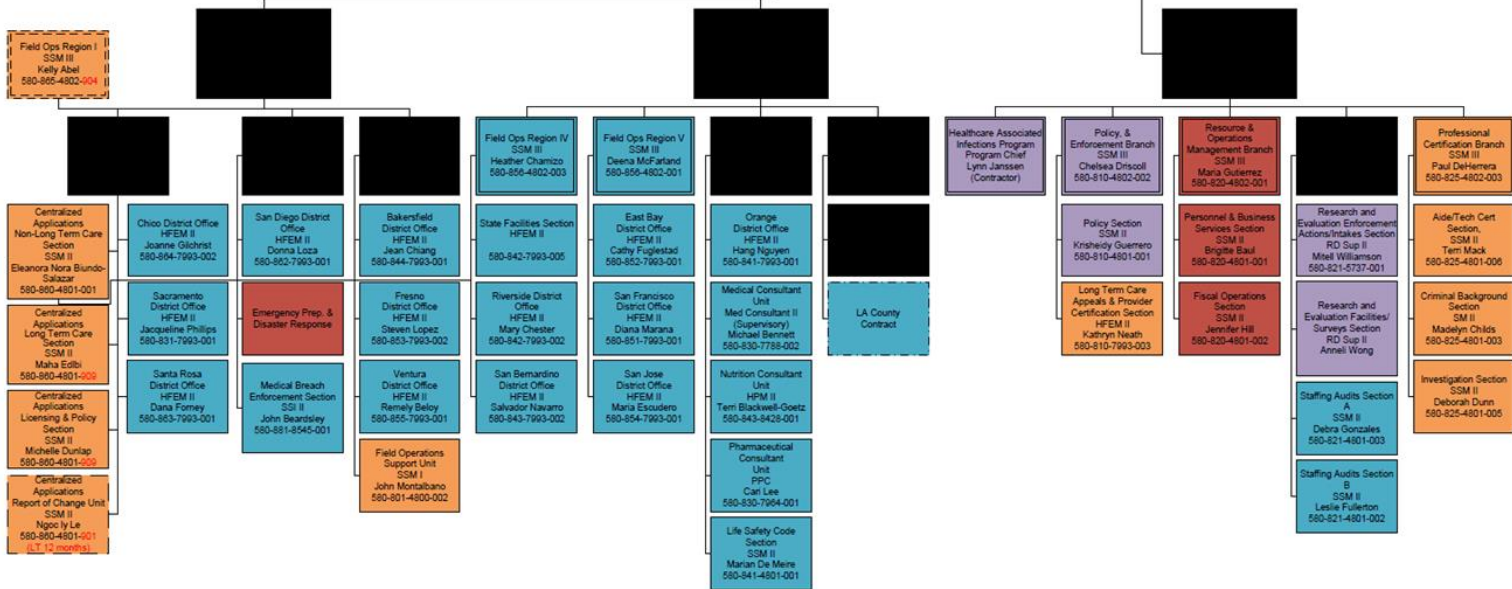
California Department of Public Health
Center for Health Care Quality



Missing Functions
Performance Improvement Management
Public Relations
Web Owner/Content Editor
Internal Communications
Legislative Liaison
CHCQ Operator
CHCQ Training

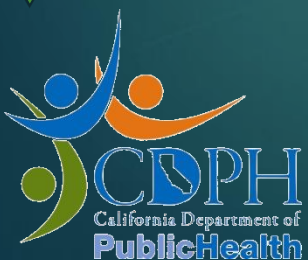
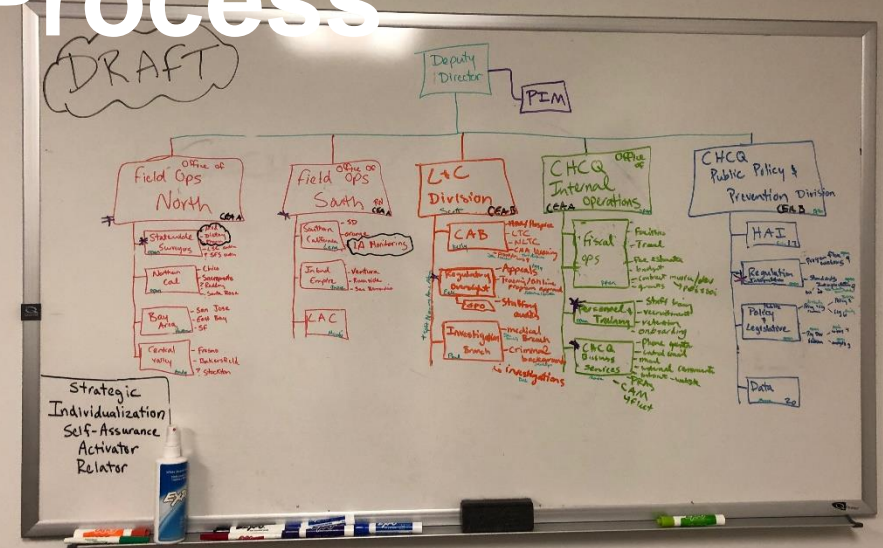
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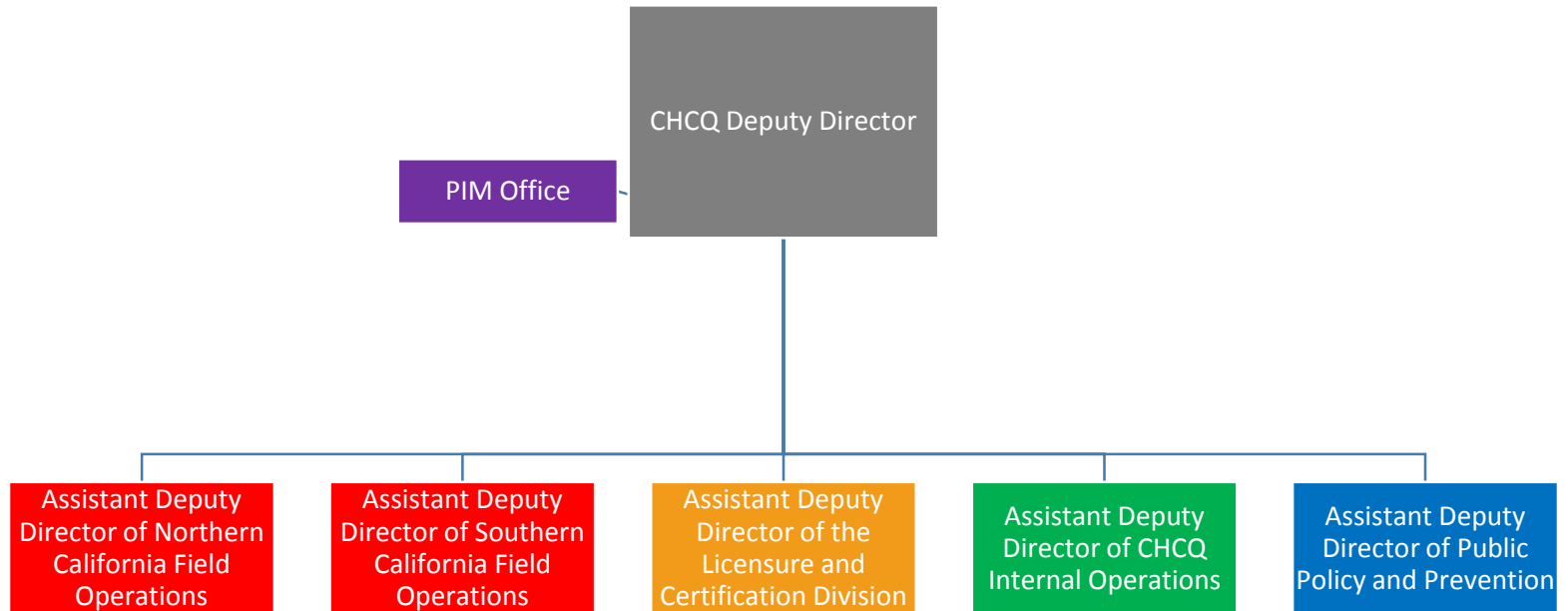




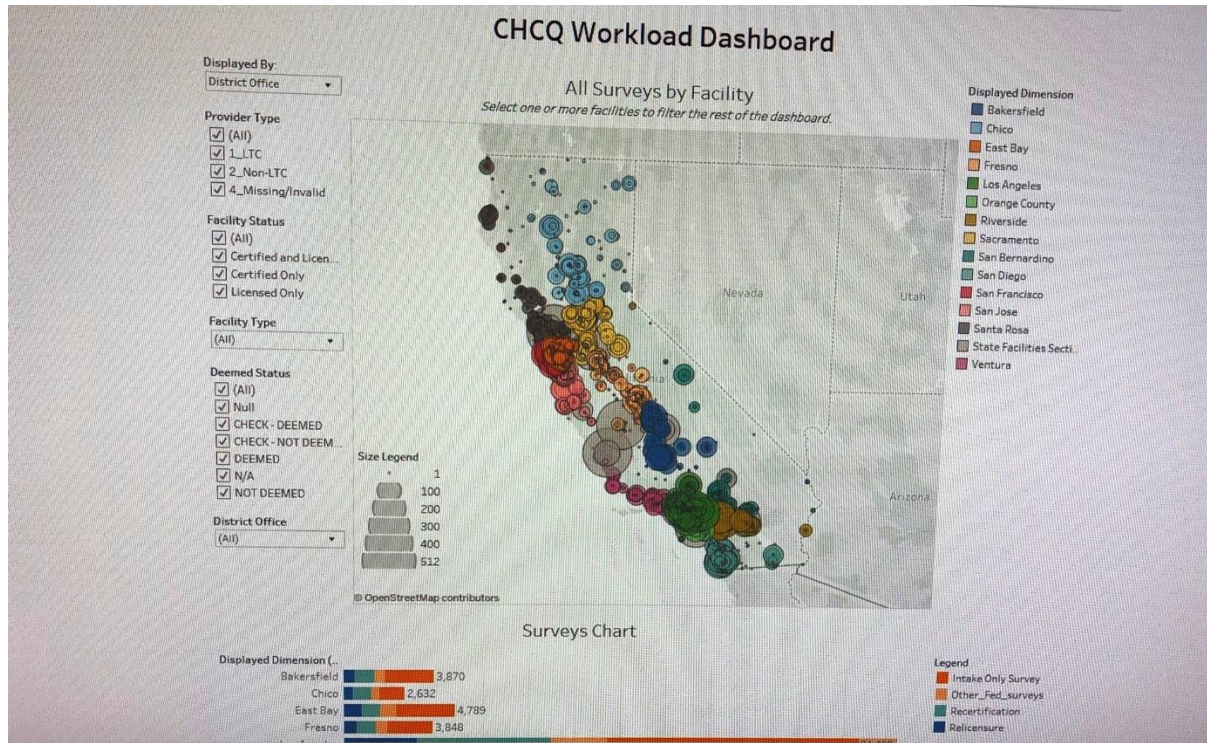
The Proof is in the Process



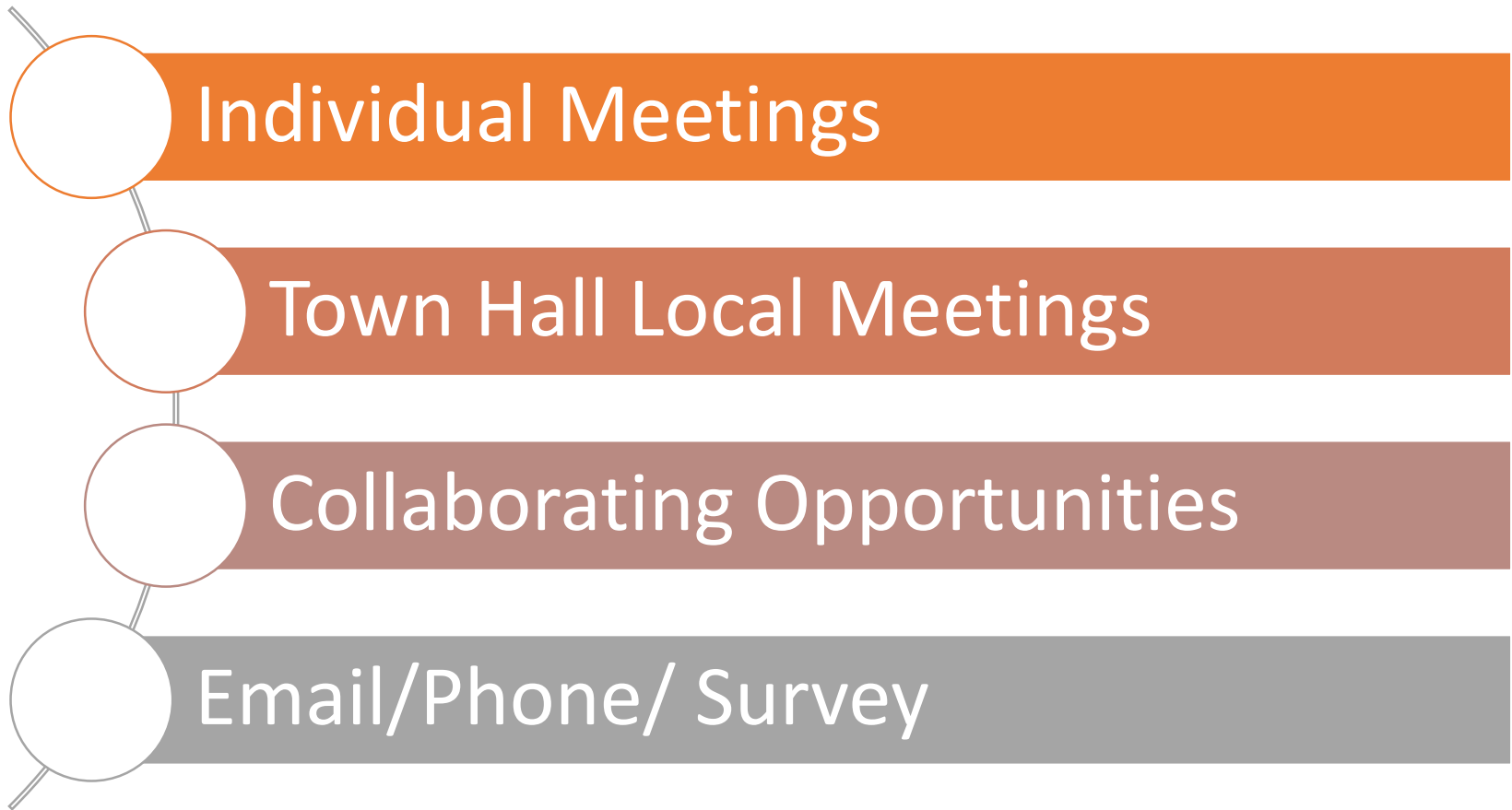
Draft Organizational Structure



Future Regional Workload



Stakeholder Engagement





Questions and Comments