



Center for Health Care Quality (CHCQ) Transformation and Remediation Goal Completion Report

Recommendation	Targeted Goal (considered complete when)
7. Establish and Monitor Key Performance Indicators	The Program posts its initial Dashboard to the CDPH internet site.
Date Completed	
November 7, 2014	
Executive Summary	CHCQ quarterly posts a dashboard of performance metrics on the volume, timeliness, and disposition of long-term care complaints and entity-reported incidents, complaints against individuals certified by CHCQ, and long-term care relicensure and recertification surveys.
Actions, Deliverables, Achievements	<ul style="list-style-type: none"> ➤ Established a data integrity group to validate and improve data quality. ➤ Documented data definitions and reporting methodologies to ensure consistency of reports. ➤ Developed dashboard template. ➤ Produced and posted a quarterly dashboard of performance metrics on the volume, timeliness, and disposition of long-term care complaints and entity-reported incidents, complaints against individuals certified by CHCQ, and long-term care relicensure and recertification surveys. ➤ Added breakout of data by district office.
Status	CHCQ posted the initial dashboard to its stakeholder website on November 7, 2014 and continues to update and post these performance metrics quarterly. In addition, CHCQ continues to monitor data quality and uses the metrics as a management tool.
Planned Follow Up & Monitoring	<ul style="list-style-type: none"> ➤ Continue using the metrics to monitor and manage performance by district office. ➤ Post underlying data to open data portal. ➤ Develop an interactive visualization dashboard for public use with the open data. ➤ Develop and post additional performance metrics per strategic plan objectives and statutory requirements.
References	Long-Term Care Performance Metrics: http://www.cdph.ca.gov/programs/Pages/CHCQPerformanceMetrics.aspx