

Preventive Health and Health Services Block Grant

SUCCESS STORY 2017

Public Health Accreditation

Quality Improvement Transforming Public Health Practice

Issue: In 2017, the Public Health Accreditation Board (PHAB) accredited four additional California local health departments (LHDs); resulting in 11 accredited local jurisdictions and the California Department of Public Health (CDPH). While these accredited organizations implement plans to support continuous quality improvement (QI) efforts, some non-accredited departments identify limited resources (staffing and knowledge) as factors inhibiting QI program development and department-wide implementation. These barriers impede capacity to initiate and sustain quality-driven efforts and may impact the advancement of public health practice and performance.

Intervention: In an effort to mitigate challenges impeding local and tribal QI efforts, CDPH provided statewide QI training to increase public health agency capacity. This was achieved through delivery of eight Lean White Belt Training sessions presented by the CDPH, Office of Quality Performance and Accreditation's (OQPA) Lean Certified Trainers. The training was provided to 113 representatives from 28 LHDs and one tribal partner in Northern and Southern California cities.

During April 2017 through July 2017, two OQPA certified Lean trainers facilitated each regional training by presenting Lean as a customer focused process improvement methodology and challenging participants to move from theory to practice by:

1. Exploring origin and fundamental concepts of Lean.
2. Applying tools and techniques to identify value-added activities, eliminate waste, and streamline processes.
3. Sharing strategies to implement Lean principles to create more sustainable workplaces.
4. Engaging in discussions to operationalize quality improvement in public health practice.

Impact: Local and tribal attendees strategically applied Lean principles and tools to practical examples that expanded QI knowledge, promoted staff engagement, and advanced Lean implementation across California.

Jessica Martinez, Senior Department Analyst, from Mendocino County Health and Human Services Agency remarked, "I participated in several Kaizen and Lean activities and the CDPH Lean White Belt Training was best. Usually, material from training needs to be adjusted to fit the needs of our small, rural health department. This training can be applied to government public health. I plan on incorporating Lean into our workforce development, public health accreditation, and quality improvement activities."

CDPH delivery of Lean training and availability of ongoing QI technical assistance is an innovative approach to build QI capacity across California's local and tribal jurisdictions. This continuous improvement effort strives to enhance government operations and optimize public health services and improve population health outcomes for communities served.