

# Preventive Health and Health Services Block Grant

# SUCCESS STORY 2018

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## Healthy People 2020 Program

### Continuous Quality Improvement for PHHSBG Programs

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**Public Health Issue:** When it comes to ensuring the continued success of programs funded by the Preventive Health and Health Services Block Grant (PHHSBG), California is not taking a “business as usual” approach. This year, the Healthy People 2020 Program, which is responsible for developing, monitoring, and supporting 26 funded programs state-wide, has begun to integrate quality improvement (QI) in our work. QI, originally designed as a tool for use in the manufacturing sector, is now increasingly used in public health.

**Intervention:** Recognizing that even successful programs have room for improvement, the Healthy People 2020 Program selected the Plan-Do-Study-Act (PDSA) model to guide our QI process. In the “Plan” phase, programs identify an improvement opportunity and develop a State Plan incorporating SMART objectives with specific outcomes in mind. For “Do”, programs conduct the activities in a given timeframe as described in the State Plan. In “Study”, we analyze with the programs their outcomes data as submitted in the Program Outcomes Report to determine if the results were predicted or unexpected. For “Act”, we adapt to improve the programs and explore ways for them to perform better. From June to December 2018, the Healthy People 2020 Program used PDSA as part of a two-year pilot project to improve the effectiveness of PHHSBG-funded programs. After this time, we will ramp up to include additional programs each year.

**Impact:** Program staff report positive feedback regarding increased lines of communication and technical assistance (TA) provided to improve the quality of their programs. The facilitation by a trained PDSA specialist contributed to a robust program evaluation and built program staff capacity. Since continuous QI is an ongoing cycle, the Healthy People 2020 Program will continue to monitor the program outcomes and provide TA to staff as they plan, implement, and evaluate their programs. We will continue to think about what lessons we learn and what we can do in the future to build staff capacity for all of the PHHSBG programs. More broadly, the impact of our QI process ensures that funded programs are setting and meeting excellent program goals and objectives. For the Healthy People 2020 Program, the result is the difference between getting the job done and getting the job done well.