Quality Improvement Projects

Citations – Improve timeliness of issuing state citations

- Workgroups map processes and identify delays and barriers
- Identify best practices
- Implement test phase using

Plan, Do, Check, Act



The Citation QI Project team composition:

- One Field Operations Branch Chief
- One District Manager
- Two Health Facility Evaluator Supervisors
- Two Health Facility Evaluator Nurses
- One Medical Consultant
- And one Quality Improvement Specialist (RN and past surveyor)





Improvement Opportunity:

The process of producing a defensible citation is negatively impacted by the quality of documentation and the lack of timeliness.

Legislative Impact:

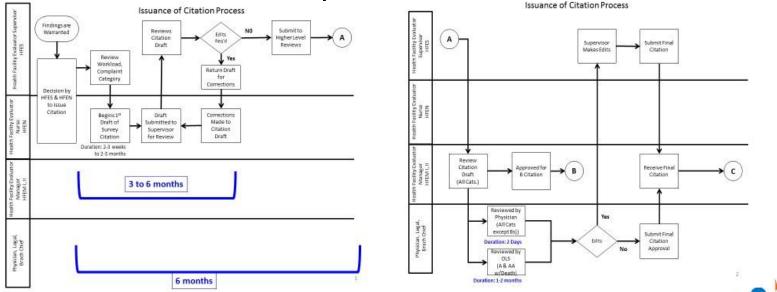
SB75 imposes a 30-day timeline for issuing citations following the issuance of the state Statement of Deficiencies (2567)



Mapping the Current Situation

The team conducted a brainstorming session to

document their current process flow.





Identify Root Causes

- Lack of citation prioritization
- Inconsistent citation write-ups
- Multiple revisions of citations
- High level reviews
- Outdated technology
- No formal tracking system for pending citations
- Need more staff
- Legal review backlog

Solutions

- Develop a detailed checklist and timeline for all participants involved in the citation process
- Deploy a tracking sheet for pilot district offices to collect data



DO:

Pilot Solution (Oct through Jan 2015)

- Started with Five District Offices:
- East Bay, Ventura, Fresno, Bakersfield, Chico
- Recently added:
- San Diego South and Riverside

CHECK:

Results and Conclusions (end of Jan 2016) **ACT:**

Adopt, Adapt, or Abandon (Feb 2016) Monitor and Hold Gains (ongoing)





PLAN

Quality Improvement Storyboard

Lead:

Making Continuous Quality Improvement a Way of Life in the Department



Improving Defensible

Documentation and

Citation Timeliness

Licensing & Certification Citation Team

Improvement Opportunity

Quality Improvement Aim

Current Situation

The process of producing a defensible

To increase the enforcement rate of the

citation process through improved content

and timeliness to meet the 30 day deadline.

QI Team Members Lena Resurreccion Linda Lucey

- Michael Bennett
- **Linda Huggins**
- Anne Ponko Mica Barajas
- Jim Booth
- Arnoldo Garza

Root Causes

A root cause analysis was conducted on the

- Inconsistent citation write-ups
- Multiple revisions of citations
- High level reviews
- Outdated technology
- No formal tracking system for pending citations.
- Need more staff.
- Legal review backlog



Solutions

The team developed multiple solutions to address the identified root causes. The team conducted an evaluation and prioritization assessment which highlighted two pilot solutions.

 Develop a detailed checklist and timeline for all participants involved in the citation process

Deploy a tracking sheet for pilot district offices to collect data

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Pilot Solution

DO

In process September – November 2015

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December 2015

Conclusions

December 2015

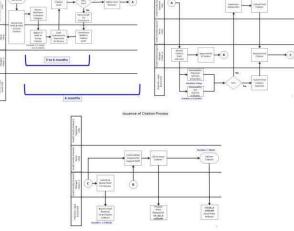
ACT

Adopt, Adapt, or Abandon December 2015

Monitor and Hold Gains December 2015

Teresita Ramos

The team conducted a brainstorming session to document their current process flow.



current practices and processes which citation is negatively impacted by the quality revealed: of documentation and the lack of timeliness.

- Lack of citation prioritization

CHECK **Pilot Results**

Cassie Dunham

Sponsor: Scott Vivona