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



Act

Check

Plan

Do

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.

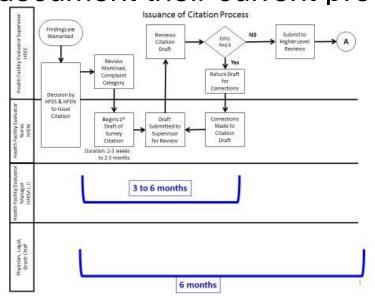
Legislative Impact:

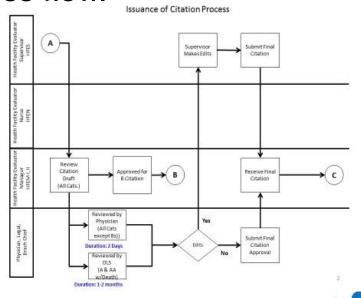
SB75 imposes a 30-day timeline for issuing citations following the issuance of the state Statement of Deficiencies (2567)



Mapping the Current Situation

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





PublicHealth

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- Outdated technology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)





Licensing & Certification Citation Team

Quality Improvement Storyboard

QI Team Members

- Lena Resurreccion
- Michael Bennett
- Linda Huggins
- Teresita Ramos
- Arnoldo Garza
- Linda Lucey
- Cassie Dunham Lead: Sponsor: Scott Vivona Anne Ponko
- · Mica Barajas
- Jim Booth

Making Continuous Quality Improvement a Way of Life in the Department

Improving Defensible Documentation and Citation Timeliness

PLAN

Improvement Opportunity

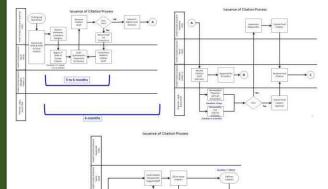
The process of producing a defensible citation is negatively impacted by the quality of documentation and the lack of timeliness.

Quality Improvement Aim

To increase the enforcement rate of the citation process through improved content and timeliness to meet the 30 day deadline.

Current Situation

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



Root Causes

A root cause analysis was conducted on the current practices and processes which revealed:

- · 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

Thursday.	Trime.	Service Co.	What	Preparate Solutions
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				*Docute 1 period of time for situation program (is, Citation Bay)
		PRESSON are most leach to Book before citation is completed.		*Allow staff to complete write up before being spell and apare
				Reachefule surveys so surveys can be so so citation
				*Compose a citation at the name time or the
	* Inconsistent Dischar Write Ups	• Chattan series upo are not defensible	• Mare than I regulation chall	*HPEN mount HPEN with serving to
				*Provide HFEN with more detailed trutaing
				Have OLS/Hedical Consultants provide training for HTENs on common problems with charges.
		• Transitating a 2567 Memorap to a citation series ago		#HFEN training on translating 25x2 write up- to a citation write up front examples)
				Develop checklist for HEEN to ensure all elements of a good chainer are complete Develop a checklist for contents are
				Sacilitate Seedback to HEENs
		*Incorract regulations		Need more training in proper investigative shifts
	*Hultrade recodence of ritolism	• HFEN Insupersence	· Lack of enderstanding of regulations	

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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12. Milestone Dates PLAN: Am to Aug 2015 DO	Sep to Nov 2015	OHOE D	rc 2015	ACT	Dec 2015		
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Discommunication communication man (Who, Roby, an Discommunication regarding checklist //invelies Branch Chiefs Rolloy DIG	a vinanj						

DO

Pilot Solution

In process September – November 2015



CHECK

Pilot Results

December 2015

Conclusions

December 2015

ACT

Adopt, Adapt, or Abandon December 2015

Monitor and Hold Gains

December 2015