



## Center for Health Care Quality (CHCQ)

### Transformation and Remediation Goal Completion Report

Recommendation	Targeted Goal (considered complete when)	Team Leaders	Team Members
<b>15. Ongoing Training and Staff Development</b> Date Completed March 14, 1019	Improvements to ongoing training and staff development for all staff have been implemented; employee satisfaction with training is monitored.	Maria Gutierrez, Andy Barbusca	Mary Kay Sogge, Muree Larson-Bright, Mark Malloy, Bob Gong
<b>Executive Summary</b>			
Actions, Deliverables, Achievements	Improvements to ongoing training and staff development for all staff have been implemented; employee satisfaction with training is monitored. <ul style="list-style-type: none"> <li>➤ CHCQ met with CDPH's Office of Leadership and Workforce Development to plan for the inclusion of CHCQ employees in CDPH training and staff development programming.</li> <li>➤ CHCQ supervisors and managers complete 20 hours of leadership training every two years; this mandated requirement is supported by CDPH courses and activities that fulfill the training requirements.</li> <li>➤ CHCQ provides on-going leadership development to all CHCQ staff through continuing education to improve operational effectiveness and Strengths Finders workshops offered to individuals, teams, and managers.</li> <li>➤ CHCQ's Staff Education and Quality Improvement Section (SEQIS):               <ul style="list-style-type: none"> <li>• provides on-site training at each district office on the survey process, software and technology, for support staff, investigators, and supervisors'</li> <li>• maintains records of vendor (ISInc), CDPH classroom training, and CMS online training for CHCQ staff.</li> <li>• provides and facilitates on-going training and professional development opportunities for all staff through monthly webinars, quarterly in-person meetings, bi-annual training meetings, and an online training archive portal.</li> </ul> </li> </ul>		
Status	CHCQ has provided staff with regular training opportunities and ensured that staff participate in mandated CDPH training. CHCQ initiated a request for position authority for additional training and workforce development staff, but the proposal did not move forward. CHCQ will measure baseline and on-going employee satisfaction with training via an annual onboarding and retention survey.		
Planned Follow Up & Monitoring	<ul style="list-style-type: none"> <li>➤ Develop proposal for two positions to work with CHCQ leadership and the Workforce Steering Committee to develop and implement ongoing training and staff development.</li> <li>➤ Measure employee satisfaction with training in the periodic employee survey that has been incorporated into the CHCQ On-Boarding and Training Goals (# 13 &amp; 14).</li> <li>➤ Work with the CDPH Office of Public Affairs to develop a video that can be used for recruiting, on-boarding, and training.</li> </ul>		
References	<a href="http://www.proprofs.com/training/course/?title=new-surveyor-academy-nsa-5-week-one">http://www.proprofs.com/training/course/?title=new-surveyor-academy-nsa-5-week-one</a>		