## Center for Health Care Quality (CHCQ)

### Transformation and Remediation Goal Completion Report

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Targeted Goal (considered complete when)</th>
<th>Team Leaders</th>
<th>Team Members</th>
</tr>
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<tbody>
<tr>
<td><strong>15. Ongoing Training and Staff Development</strong></td>
<td>Improvements to ongoing training and staff development for all staff have been implemented; employee satisfaction with training is monitored.</td>
<td>Maria Gutierrez, Andy Barbusca</td>
<td>Mary Kay Sogge, Muree Larson-Bright, Mark Malloy, Bob Gong</td>
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</tbody>
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**Date Completed**
March 14, 1019

### Executive Summary

Improvements to ongoing training and staff development for all staff have been implemented; employee satisfaction with training is monitored.

### Actions, Deliverables, Achievements

- 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.
- 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.
- 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.
- CHCQ’s Staff Education and Quality Improvement Section (SEQIS):
  - provides on-site training at each district office on the survey process, software and technology, for support staff, investigators, and supervisors’
  - maintains records of vendor (ISInc), CDPH classroom training, and CMS online training for CHCQ staff.
  - 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.

### 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

- Develop proposal for two positions to work with CHCQ leadership and the Workforce Steering Committee to develop and implement ongoing training and staff development.
- Measure employee satisfaction with training in the periodic employee survey that has been incorporated into the CHCQ On-Boarding and Training Goals (#13 & 14).
- Work with the CDPH Office of Public Affairs to develop a video that can be used for recruiting, on-boarding, and training.

### References

http://www.proprofs.com/training/course/?title=new-surveyor-academy-nsa-5-week-one