



# Center for Health Care Quality (CHCQ)

## Transformation and Remediation Goal Completion Report

Recommendation	Targeted Goal (considered complete when)
3. Expand External Stakeholder Engagement Date Completed August 31, 2015	A designated external stakeholder unit, as well as long-term care and non-long-term care advisory committees, are meeting regularly. In addition, a meaningful number of items tracked in the stakeholder issues log will be satisfactorily resolved.
<b>Executive Summary</b>	CHCQ hired a designated stakeholder liaison, holds semiannual public stakeholder meetings and quarterly stakeholder meetings with long-term and non-long-term care providers and advocates, and tracks and monitors response to stakeholder requests.
<b>Actions, Deliverables, Achievements</b>	<ul style="list-style-type: none"> <li>➤ Evaluated existing practices, assessed needs, and identified opportunities for improving how CHCQ informs and engages stakeholders.</li> <li>➤ Held conference calls with stakeholder groups to gather their feedback on stakeholder engagement.</li> <li>➤ Refined existing stakeholder group meetings to include partners of similar type related to long-term care and non-long-term care, as well as holding public stakeholder meetings.</li> <li>➤ Created guidelines for meeting frequency, discussion topics and format, timeframes for feedback, representation of provider types, and dissemination of meeting notes.</li> <li>➤ Created tracking logs for each stakeholder group to ensure follow-up on issues.</li> <li>➤ Hired a Stakeholder Liaison and Communications Specialist. This highly qualified communications professional coordinates stakeholder written communications, meetings, media and Public Records Act responses, CHCQ's contributions to the CDPH "Stakeholder Brief," CHCQ's stakeholder web page, and social media content.</li> <li>➤ Retained a consultant to facilitate semiannual statewide Stakeholder Forums and ensure the forums are accessible remotely via webinar.</li> <li>➤ Developed a stakeholder email distribution list and created a dedicated e-mailbox to receive stakeholder input.</li> </ul>
<b>Status</b>	CHCQ has received positive feedback from stakeholders on the Stakeholder Forums, has improved the timeliness of our responses to requests for information, and continues to post more information to the Stakeholder Forum website.
<b>Planned Follow Up &amp; Monitoring</b>	<ul style="list-style-type: none"> <li>➤ Continue tracking and follow-up on action items from stakeholder meetings.</li> <li>➤ Continue solicitation of agenda items and feedback on format from stakeholder meeting participants.</li> <li>➤ Continue active communication and promote transparency by ongoing posting of information to the Stakeholder Forum website.</li> </ul>
<b>References</b>	Stakeholder Forum website: <a href="https://www.cdph.ca.gov/Programs/CHCQ/Pages/StakeholderForum.aspx">https://www.cdph.ca.gov/Programs/CHCQ/Pages/StakeholderForum.aspx</a> Stakeholder e-mail box: <a href="mailto:CHCQStakeholderForum@cdph.ca.gov">CHCQStakeholderForum@cdph.ca.gov</a>