



# Center for Health Care Quality (CHCQ)

## Transformation and Remediation Goal Completion Report

Recommendation	Targeted Goal (considered complete when)	Team Leader	Team Members
<p>6. Overhaul Approach for LA County Workload Management and Oversight</p>	<p>All work performed by LA County on behalf of the L&amp;C Program is overseen by a defined organizational entity that leads, plans, schedules, coordinates, communicates, tracks, evaluates, reports, and corrects, as necessary. Interim milestones include identifying a contract officer/manager and key support staff, completion of a contract administration plan, development of key performance measures and related reports, and the scheduling of regular meetings.</p>	<p>Virginia Yamashiro</p>	<p>Albert Quintero Lena Resurreccion Sonia Rivas Lydia Mba Stella Tannehill Anka Ung Maria Gutierrez Michelle Talani Rosalie Gosovich</p>
<p>Date Completed</p>			
<p>6/30/18 and on-going</p>			
<b>Executive Summary</b>			
<p>Executive Summary</p>	<p>CHCQ has developed an operating plan, organizational structure, processes, and metrics for measuring and monitoring LA County performance and negotiated a new contract incorporating these features.</p>		
<p>Actions, Deliverables, Achievements</p>	<ul style="list-style-type: none"> <li>➤ Designated a Branch Chief and LA County Monitoring Unit (LACMU) staffed by a Health three Facilities Evaluator Nurse (HFEN) supervisor, 16 HFEN surveyors and a retired annuitant to provide oversight and monitoring of LA County's performance, including on-site review, observation, data analysis, and audits.</li> <li>➤ CHCQ provided focused training to LA County Health Facilities Inspection Division (HFID) staff and supervisors and ongoing refresher trainings as needed.</li> <li>➤ CHCQ implemented a review tool to ensure correct processing of deficiency findings and citations by HFID supervisors and managers.</li> <li>➤ CHCQ performed concurrent onsite quality reviews of surveys with HFID staff using State Observation Survey Analysis (SOSA) process for SNF surveys. Provided targeted training to address identified issues during this process.</li> <li>➤ Performed quarterly audits of quality, prioritization, and principles of documentation for closed complaints by QI unit.</li> <li>➤ CDPH negotiated a new three-year contract and a one-year extension with LA County with a defined work plan for each year.</li> <li>➤ Created performance metrics worksheet for effective tracking of contracted workload and required monthly reporting of completed workload.</li> <li>➤ Established biweekly conference calls with HFID management to review performance metrics, discuss workload management, solve problems, and build collaboration.</li> <li>➤ Provided written feedback to HFID management regarding concerns and corrective action plans when appropriate.</li> </ul>		
<p>Status</p>	<p>Infrastructure, monitoring process and tools, staff assignments, and contract are all in place. In 2015, the Centers for Medicare and Medicaid Services released \$390,000 that it withheld pending improvement of LA contract management.</p>		
<p>Planned Follow Up &amp; Monitoring</p>	<ul style="list-style-type: none"> <li>➤ Ongoing monthly SOSA and quarterly quality assurance audits.</li> <li>➤ Developing new SOSA for ICF/IID facility surveys.</li> <li>➤ Ongoing training based on needs assessments and performance monitoring.</li> <li>➤ Ongoing monitoring of contract performance and regular reports.</li> </ul>		