

Learning Objectives: PM/QI and Accreditation Summit (May 1, 2012)

WELCOME AND OPENING PRESENTATION: QUALITY IMPROVEMENT, PERFORMANCE MANAGEMENT & ACCREDITATION

Ron Chapman (10:00-10:45 am)

At the end of this session, the participant will be able to describe how Performance Management, Quality Improvement, and Accreditation relate to each other.

PUBLIC HEALTH ACCREDITATION: IMPLICATIONS FOR PUBLIC HEALTH DEPARTMENTS IN CALIFORNIA

Alonzo Louis Plough (10:45-11:30 am)

At the end of this session, the participant will be able to list the domains of Accreditation, cite high level findings from the beta test, and cite some of the challenges of the Accreditation process to date.

PANEL ON ACCREDITATION, PERFORMANCE MANAGEMENT AND QUALITY IMPROVEMENT

Craig Thomas, Tamara Bannan, Jeffrey Gunzenhausen, Kristi Hanni, Pooja Verma (12:40-2:10 pm)

At the end of this session, the participant will be able to describe how the CDC, a large-sized LHD, and a medium-sized LHD are approaching the issues of quality improvement and accreditation.

At the end of this session, the participant will be able to identify quality improvement processes as they relate to accreditation, and will have a plan to begin work on Accreditation Measure 11.1.3A, which is to “maintain socially, culturally, and linguistically appropriate approaches in health department processes, programs, and interventions, relevant to the population served in its jurisdiction.”

At the end of this session, the participant will be able to cite the requirements of Standards 9.1 and 9.2 of Public Health Accreditation.

Overview of Performance Management

Pooja Verma (2:20-3:20 pm)

At the end of this session, the participant will be able to cite the basic principles of Performance Management, and how they can be applied to his/her Health Department.

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Continuous Quality Improvement Tool Demonstration and Exercise

Pam Sakamoto, Cynthia Coutee (2:20-3:20 pm)

At the end of this session, the participant will be able to describe the QI tool of Root Cause Analysis and be able to apply the tool to Public Health practice at his/her Health Department.

How we set up (or will set up) our Department Continuous QI program

Emily Peach, Michael Stacey, Jayleen Richards, Patricia Zerounian (3:30-4:30 pm)

At the end of this session, the participant will be able to describe the steps a Health Department in California has taken to set up a QI program, and apply lessons learned to his/her Health Department.

County Examples of Advanced PM/QI Tools and Lean Six Sigma Implementation

Heather Readhead, Julia Heinzerling, Jackie Werth (3:30-4:30 pm)

At the end of this session, the participant will be able to describe the elements of Lean Six Sigma and PDSA, and be able to apply these methods to Public Health practice at his/her Health Department.

DISCUSSION ON FOLLOW-UP ACTIVITIES

All participants (4:30-5:00 pm)

At the end of this session, the participant will know how to engage in an ongoing quality improvement dialogue within their local jurisdictions and with the state.