



Accreditation Lessons and Challenges

Office of Quality Performance and Accreditation (OQPA)

Loriann DeMartini, PharmD

Deputy Director

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CDPH Accreditation Journey



**Application Submitted and Approved
October 2013**

**Site Visit
August 2014**



**Decision to Start Accreditation
November 2012**

**Statement of Intent Submitted
March 2013**

**Documentation Submitted
February 2014**



**Achieved Accreditation
December 2014**

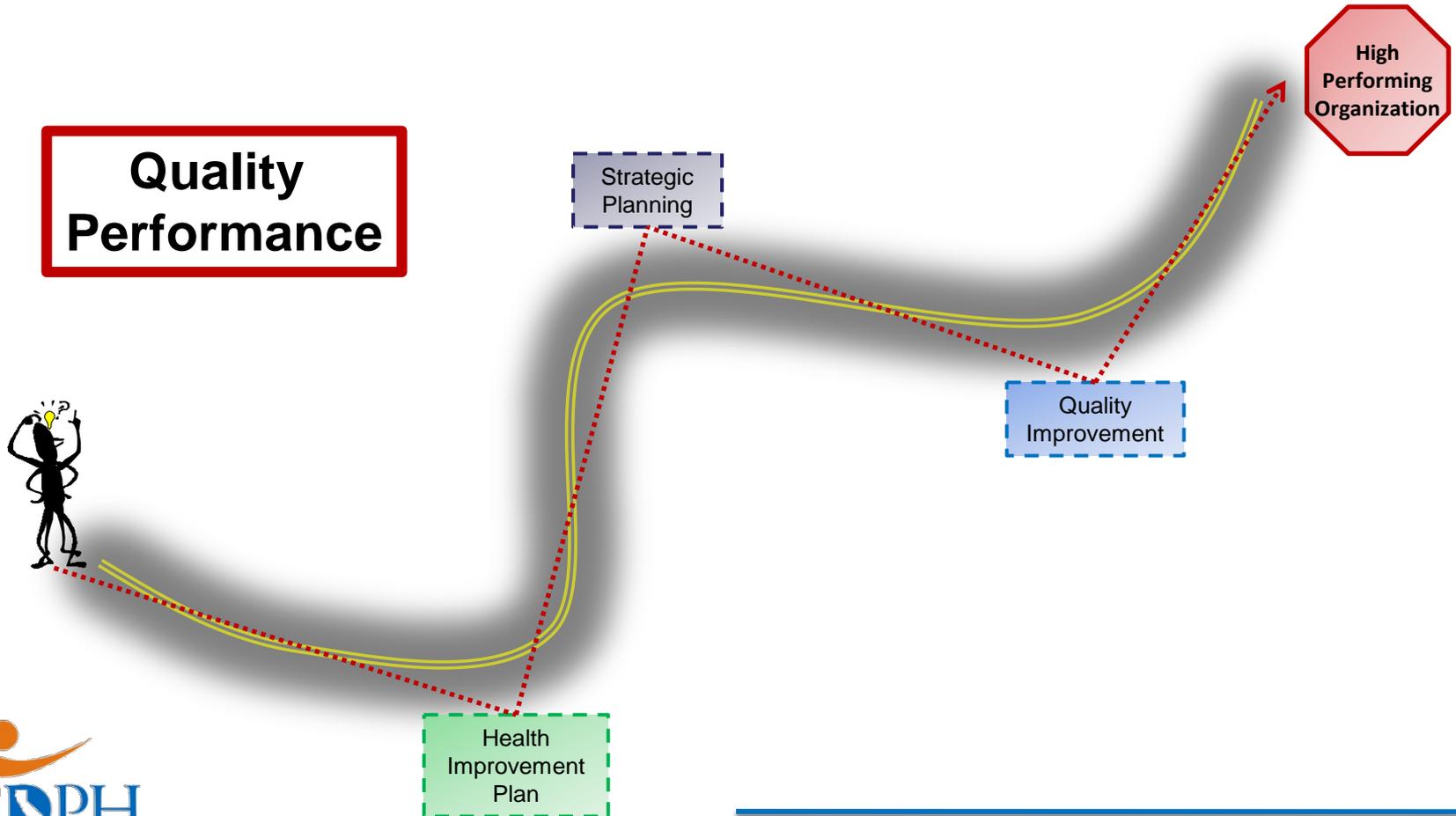


Challenges and Opportunities

- We were already doing quality performance; in silos and using various language and formats
 - No Performance Management Plan
 - No Quality Improvement Plan
 - No Strategic Plan behind our Map
- Let's Get Healthy California; December 2012
 - Adopted as our State Health Improvement Plan
- Accreditation gave us the language and format to build a culture around quality performance (performance management)



Inter-Related: Tie it Together



Key Performance Accreditation Requirements

Incorporated within the Quality Performance Plan

Strategic Plan

State Health Improvement Plan

Quality Improvement Process / Plan



Standard 5.2

California's commitment to being the healthiest state in the nation.

Standard 5.3

Identifies the department's goals in alignment with Let's Get Healthy California and the Quality Performance Plan.

Standard 9.2

Process followed as needed to improve the quality of services provided.

Quality Performance Plan



Standard 9.1

A plan that empowers CDPH to be a quality performing, innovative organization.



Version 1.5

ISN'T



IS..



Post Accreditation



Activities

- *Online Basic QI Training (mandatory for all staff)*
- *Intermediate QI Training (including five QI teams)*
- *Strategic Map Action Plan Workshops (department wide)*
- *Strategic Map Action Plans (one per Center/Office)*
- *Measures Inform Policy Development (executive level committees)*

Recipe for Success



- Celebrate and model what works
- Identify and value opportunities for improvement
- Be innovative; welcome change
- Take pride in what we do
- It's okay not to be perfect
- Have fun



OQPA External Relations Staff

Leslie Stribling

External Relations Consultant

916.322.3453

Leslie.Stribling@cdph.ca.gov

Valerie Gutierrez-Poquiz

External Relations Specialist

916.322.2723

Valerie.Gutierrez-Poquiz@cdph.ca.gov

