



**Center for Health Care Quality  
2014-15 Trailer Bill Reporting Requirements**

**Senate Bill 857 (Statutes of 2014, Chapter 31), Section 95  
Items (c) (1), (2), and (3)**

**(c) The State Department of Public Health shall report to the fiscal and appropriate policy committees of the Legislature and post on its Internet Web site, all of the following:**

**(1) By October 2014, the status and use of the \$1.4 million appropriated in the 2014–15 fiscal year from the Internal Departmental Quality Improvement Account for the Licensing and Certification Program Evaluation and the outcomes from this effort. The State Department of Public Health shall report on the status of the fund thereafter in the Licensing and Certification Estimate.**

*The California Department of Public Health (CDPH) received the \$1.4 million appropriated from the Internal Departmental Quality Improvement Account (IDQIA) for the 2014-15 fiscal year to engage up to six projects required to implement the recommendations of the Licensing and Certification [Program Evaluation](#). To date, using the CMAS bidding process, CDPH has committed \$245,800 to a six-month contract with The Results Group for business process redesign of the Professional Certification Branch Investigation Section, which initiated on September 4, 2014. CDPH has also committed \$247,300 in a separate six month contract also initiated September 4, 2014, with The Results Group for business process redesign of the Central Applications Unit of the Licensing and Certification Program.*

*For both contracts, The Results Group team is currently conducting the first stage of the business process analysis. This includes evaluation of present program operations and workflow, identifying specific issues and concerns related to process, organizational structure, information technology and automation, and staff culture and training. The contracts' final deliverables will support the department's implementation of the Program Evaluation's Remediation Recommendation Number 18, "Implement Lean Thinking for Key Work Processes."*

*CDPH further plans to commit a portion of the additional funding to contract for a project manager and change manager to coordinate the department's workplan to address all the Remediation Recommendations. The use of the project manager and change manager will support CDPH's implementation of the Program Evaluation Remediation Recommendation Number 2, "Create a Change Management and Governance Structure." The department will additionally apply any remainder of the 2014-15 IDQIA allocation as needed to address other Remediation Recommendations as implementation proceeds.*

**(2) By October 2014, and in the Licensing and Certification Program November Licensing and Certification Estimate, for the 2015–16 fiscal year an update on the State Department of Public Health’s efforts to evaluate and reform the Licensing and Certification Program timekeeping systems and estimate methodology.**

*During the summer of 2014, CDPH established a workgroup to identify and address Time Entry and Activity Management (TEAM) issues, which is the system used to capture Licensing and Certification Field Operations staff time and management activities. The workgroup meets bi-weekly and consists of Licensing and Certification Program administrative and Information Technology staff and TEAM users from the District Offices.*

*The workgroup has established several new protocols and strategies to improve TEAM. Among the strategies we have implemented are:*

- 1. Issuing guidance to enter time weekly rather than monthly, whenever possible.*
- 2. Requiring all field investigators to use manual tracking sheets to capture time while in the field. Upon return to the district office this time is then entered into TEAM.*
- 3. Requiring all staff to complete re-training on the various time keeping systems.*
- 4. Creating frequently asked questions and answers to provide TEAM users with ready access to information on procedures and protocols for time entry.*
- 5. Increasing the frequency with which TEAM data is updated so that District Offices have access to more timely information. For example, the data was updated daily; it will now be updated every two hours.*

*Through the validation of improvements by system generated reports comparing past performance to current performance, the workgroup determined that TEAM can accurately capture the total number of work hours; and produce more accurate workload measures for determining staffing needs.*

*In addition, the department has changed how it extracts data from TEAM to compute the standard average hours for generating the workload estimate. This change allows the department to capture the entire cycle of investigator workload to fully complete an investigation after exiting a facility, including consultations with legal staff, supervisors, and time for the surveyor to prepare the report of findings.*

*The workload estimate for 2015-16 is currently under development.*

*[NOTE: The Professional Certification Branch (PCB) does not use TEAM. PCB investigations are not ascribed to specific facility types’ enforcement costs but are distributed to all facility types. PCB investigators use only CDPH’s Time and Leave Reporting System (TLRS).]*

**(3) By October 2014, and annually thereafter in the Licensing and Certification Program Estimate, an update on the Los Angeles County contract and Licensing and Certification's oversight of this contract.**

*CDPH's current contract with the Los Angeles County Department of Public Health's Health Facilities Inspection Division ends June 30, 2015. Discussions regarding the terms of renewal are underway.*

*CDPH and Los Angeles County senior leadership have weekly telephone meetings regarding developing workload, and operational issues and concerns. The department is working with the County to develop performance benchmarks and plans to address timely completion of Los Angeles County's workload. The County has provided the department with a request for additional funding for staff to address aged workload as well as ongoing workload.*

*On July 2014, Licensing and Certification Program hired an experienced health program specialist, who is available and on-site multiple days of each week in Los Angeles County. In addition, the department is in the process of hiring staff for a Los Angeles County monitoring unit comprised of two full-time state employee nurses and a supervisor to be stationed in Los Angeles. This unit will provide additional consultation, training and mentoring to the County's supervisors and surveyors. In August 2014, and continuing through December 2014, the department is also conducting targeted formal training in investigation and survey practices specifically for Los Angeles County supervisors and surveyors.*