Center for Health Care Quality (CHCQ)
Transformation and Remediation Goal Completion Report

Recommendation	Targeted Goal (considered complete when)	Team Leaders	Team Members
19. Deploy IT Hardware and Software Upgrades	CHCQ's business process and technology maps have been completed; data governance policies and procedures have been updated; and requirements for IT upgrades have been approved.	Paul DeHerrera and Muree Larson-Bright	Mary Kay Sogge, Lena Resurreccion, Kristen Cooper
Date Completed			
June 21, 2018			

Executive Summary	CHCQ is developing the infrastructure to improve and leverage the technology and data systems that support its business processes. CHCQ collaborated with the California Department of Technology to assess the Center's business and Information systems architecture and to develop a "best practice" IT strategy to support CHCQ's work. CHCQ is partnering with the ITSD Application Development and Support Branch to develop data reporting systems, change control and project management processes, and with ITSD leadership to develop and implement an Enterprise Architecture Roadmap.
Actions, Deliverables, Achievements	- CHCQ worked with the California Department of Technology to assess CHCQ's business and Information systems architecture and develop a "best practice" IT strategy to support CHCQ's work. - CHCQ has established executive and operational workgroups related to ITSD issues and system changes that meet regularly. - HFCIS redesign is complete – Cal Health Find launched January, 2018. - Interactive dashboards displaying CHCQ's quarterly performance metrics are complete, launched October, 2017. - CHCQ developed standardized files and reports, and made them available to the public via the California Health and Human Services Agency's Open Data Portal and via Public Records Act (PRA) requests. CHCQ provides documentation of the methodology used to create reports and variables, timeframes for running reports, and user guides. - CHCQ established the Data and Reports Page on the CDPH Intranet for a "one-stop" location for internal workload management, performance metric, and data quality tools. - CHCQ established a development and publication schedule for additional interactive dashboards and open data files, based on stakeholder interest. - CHCQ deployed laptop "tablets" equipped with necessary resources to all HFEN field staff, and developed and provided tablet training to all users. CHCQ has used user feedback to update tablet procedures and training. - CAU developed online application submission, using Adobe Experience Manager. - CHCQ is developing the "MAPLE app" for field use for two types of adverse event investigations. - Business process mapping for complaint completion, citation issuance, staffing audits, Central Applications Unit, and Medical Breach Enforcement is underway or complete. - CHCQ has developed data system policies, procedures, and data management documentation for Cal Health Find, MApLE, CHCQ's CHHS Open Data files, and L&C Data and Reports tracking tools.

Status	➢ Data Architecture contractor and program staff are developing internal and external dashboards to support CHCQ business lines and make standardized reports and files publically available. ➢ The CHCQ Application Architecture contractor has begun to review current ASPEN, ELMS and other reporting systems; develop a project management and documentation process for new system changes, create a business process catalog that maps program functions to existing technologies, and develop recommendations for a CHCQ ITSD Roadmap. ➢ Pilot testing three new tablet devices to replace aging field tablets. Planned deployed to replace 100% of field staff equipment by November 2018.
Planned Follow Up & Monitoring	CDPH has executed a contract with Gartner Consulting to develop an Enterprise Architecture Roadmap that CDPH will implement. CHCQ will develop Interactive dashboards and open data files per the established release schedules. CHCQ will monitor the progress of the development and implementation of the ITSD Road Map.
References	https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/CHCQPerformanceMetrics.aspx