

Leading Public Health Quality Improvement in California

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Background

The Central California Center for Health and Human Services is the selected provider of Intermediate Quality Improvement (QI) Training for the California Department of Public Health (CDPH) 2014-2018.

The Intermediate Quality Improvement Training includes practical and applicable QI principles and tools to assist CDPH staff in leading QI teams. The California Department of Public Health has adopted the Plan, Do, Check, Act cycle as its preferred model.

Intermediate QI Training Goals

- Ensure that QI and PDCA cycle practices are integrated and sustained in the processes across CDPH
- CDPH staff will be able to manage, lead, and facilitate a QI project, team and/or activities
- Identify strategies to engage leadership and staff in QI projects activities
- Empower all CDPH employees to continually identify improvement opportunities, apply the PDCA cycle to improve efficiencies and effectiveness to achieve equity and improve the health of the community
- Make continuous Quality Improvement a way of life at CDPH

PDCA Roadmap

PHASE	PLAN	DO	CHECK	ACT
STEPS	Select Select Improvement Opportunity	Assess Assess Situation or Process	Identify Identify Root Causes	Solutions Generate & Select Solutions
KEY TASKS	<ul style="list-style-type: none"> Identify QI project opportunity Populate the QI Project Charter Develop the problem statement Select team members Identify the target QI audience Determine scope Document potential constraints and risks Establish PDCA milestone dates Develop communication plan for stakeholders 	<ul style="list-style-type: none"> Map out the current process or situation Identify areas for improvement Identify any performance gaps Evaluate baseline data describing the current state If no baseline exists, execute data collection plan to build baseline Confirm baseline data supports quality problem statement Begin to populate Storyboard 	<ul style="list-style-type: none"> Identify all possible causes impacting the current process Identify all issues, bottlenecks and redundant steps Drill down into each identified cause and determine the root cause Identify root causes within your control and out of your control Evaluate & prioritize identified root causes Select the root cause(s) that will form the QI project Confirm baseline data validates selected root cause(s) 	<ul style="list-style-type: none"> Generate list of all potential solutions and improvements that address the selected root cause(s) Evaluate and prioritize potential solutions Review best practices to identify potential improvements Select the QI solution(s) that will accomplish our QI aim statement Define the steps required to implement the selected solution
DELIVERABLES	<ul style="list-style-type: none"> QI Charter Document Baseline Data Update QI Charter Begin Storyboard 	<ul style="list-style-type: none"> Current Process Map Update QI Charter Update Baseline Data Update Storyboard 	<ul style="list-style-type: none"> Root Cause Analysis Update QI Charter Update Baseline Data Update Storyboard 	<ul style="list-style-type: none"> QI Implementation Summary QI Action Plan Communication Plan Update Baseline Data Update SMART Objectives Update Storyboard
TOOLS	<ul style="list-style-type: none"> QI Project Prioritization Matrix QI Charter Document QI Aim Statement SMART Objective Worksheet 	<ul style="list-style-type: none"> Flowchart Crash Remediation Process Map Value Stream Map Affinity Diagram Check Sheets Storyboard 	<ul style="list-style-type: none"> Affinity Diagram Cause & Effect Diagram Root Cause Analysis 5 Whys Multiwhisker Tool Storyboard 	<ul style="list-style-type: none"> Multivoting Tool Tree Diagram QI Implementation Summary QI Action Plan QI Smart Chart Check Sheets Flowcharts Storyboard



Training Sessions

- Session 1: Team Building & Introduction to QI
- Session 2: QI Project Initiation
- Session 3: PDCA: Planning - Current State Assessment
- Session 4: PDCA Planning – Root Cause Analysis
- Session 5: PDCA: Planning - Develop Solutions and PDCA: Do Phase
- Session 6: PDCA Check Phase
- Session 7: PDCA Act Phase
- Session 8: QI Capstone Class and Storyboard Presentation

Plan Do Check Act Cycle

