

Leading Public Health Quality Improvement in California

Donna DeRoo, ABD, MPA and Allison Hensleit, MBA

Central California Center for Health and Human Services

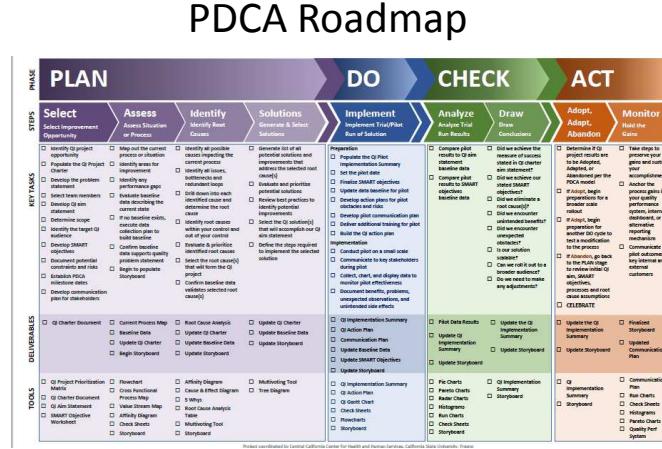
Background

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.

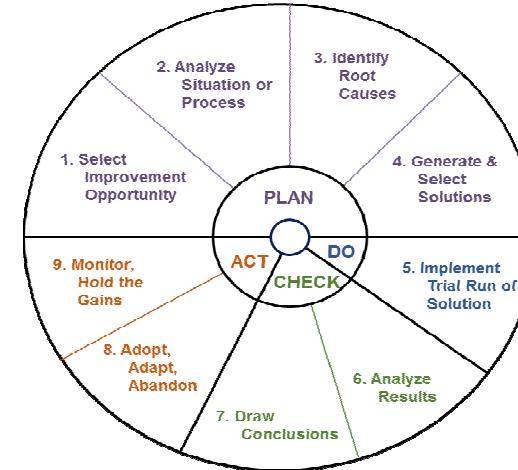
The Intermediate Quality Improvement Training includes practical and applicable QI principles and tools to assist CDPH staff in leading QI teams. The California Department of Public Health has adopted the Plan, Do, Check, Act cycle as its preferred model.

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



Plan Do Check Act Cycle



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

