

2018 Los Angeles Quality Improvement Summit

August 23, 2018

8:00am – 4:00pm

The Westin Bonaventure, Los Angeles

Hosted by



Featured Speakers

Sharon Isonaka, MD, MS
Vice President
Clinical Transformation
Cedars-Sinai Health System

John K. Su, MD, MPH, FAFAP
Program Director, KP Los Angeles Family Med Residency
Curriculum and Admissions Committee, KP School of Medicine
Kaiser Permanente Los Angeles Medical Center

8:00 am	Registration and Networking Breakfast			
9:00 am	Welcome from IHQC and CCLAC Morning Keynote Address			
10:00 am	TRACK 1: FUNDAMENTALS IN QI	TRACK 2: TECHNICAL IMPROVEMENT TOOLS	TRACK 3: MANAGING IN QI	TRACK 4: ORGANIZATIONAL LEADERSHIP IN QI
	Problem Assessment: Designing a QI Project Around the "Root Cause" Kate Colwell, MD (IHQC)	Living in a World of Imperfect Data Jerry Lassa (Data Matt3rs)	Delegation and Influence Melissa Schoen, MBA, MPH (Schoen Consulting)	Roundtable Discussion: Building an Organizational QI Strategy Facilitator: Cindy Barr, RN, EDAC (Capital Link, Inc.) Panelists: Nathalia Jimenez, MPH, MBA & Aracely Scerra (Harbor Community Clinic) Anita Zamora, RN, MSN, CNS & Meghan Powers (Venice Family Clinic)
11:00 am	Defining Measures and Metrics for Improvement Sirisha Gummadi, MHA (IHQC)	Standardizing Change: Moving from Testing to Embedding Wendy Jameson, MPP, MPH (Wendy Jameson Consulting)	5 Steps to Managing Up for Greater Success Carol Spychalski (KDD Philanthropy)	
11:50 am	Morning Huddle <i>Attendees will have the opportunity to gather with their teams to exchange learnings from the morning sessions.</i>			
12:15 pm	Lunch			
1:00 pm	Mid-Day Keynote Speaker			
2:00 pm	TRACK 1: FUNDAMENTALS IN QI	TRACK 2: TECHNICAL IMPROVEMENT TOOLS	TRACK 3: MANAGING IN QI	TRACK 4: ORGANIZATIONAL LEADERSHIP IN QI
	Using the Model for Improvement & PDSA Cycles Kate Colwell, MD & Sirisha Gummadi, MHA (IHQC)	Human Centered Design & Journey Mapping Kathleen Khoo (Kaiser Permanente)	Quality Improvement Coaching Wendy Jameson, MPP, MPH (Wendy Jameson Consulting)	The Positive Power of Resiliency Karen Garman, EdD, MAPP (H.E.L.P. Consulting)
3:30 pm	Closing Remarks and Ice Cream Social			
4:00 pm	Adjourn			

*presenters and schedule subject to change

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2018 L.A. County QI Summit Breakout Sessions

Track 1: Fundamentals in Quality Improvement

WHO SHOULD PARTICIPATE IN THIS TRACK?

Anyone new to quality and process improvement and/or interested in a 1-day refresher on these fundamental tools and approaches. Past participants have come from many roles at a health center including providers, nurses, medical assistants, clinic managers, billing, quality, and board members. Please note that, while attendees are welcome to float between tracks throughout the day, we encourage those interested in IHQC's Fundamentals in QI to attend all three sessions listed in Track 1 as they will be designing a small scale improvement project to test back at their organization.

Session 1A: Problem Assessment

Taking on an improvement project may seem overwhelming and it can be hard to know how to begin. Using IHI's Model for Improvement framework, this session will introduce specific tools and strategies that will help participants understand their current systems and processes, identify and dig deeper into potential problems, and highlight areas of focus in future improvement efforts.

Presenter: Kate Colwell, MD, Institute for High Quality Care

Session 1B: Measurement for Improvement

Once you have an idea of the problems you'd like to address in your clinic, you'll need to ensure that your improvement efforts make a valuable impact. Building upon the problem assessment break out, participants in this session will learn to measure for improvement by selecting meaningful measures and developing a data collection plan.

Presenter: Sirisha Gummadi, MHA, Institute for High Quality Care

Session 1C: PDSA's and Rapid Cycle Improvement

Change efforts often take time and involve many phases. This session aims to make change more manageable, by highlighting techniques that will break down your changes, allow you to test on a small-scale, and give you strategies to operationalize an improvement project through the rapid-cycle plan-do-study-act model.

Presenters: Kate Colwell, MD and Sirisha Gummadi, MHA, Institute for High Quality Care

2018 L.A. County QI Summit Breakout Sessions

Track 2: Technical Improvement Skills

WHO SHOULD PARTICIPATE IN THIS TRACK?

This track is designed for individuals who find themselves participating on, or managing, improvement teams (e.g., quality managers, quality associates, nurses, clinic managers, providers, IT and billing).

Session 2A: Living in a World of Imperfect Data

Much as we may love the wealth of data available from our IT systems and the abundance of possibilities it presents, often we become paralyzed in moving forward if the data is not 100% accurate. This session will present a friendly framework for assessing your data situation and a balanced approach for getting past perfectionist tendencies to make use of the data we have, not the data we wish we had.

Presenter: Jerry Lassa, MS, Data Matt3rs

Session 2B: Standardizing Change

As you shift from testing changes to implementing them across your organization, you need approaches and tools to make sure those improvements spread and stick. In this session, you will learn how to influence others to adopt change through personal, social and structural supports, and make a plan to apply at least one effective tool to a specific change getting rolled out at your organization.

Presenter: Wendy Jameson, MPP, MPH, Wendy Jameson Consulting

Session 2C: Human-Centered Design & Journey Mapping

One of the new innovation frameworks that is being adopted more and more frequently in the healthcare sector is Human Centered Design. In this session participants will learn about the Human-Centered Design (HCD) method of creative problem solving and explore one HCD tool that is particularly relevant to quality and process improvement – Journey Mapping.

Presenter: Kat Khoo, Innovation & Design Lead for LAMC Consulting Services, Kaiser Permanente

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Track 3: Managing QI Skills

WHO SHOULD PARTICIPATE IN THIS TRACK?

The sessions in this track explore skills that are needed by those managing and leading quality and process improvement activities and initiatives within their organization (e.g., quality managers, quality associates, nurses, case managers, health educators).

Session 3A: Influencing Others for Change

A majority of change efforts will fail – by some estimates over 75% - often due to the lack of engagement of others. As QI staff, you may not have direct authority over those that are critical to the success of your change effort. This session will focus on how to effectively engage others in your QI and change efforts and give you the skills needed to exercise influence and gain commitment for sustainable change.

Presenter: Melissa Schoen, MBA, MPH, Schoen Consulting

Session 3B: Five Steps to Managing Up for Greater Success

In this interactive session, attendees will hone their skills for managing leadership, peer and employee relationships for greater personal and organizational success. With a primary focus on managing up, this session is grounded in the practical tips, language and techniques that facilitate greater impact and influence within an organization. Attendees will participate in group discussion and exercises to put these skills to immediate use.

Presenter: Carol Spychalski, KDD Philanthropy

Session 3C: Coaching Skills for QI

Participants will have the opportunity to explore and practice skills that enable you to engage others in active improvement work—to identify problems, generate solutions and adopt and spread changes. You can use these skills in any role or position; you don't have to have "coach" in your title to use these effective coaching skills, as they apply to any situation involving improvement, change and transformation.

Presenter: Wendy Jameson, MPP, MPH, Wendy Jameson Consulting

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Track 4: Organizational Leadership in QI

WHO SHOULD PARTICIPATE IN THIS TRACK?

This track has been developed for clinic executives, leaders, and managers who are interested in exploring strategies build a sustainable organizational culture of quality (e.g., CEO's, CMO's COO's, Medical Directors, quality directors and managers, etc.)

Session 4A&B: Building an Organizational Strategy in Support of QI

Leadership buy-in and careful strategic planning are some of the most critical factors in achieving true practice transformation. In this interactive roundtable discussion, clinic leaders and executives will explore a strategic planning framework to guide the integration of QI into both external community goals and internal organizational goals. Safety net clinic executive leaders and management will also share their first-hand experience in putting that framework into practice when determining their strategic plans, incorporating QI among strategic goals, and engaging their staff in QI.

Moderator: Cindy Barr, RN, EDAC, Capital Link, Inc.

*Panelists: Nathalia Jimenez, MPH, MBA & Aracely Scerra, Harbor Community Clinic
Anita Zamora, RN, MSN, CNS & Meghan Powers, Venice Family Clinic*

Session 4C: The Positive Power of Resiliency – Making successful health care providers even more successful

Why do we care about resilience in healthcare today? With physician burnout at 54.4% nationwide, according to the most recent Mayo Clinic study on burnout in specialties, the medical world needs solutions now. Through the science of positive psychology, we have learned that resiliency is a skill set that can be learned and cultivated. In coaching healthcare providers how to be more resilient, the power comes in their new found self-awareness and being able to be aware of a situation, recognize that setbacks are part of their career, identify as a survivor rather than a victim, embrace change, and nurture themselves, by taking time to work on their personal skills. This presentation will outline how to begin that work and why.

Presenter: Karen Garman, EdD, MAPP, H.E.L.P. Consulting