

# 2019 Los Angeles County Quality Improvement Summit

Hosted by



August 5, 2019

8:00am – 4:00pm

The California Endowment

1000 N. Alameda St, Los Angeles, CA 90012

**\*\*Working Agenda – Sessions and Speakers Subject to Change\*\***

8:00 am	Registration and Networking Breakfast			
9:00 am	Welcome from IHQC and CCALAC			
	<b>TRACK 1: FUNDAMENTALS IN QI</b>	<b>TRACK 2: STRENGTHENING OUR QI INFRASTRUCTURE</b>	<b>TRACK 3: DELIVERING EQUITABLE CARE</b>	<b>TRACK 4: STRATEGIC SUPPORT FOR A CULTURE OF QUALITY</b>
9:30 am	<b>Problem Assessment: <i>Designing a QI Project Around the "Root Cause"</i></b>	<b>Building an Effective QI Team &amp; QI Project</b>	<b>Addressing Social Determinants of Health I <i>Screening, Assessing Risk, and Coordinating Care</i></b>	<b>Championing a Culture of Quality: <i>How Experienced Executives Lead and Resource QI</i></b>
10:40 am	Session Break			
10:50 am	<b>Defining Measures and Metrics for Improvement</b>	<b>Tailoring Improvement Frameworks and Tools to Support Staff Engagement in QI</b>	<b>Addressing Social Determinants of Health II <i>Creating Supportive Structures and Partnerships</i></b>	<b>The ROI of QI: <i>The Value Proposition of Quality for Your Organization</i></b>
12:00 pm	Lunch			
12:30 pm	<b>Afternoon Keynote Speaker:</b> <b>Secretary Mark Ghaly, MD, MPH</b> California Health and Human Services Agency (CHHS)			
1:15 pm	<b>LA County Innovation Exchange</b> <i>Sponsored by Cedars-Sinai</i>  <b>Improvement Projects Poster Walk</b>  <i>Improvement teams from across the LA Safety Net will share posters highlighting their recent QI/PI initiatives – describing successes, lessons learned, and helpful tools and templates they've used to drive improvement.</i>			
	<b>TRACK 1: FUNDAMENTALS IN QI</b>	<b>TRACK 2: STRENGTHENING OUR QI INFRASTRUCTURE</b>	<b>TRACK 3: DELIVERING EQUITABLE CARE</b>	<b>TRACK 4: STRATEGIC SUPPORT FOR A CULTURE OF QUALITY</b>
2:00 pm	<b>Using the Model for Improvement &amp; PDSA Cycles</b>	<b>Creating a Grassroots Movement for Quality</b>	<b>Addressing Social Determinants of Health III <i>Meeting the Needs of Unique Populations</i></b>	<b>Envisioning and Investing in Quality <i>A Payer Panel Discussion</i></b>
3:15 pm	Closing Remarks, Award Ceremony, and Networking			
4:00 pm	Adjourn			

# 2019 L.A. County QI Summit Breakout Sessions

## Track 1: Fundamentals in Quality Improvement

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### 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:** 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 at their organization.

### **Session 1A: Problem Assessment: Defining a QI Project Around the Root Cause**

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, Faculty Emeritus, Institute for High Quality Care*

### **Session 1B: Defining Measures and Metrics 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: Teresa Hofer, MPH, PMP, CHES®, Institute for High Quality Care*

### **Session 1C: Using the Model for Improvement & PDSA Cycles**

Change efforts often take time and involve many phases. This session aims to make change more manageable over the course of an improvement project, by highlighting techniques that will break down your changes and help you to test on a small-scale using a rapid-cycle Plan-Do-Study-Act model.

*Presenter: Kate Colwell, MD, Faculty Emeritus, Institute for High Quality Care*

# 2019 L.A. County QI Summit Breakout Sessions

## Track 2: Strengthening Our QI Infrastructure

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### 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, team leads, frontline and mid-level managers).

#### **Session 2A: Building an Effective QI Team and QI Project**

What does it take to build and foster effective QI teams within our resource-constrained environments? How do we get better at managing QI projects that produce real results, but do not devolve into “projectitis?” Seasoned QI leaders will share their successes, challenges and strategies in a lively, interactive session on how to position teams and QI initiatives for success while building a QI-driven culture.

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

*Panelist: Raymond Retirado, RN, Comprehensive Community Health Centers*

#### **Session 2B: Tailoring Improvement Frameworks and Tools to Support Staff Engagement in QI**

Improvement work is challenging when staff don't have the tools and resources they need. But it can be even more difficult if you have staff using different frameworks, strategies, and approaches to guide this work. During this session we'll hear from improvement leaders about the frameworks their staff are using to guide their improvement efforts, the improvement tools and templates that their staff use regularly, and the strategies they leverage to build more consistency in how staff conduct improvement initiatives.

*Moderator: Chris Hunt, MPH, LSSBB, Institute for High Quality Care*

*Panelists: Wendy Jameson, MPP, MPH, Wendy Jameson Consulting; Meghan Powers, Venice Family Clinic; Sonia Shah, MHA, Lead Improvement Advisor, Performance Improvement Department, Kaiser Permanente Los Angeles Medical Center*

#### **Session 2C: Creating a Grassroots Movement for Quality**

Sustaining practice transformation, innovations, and culture change involves more than good project design, it requires intentional efforts to engage frontline staff. In this session, participants will explore strategies that can help build frontline staff interest in quality, empower staff to identify and pilot improvements, and build QI mindsets into the culture of the organization. Utilizing tools such as motivation, management, and communication, you will learn how to build a grassroots movement for quality.

*Presenter: Gayle Northrop, MBA, Northrop Nonprofit Consulting & Faculty at UCLA Anderson School of Management*

# 2019 L.A. County QI Summit Breakout Sessions

## Track 3: Delivering Equitable Care

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### WHO SHOULD PARTICIPATE IN THIS TRACK?

Those engaged in assessing, screening, and coordinating care for needs relating to social determinants of health (SDoH) are encouraged to consider this track.

#### **Session 3A: Addressing Social Determinants of Health I: Screening, Assessing Risk, and Coordinating Care**

As the field broadens its lens to consider the whole patient, health care organizations are increasingly looking to assess and address SDoH. Most organizations are still quite early in their journey. This panel will explore key considerations in selecting and implementing screening tools and processes for these factors, and will highlight the experience of one community clinic and the Los Angeles Department of Health Services. Participants will also be asked to examine their own approaches to screening and ideas for addressing barriers to implementation.

*Moderator: Sarine Pogosyan, MBA, Community Clinic Association of Los Angeles County*

*Panelists: Jessica King, MPH, RDN, Debra Rosen, RN, MPH, Northeast Valley Health Corporation; Charmaine Dorsey, MSW, LCSW, Los Angeles County Department of Health Services*

#### **Session 3B: Addressing Social Determinants of Health II: Creating Supportive Structures and Partnerships**

Once SDoH-related issues have been identified, how can organizations structure their approach to complex care? This session will explore the design and planning process, including the team structure and workflows necessary to coordinate services addressing patients' non-medical needs. Panelists will offer perspective from AltaMed's new Institute for Health Equity and learn about a successful partnership between JWCH Institute and the Downtown Women's Center.

*Moderator: Matt Moyer, MPH, Community Clinic Association of Los Angeles County*

*Panelists: Jill Lubin, JWCH Institute; Jennifer Parratt, MPH, AltaMed Institute for Health Equity; Amy Turk, LCSW, Downtown Women's Center*

#### **Session 3C: Tailoring How We Provide Services to Meet the Unique Needs of Our Patients**

By incorporating SDoH considerations, organizations seek to improve health equity by addressing both medical and non-medical needs of different populations. In this session, panelists from three organizations that have rich histories with specific constituencies will share their approaches to tailoring the services they provide. The session will consider the unique needs of LGBTQ patients, patients with disabilities, and patients experiencing homelessness.

*Moderator: Lauren Philp, MSHI, Community Clinic Association of Los Angeles County*

*Panelists: Meghan Delehanty, RN, Gabriel Lopez, Los Angeles LGBT Center; Catherine Parsekian, Taylor Rapson, MPH, Jesse Wu, RN, Los Angeles Christian Health Center; Michelle Catanzarite, MD, CMO, The Achievable Foundation*

# 2019 L.A. County QI Summit Breakout Sessions

## Track 4: Strategic Support for a Culture of Quality

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### WHO SHOULD PARTICIPATE IN THIS TRACK?

This track has been developed for clinic executives, leaders, and directors who are interested in exploring strategies that build a sustainable organizational culture of quality (e.g., CEOs, CMOs COOs, CFOs, medical directors, quality directors and managers, etc.)

#### **Session 4A: Championing a Culture of Quality: How Experienced Executives Lead and Resource QI**

Safety-net executive leaders will discuss what they do to strengthen adaptive responses and build capacity within organizations to manage change and prioritize quality improvement. They will share why they value their culture of quality and their strategies to sustain them.

*Moderator: **Bridget Hogan Cole, MPH**, Executive Director, Institute for High Quality Care*

*Panelists: **Rupal Badani, MD**, Medical Director, Organizational Advancement, Cedars-Sinai Medical Network; **Sergio Bautista, COO**, ChapCare; **Quentin O'Brien**, Acting CEO, Ambulatory Care Network, Los Angeles County Department of Health Services; **Anita Zamora, RN, MSN, CNS, COO**, Venice Family Clinic*

#### **Session 4B: The ROI of QI: The Value Proposition of Quality for Your Organization**

Capital Link will pull from their wealth of experience, database cases showing the linkage between quality and financially strong organizations. Panelists will share strategies and models for quantifying the value of investments in QI and integrating those ideas into strategic plans and day-to-day operations.

*Moderator: **Jonathan Chapman, MBA**, Capital Link; **Susan Petrie, MBA**, COO, Capital Link, Inc.*

*Panelists: **Romeo Herrera**, Director of Operations, Chinatown Service Center; **Tamra King**, CEO, Harbor Community Clinic*

#### **Session 4C: Envisioning and Investing in Quality: A Payer Panel Discussion**

Quality leaders for local plans discuss investments that support the delivery of high quality coordinated care. The panel will share their experiences in investing for change and thoughts about key areas of focus in the coming years.

*Moderator: **Bridget Hogan Cole, MPH**, Executive Director, Institute for High Quality Care*

*Panelists: **Genia Fick**, Inland Empire Health Plan; **Amy Wittig, MBA**, Health Net; **Mary Zavala, LCSW, MPP, MA**, L.A. Care*