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May 12, 2015

Brian Veerkamp, Chair, Board of Supervisors  
County of El Dorado

Health and Human Services Agency, Public Health Division  
931 Spring Street  
Placerville, CA 95667

To the Public Health Accreditation Board:

As the Chair of the Board of Supervisors for the County of El Dorado, I fully support the Health and Human Services Agency, Public Health Division (HHSA) joining the COPPHI Kaizen program participants and the QI Leaders Academy program participants in the 2<sup>nd</sup> phase of the QI Academy Leaders Program. HHSA has demonstrated commitment to quality improvement through continued use of the Kaizen event approach to help involve team members in QI, understand and solve issues, and produce benefits in the Agency. Following the COPPHI sponsored Kaizen event, our QI Leader, Olivia Byron-Cooper, led the Health and Human Services Agency (HHSA) in adopting a strategy of building a high performing culture of quality in order to meet the challenge of providing better health outcomes for its customers (effectiveness) in an environment of fiscal challenges (efficiency). The value of the kaizen methodology and the desire to build a strong foundation in quality improvement in divisions outside of Public Health was recognized Agency wide. Olivia Byron-Cooper worked with the HHSA Agency Director and Continual Impact LLC to create an Agency wide program aimed at continuing the deployment of a kaizen methodology in a similar fashion to that used in the recent NNPHI grant program. The program goal is to a) achieve measurable improvement results in the Agency new employee orientation process, b) start the development process for five potential kaizen event leaders that represent each division within the Agency, and c) continue the development of Olivia Byron-Cooper as QI Leader so that she can coach the candidates and teach individual contributors in foundational quality improvement methods. The five potential kaizen event leaders have been selected and the program is scheduled to begin summer of 2015.

If approved for the QI Academy Leaders Program, I understand HHSA and staff will be responsible for the following:

#### Health Department Leadership

- Commit to the continued QI Leader involvement in the program's training and co-leading of an annual QI planning session and QI for Individual Contributor sessions.
- Support the QI Leader in co-leading the creation or revision of the health department's annual QI plan and its subsequent execution.
- Commit to implement the improvement projects developed within the annual QI plan session.

QI Leader

Participate in the following:

- Annual QI planning training session (4 days) and a Program closeout to be held at the PHAB Offices in Alexandria, VA.
- Co-lead an annual QI planning session to create, revise the organization QI plan; monitor, facilitate, and support the QI projects developed within the annual QI plan.
- Co-lead initial foundational QI training session for individual contributors; train additional individual contributors in the organization, as required.
- Be an active participant in the QI Academy learning community over the duration of the program.

Individual Contributors

- As an outcome of the annual QI plan, participate and use QI methods to achieve and sustain each project's goals and working together to achieve the annual organizational QI goals.
- Participate in the QI for Individual Contributor education. (Two initial classes will be co-led with the QI Leader for 20-40 members total. Additional staff will be trained by the QI Leader.)

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Veerkamp". The signature is stylized and cursive.

Brian Veerkamp, Chair  
Board of Supervisors  
County of El Dorado