

# The CAO Weekly Report

The week of January 19, 2015



## *Monterey County Administrative Office*

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- Health Department Quality Improvement system seeing results
- County Assessor hits the right notes



## Health Department Quality Improvement System Seeing Success

Last November, the Health Department launched a department-wide Quality Improvement System and the project is already showing success in applications.

Currently, the Department has over 10% of its staff (103 FTE) trained in common procedures and tools and 24 quality improvement projects are currently underway with trained team members representing multiple bureaus.

In many cases, the cross-bureau working arrangements are a first-ever opportunity to problem-solve situations that affect all bureaus, such as streamlining purchasing processes or travel paperwork, or are situations that arise between bureaus, such as referrals between Behavioral Health, Clinic Services, and Public Health Nursing.

The quality improvement projects are also showing positive impacts on how the department does business. A SharePoint site with “how to” instructions for everything from how to print a timecard to how to transfer a phone call is being assembled. Another success story is outlined in the next graphic.



## Quality Improvement Success Story

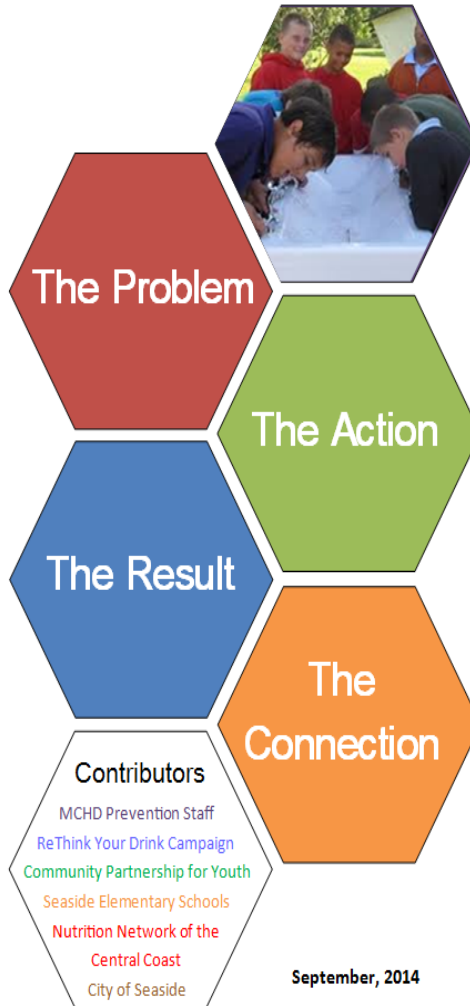
# Increased Community Access to Safe, Fresh Drinking Water



In 7 Seaside elementary schools there was no access to fresh drinking water because fountains were rusty and old. Community Partnership for Youth members who conducted the ReThink Your Drink campaign survey for the Nutrition Network of the Central Coast learned that kids wouldn't drink school water because it tasted bad. On their way to school, kids were stopping at corner stores to buy sugary soda and sports drinks for their school backpacks.

Within 1 week of bringing the problem to light before Seaside Elementary Schools and the City of Seaside, the collaborating group established water stations at 7 schools and 1 park.

- Kids now drink more water with reusable bottles provided by MCHD and CA4Health.
- CalAM wants to continue to help increase access to safe water,
- The solution is inexpensive, easily expandable, and sustainable because of community sponsors and contributors.



Listening to a national webinar, MCHD staff learned about using community drinking stations to re-introduce water to schools and community parks. The idea was shared with the Seaside Leadership Council, who helped Community Partnership youth express their concerns. MCHD staff used its CA4Health grant funds to purchase drinking stations for 7 elementary schools and 1 pocket park. CalAM agreed to provide water for the stations on a continuous basis.

MCHD works to decrease childhood obesity by

- Educating parents and partners about sugary beverage consumption
- Increasing water consumption
- Empowering residents to make healthy choices
- Working with community partners to create lasting, meaningful, outcome-focused change.

September, 2014

Completed projects are shared with others via colorful storyboards, and staff is free to tackle other opportunities to provide improved services.

The training supports an infusion of a quality management mindset into all aspect of staff services to clients, patients, and colleagues. Following on the heels of customer service training taken by over 50% of MCHD staff, continuous quality improvement is an important step toward achieving national public health accreditation.

The department has completed four training sessions, called cohorts. Cohort has several definitions, including ‘a group of people banded together,’ ‘a companion or colleague,’ and ‘a group of warriors or soldiers.’ The Health Department warriors for quality improvement are pictured on the following page.



## County Assessor Hits the Right Notes; Honored for Launching Local Anti-Violence Youth Music Program

By day, Steve Vagnini is the County’s mild-mannered Assessor and Clerk/Recorder, overseeing a department that runs like a well-oiled machine. But when he steps outside the office, it’s like Clark Kent stepping out of the phone booth – he becomes a local hero to the Central Coast music scene.

Last weekend, the Arts Council for Monterey County honored Vagnini for his contributions in using music to help at-risk youth.

“Promoting music in Monterey County has been a passion and hobby of mine for over 35 years,” explains Vagnini. “When I am not doing my day job as Assessor, I spend most of my time working with the West End Celebration and Guitars Not Guns. I do not sleep very much.”



Vagnini is surrounded by his family after receiving his Arts Council award. Pictured (l-r) are Skylar, Cynthia, Steve and Layla Vagnini.

The Arts Council for Monterey County, which each year honors ‘Champions of the Arts,’ selected Vagnini as its Volunteer Champion for his development of a local chapter of the national Guitars Not Guns program, which has graduated 600 students in the last three years. Guitars Not Guns provides guitars and lessons to foster kids, at-risk youth and other children in a classroom setting with qualified teachers. Each student receives a guitar when they come to the first class, which they use for practice and is theirs to keep.

A concert in Santa Cruz benefiting the Guitars Not Guns program there provided the spark to launch a Monterey County chapter. It was a natural move for someone who has spent decades supporting musicians and keeping music in the forefront for us all to want at-risk youth to have access to making music, and to let music make their world brighter.

“To be honored by the Arts Council as a Champion of the Arts means a lot to me, but as I said at the award event, this honor should go to all of the musicians and volunteer instructors that I have worked with – they are the true champions,” he says.



A Guitars Not Guns class in south Monterey County.

