

County of Los Angeles

Productivity Managers' Network

**General Meeting and Training
Virtual Meeting
May 3, 2023, at 9:30 a.m.**

The quarterly meeting of the Productivity Managers' Network (PMN) was held virtually on Wednesday, May 3, 2023. Approximately 48 Productivity Managers, Commissioners, and Commission staff were in attendance.

Meeting Agenda

Welcome Remarks



*Heidi Oliva, Chair
Productivity Managers' Network*

Heidi Oliva, PMN Chair, Fire Department, and Commissioners Derek Hsieh and Scott Palmer, QPC/PMN Co-Liaisons, welcomed Productivity Managers to the meeting.

Heidi recognized the month of May as Asian American and Pacific Islander Month, as approved by the County Board of Supervisors on Tuesday, May 2, 2023. Together we celebrate and recognize the contributions, impact, and influence that Asian and Pacific Islander Americans have made and continue to make in enriching and strengthening the County. She stated managers will hear presentations on the 36th Annual Productivity and Quality Awards and the Quality Academy Training Program.

She also welcomed and introduced Commissioners Derek Hsieh and Scott Palmer to the meeting.

2023 Commission Announcements

Commissioner Scott Palmer, provided the following Commission updates:

- He welcomed everyone to the meeting and thanked the managers for joining in. He reported seeing and meeting many of the managers previously the February 15, 2023, PMN General Meeting and Training at the Rancho Los Amigos Rehabilitation Center
- He also thanked everyone who submitted a PIF Annual or Final Report this year. The Commission's Shared Practices report are partly based on these reports



*Scott Palmer, Commissioner
Quality and Productivity Commission*

- All Commission meetings subject to the Brown Act (Productivity Investment Board and full Commission meetings) are now being held in-person. These meetings are typically scheduled at the Hall of Administration in Room 374A
- The Commission also published the 2022 Annual Report. It includes the Operational Trends Report that identifies common mature, current, and emerging trends in the County
- Save-the-date for June 14, 2023, from 9:00 to 11:30 a.m. for the Commission's 20th Annual Leadership Conference
- The Commission kicked off the 36th Annual Productivity and Quality Awards (PQA) program. Commissioners look forward to another exciting year and reading all proposals submitted

Commissioner Palmer also introduced the newest Commissioner, Derek Hsieh, who was appointed in February 2023. He was recently appointed as QPC/PMN Co-Liaison. Commissioner Hsieh thanked all the Managers. He is also a long-time public employee. He thanked everyone for all the work that they do for the citizens of Los Angeles County. He is looking forward to learning a lot from everyone in his new role



Derek Hsieh
Quality and Productivity Commission

Power Point Presentation



Patricia Soltero Sanchez, Co-Chair
Productivity and Quality Awards



Inna Sarac, Co-Chair
Productivity and Quality Awards

Patricia Soltero Sanchez, Productivity Manager, Department of Health Services (Rancho Los Amigos National Rehabilitation Center, **and Inna Sarac, Productivity Manager, Fire Department, PQA Co-Chairs,** gave a presentation on the PQA application process. They announced this year's theme as *"Rising to the Extraordinary."*

They provided a comprehensive and informative presentation on soliciting, preparing, and editing PQA entries. They also discussed the minimum requirements, the importance of dates (deadlines), application content, and word counts for the title of the proposal. This year, the Commission is once again accepting electronic, wet, or scanned signatures from Department Heads and Productivity Managers. They also encouraged Managers to review the PQA guidelines thoroughly. More importantly, they provided useful tips for preparing winning entries! They also provided a brief presentation (e.g., preparation, expectations, duplications, collaborations, and tips).

Jackie T. Guevarra, Executive Director, thanked both Inna Sarac and Patricia Soltero Sanchez on their presentation, and responded to questions from Productivity Managers on the PQA.

The deadline to submit PQA applications is on Friday, June 23, 2023, by 5:00 p.m.

Power Point Presentation

PowerPoint Presentation

Leslie Martinez, DNP, MSN-Ed, RN, CPHQ, Productivity Manager, Health Services, Los Angeles General Medical (formerly LAC+USC Medical Center), gave an informative presentation on the Department's Quality Academy Training Program. The Managers learned about the highly successful training program and how it prepares staff on quality improvement strategies by providing the tools needed to develop, implement, lead, and sustain process improvement projects within the department.

The Managers will take the information back to their respective departments for discussion, consideration and to potentially incorporate a quality improvement process in their business practices. This project was the PQA Silver Eagle Winner in 2019



Raffle Winners

Congratulations to Jennifer Coultas, Child Support Services, and Sara Keating, LA County Library. They were the winners of gift cards to Starbucks!