

## 2023 CHEAC Annual Meeting Workshop Session Biographies Advancing your QI Culture

### **Jackie Werth, MPA, PMP, Performance Improvement Manager**

Jackie Werth is the Performance Improvement Manager for the Department of Public Health Services (PHS) with the County of San Diego Health and Human Services Agency. Jackie directs and manages the Office of Performance and Improvement Management, overseeing a team of ten, to coordinate public health accreditation efforts, lead performance management activities, and provide technical support to quality improvement projects across all the seven PHS Branches. Jackie serves as the lead analyst to regional community improvement activities in support of the County's *Live Well San Diego* vision.

Jackie has expertise in strategic planning, project management, and process improvement, leading numerous initiatives ranging from designing new strategies for integrated health services, welfare-to-work services, chronic disease prevention, improving management controls, and the *Live Well San Diego* initiative. Jackie has a master's in public administration, certified as a Black Belt in Lean Six Sigma process improvement methodologies, and certified as a Project Manager.

### **Nora Bota, MPH, Program Manager**

Nora Bota is a Program Manager for the Department of Public Health Services (PHS) with the County of San Diego Health and Human Services Agency. In Nora's current role, she manages the performance management and quality improvement (QI) efforts to ensure goals and outcomes are achieved and opportunities are identified to streamline processes for PHS. Nora also manages the performance management and QI activities for the Public Health Infrastructure grant to ensure QI and performance management are integrated throughout PHS. In her spare time, Nora volunteers for the San Diego Organization of Healthcare Leaders Board as the Membership Co-Chair overseeing membership satisfaction, recruitment, and retention for approximately 500 members. Nora has a master's in public health with a concentration in health management and policy and a Yellow Belt in Lean Six Sigma.

### **Amber Hilliker, Quality Improvement Specialist**

Amber Hilliker is a Quality Improvement Specialist working with the Public Health Services (PHS) Department of the County of San Diego Health and Human Services Agency (HHSA). Amber supports PHS with building a culture of Quality Improvement (QI) by offering trainings and resources, managing the Quality Improvement Champions Committee, and providing technical assistance to seven Branches with their ten QI projects per year. She is passionate about engaging and developing staff at all levels to support their continuous and ongoing efforts to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, and outcomes in the quality of processes or services provided. Outside of work, she enjoys gardening, furniture restoration, and surfing. Amber has a bachelor's in health information management from San Diego Mesa College and is an AHIMA Registered Health Information Administrator (RHIA).