800-015-10-A: QUALITY IMPROVEMENT COMMITTEE TEAM CHARTER

Effective date: 08/28/2018

Charge

As part of the continuous quality improvement and performance management system, Canton City Public Health's (CCPH) Quality Improvement Committee (QIC) exists to oversee and support continuous quality improvement efforts, QI projects, QI training, customer satisfaction and performance/QI-related communications.

Primary Goals

- assure measurable CCPH success with quality improvement efforts
- improve staff capacity to engage in quality improvement efforts
- use customer feedback for improvement planning
- implement effective performance communication strategies
- make the use of quality improvement tools and techniques user friendly, participatory and part of daily work

Primary Activities

- prioritize and select QI projects
- monitor and evaluate QI projects
- provide and/or source technical assistance for QI projects, including serving as QIPT Consultants
- provide technical assistance to develop project proposals
- assist in the identification, development and implementation of QI projects
- compile documentation for formal QI projects, mini-QI projects, and just-do-it solutions
- recognize individuals and teams and celebrate milestones and successes
- select/develop and provide QI tools training to staff
- select, coordinate and evaluate staff quality improvement training
- develop QI training plan based on training needs
- identify and apply for scholarships/grants for supplemental funding sources to use for QI activities and training
- plan and evaluate QIC reporting and communication activities
- track and report on customer satisfaction activity
- monitor and evaluate customer satisfaction activities
- evaluate and update QIC operations periodically
- advocate for and foster a QI culture within the CCPH
- develop and maintain the QI plan; ensure plan meets PHAB requirements
- evaluate, revise and update QI plan periodically
- communicate progress on QI projects to staff at periodic division meetings and all-staff meetings

Composition/Membership

One member from each division, so at least six of the seven divisions are represented. [Note: Since OPHI/THRIVE and Lab are small divisions, only one of these divisions needs to be represented at the same time. All other divisions shall always be represented.] Total membership shall not be less than six and not be more than seven members.

All levels of the organization shall be represented. In order to achieve that, the membership shall consist of the following:

- 1-2 Management (Leadership or Supervisor) but not more than one of each type
- 4-6 Non-Management

The QIC member representing the Management level of the organization shall serve as the QIC Chairperson.

Appointment to the QIC
Staff members of the QIC are recommended and appointed by division leaders.

Term
Members shall serve a three-year term (aligned with the QI Plan cycle). After three years, members may be re-appointed by division leaders an unlimited amount of times or division leaders may appoint a new person. Division leaders should always consider new interested people for appointment. If a member is unable to fulfill a three-year term, the division leader shall appoint a replacement. [Note: If a member that is part of an existing QIPT does not get re-appointed, they will still remain a member of the QIPT]

Membership Criteria
Staff are qualified for membership if they meet a minimum of one of the following:

- Have advanced QI skill level or will have advanced QI skill level by completing training
- Have an interest in and aptitude for performance improvement planning, QI and/or program evaluation
- Commit to develop and promote continuous quality improvement throughout CCPH.

Roles and Duties

Role	Duties
Chairperson	- Provide guidance and leadership to the QIC - Develop and distribute meeting agendas - Approve meeting minutes; save on share drive, post on website, and notify members - Facilitate meetings and assign note taker - Coordinate all QIC operations o Ensure review of QI plan, activities & QIPT progress quarterly - Schedule meeting rooms and equipment - Provide member orientation - Act as liaison and report activities of the QIC to the DLT and BOH
Note Taker	This position rotates monthly among all members other than Chairperson. - Take minutes during meetings - Draft minutes on the share drive; notify Chairperson
Members	- Attend and participate in scheduled QIC meetings - Complete required work between meetings - Actively learn about QI - Promote QI to other staff

Role	Duties
	• Provide technical assistance to develop project proposals • Complete respective assignments, as determined by the QI plan and QIC decisions • Serve as QIPT Consultants for QI projects, as assigned • Communicate progress on QI projects to staff at periodic all-staff meeting • Communicate progress on QI projects to staff during regular division staff meetings • Report completed division mini-QI projects or just-do-it solutions
QIPT Consultants	• Provide refresher training on QI tools prior to their use during QIPT meetings • Provide guidance as to which QI tools to implement during the QIPT meetings to ensure appropriate root cause determinations are made • Provide or source needed technical assistance for QI project teams (QIPT) • Assure that projects follow the PDCA process, that data is used to measure improvement and that QI Project Worksheets, displays, and other documentation/reports are completed for assigned projects • Facilitate QIPT meetings and function as timekeeper • Report progress of the project and if they are on target during QIC meetings at least quarterly

Voting

QIC members will attempt to reach a consensus on significant issues. If consensus cannot be reached, majority vote prevails. Voting can only occur if a quorum is present. A quorum is four out of six members or five out of seven members, depending on the size of the QIC. If there is a tie, discussion shall continue until a majority prevails.

Meetings

Meetings are held at least 10 months out of the calendar year on the third (3rd) Wednesday of the month, from 3:00-4:00 pm. Meetings should last no longer than sixty (60) minutes, except for occasional meetings, which may run over. Meetings can be in person or virtual. However, virtual meetings are limited to a maximum 50% of the meetings per year.

Time Commitment

The maximum time commitment for QIC members is anticipated to be three to five hours per month. This includes meetings, meeting preparation, and meeting assignments time.