

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

Charge

As part of the continuous quality improvement and performance management system, the 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 measureable CCHD success with quality improvement efforts
- improve staff capacity to engage in quality improvement efforts
- use customer feedback for improvement planning
- implement effective performance communications 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
- assist in the identification, development and implementation of QI Projects
- recognize individuals and teams and celebrate milestones and successes
- select, coordinate and evaluate staff quality improvement training
- develop QI training plan based on training needs
- identify and apply for scholarship/grants for supplemental funding sources to use for QI activities and training.
- plan and evaluate QIC reporting and communications 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 CCHD
- 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 all-staff meeting

Composition/Membership

One member from each division, so at least six of the seven divisions are represented. [Note: Since OPHI 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:

- Not more than one (1) division leader or Health Commissioner
- Not more than one (1) supervisor
- Not more than three (3) professional staff

- Not more than two (2) clerical/support staff

The QIC member representing the division leader or Health Commissioner level of the organization shall serve as the QIC Chairperson.

Appointment to the QIC

Staff becomes members of the QIC by recommendation and appointment by division leaders

Term

Members shall serve a two-year term. After two 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 two-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 completed or will complete advanced QI 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 CCHD.

Roles and Duties

Role	Duties
Chairperson	<ul style="list-style-type: none"> • Provide guidance and leadership to the QIC • Develop and distribute meeting agendas • Approve meeting minutes; save on share drive and notify members • Facilitate meetings • Coordinate all QIC operations • Schedule meeting rooms and equipment • Provide member orientation • Act as liaison and report activities of the QIC to the DLT and BOH
Note Taker	<p>This position rotates monthly among all members other than Chairperson.</p> <ul style="list-style-type: none"> • Take minutes during meetings • Draft minutes on the share drive; notify Chairperson
Members	<ul style="list-style-type: none"> • Attend and participate in scheduled QIC meetings • Complete required work between meetings • Assign team member to record meeting minutes • Actively learn about QI • Promote QI to other staff • 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

Role	Duties
QIPT Consultants	<ul style="list-style-type: none"> • Provide technical assistance to develop project proposals • Provide refresher training on QI tools prior to their use during QIPT meetings • Provide guidance as to which tools to implement during the QIPT meetings to ensure appropriate root cause determinations are made • Provide or sources 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 and Storyboards are completed for assigned projects • Facilitate QIPT meetings. • Report progress of the project 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.

Meetings

Meetings are held monthly for ninety (90) minutes, on the second (2nd) Monday of the month, from 1:30-3:00 pm.

Time Commitment

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

