

Meeting Minutes

Meeting Name: QIC Meeting	Location: Virtual (electronic only)	
Date: 7/19/2017	Start Time: 12:00 P.M.	Stop Time: 12:00 P.M. 7/20
Note Taker: All	Facilitator: Terri Dzienis	
Division/Committee: Quality Improvement Committee		
Virtual Attendees/Minutes Contributors: Kim Koons, Heather Macdonald, Jil Neuman, Terri Dzienis, , Kim Campbell		
Not Attended: Janet Copeland due to being on medical leave		

MINUTES

1. Instructions for today's virtual meeting:

- a. Today's meeting is a virtual meeting, versus our normal in-person meetings.
- b. Terri has created this draft meeting minutes document for this virtual meeting. Each member is to add their updates to the meeting minutes document in the area Terri has provided. All areas requiring updates are highlighted in Red Text. If members have additional areas they want to enter comments, they are free to do that as well, they just need to include their name with any comments and highlight them in contrasting text format.
- c. Once complete, the members are to email Terri their updated document.
- d. Members have 24 hours to complete their updates from the time Terri provides the document (as noted in the start and stop times listed above). If they are not able to complete their update in that time period, they shall inform Terri ASAP so other arrangements can be made.
- e. After all updates have been submitted, Terri will finalize the meeting minutes including a list of action items, and send them to the members.

2. Review Status of action items:

- a. Heather: Complete QIC 6/21/17 meeting minutes by 6/27/17;
 - i. Completed 6/29/17. Terri approved minutes on 7/5/17 and posted to the QI website.
- b. Terri: Complete quarterly QI board report for the 2nd quarter 2017.
 - i. Terri completed this on 7/17/17 to be included in board report pack for the 7/24/17 Board meeting (which includes all June division reports). This was also posted on the QI website.
- c. Develop QIPT PDCA implementation structure for QIPT meetings
 - i. Terri: Review materials in QIPT Resources folder (\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Projects\QI



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iii. Action Items:

1. Kim K: Track assessment completions. Send email reminders if necessary
 - a. See update in 2.e.ii.2.
 2. Kim K: Grade assessments and compile/save results.
 - a. See update in 2.e.i.2.
- f. QI 101 Training
- i. Kim Campbell: Track staff's completion of QI 101 emailed 6/15/17 with deadline of 6/29/17 by using OhioTRAIN reports from Jim Adams. Send reminder emails as needed.
 1. Update by Kim C: On 06/30/17 I had Jim run a list to see who had completed the course. At the time 20 out of 36 had completed with one pending. I will have Jim run another list and send out another email to have it completed within two weeks.
 2. Action item continued
 - g. Terri: Make arrangement to update training policy and Workforce Dev Plan to include QI Skills Assessment and trainings. Wait to complete this until after the QI Skills recordkeeping is final.
 - i. Update by Terri: No progress since still waiting
 - h. Heather and Terri: Finalize members of Phone Routing QI Project Team by 6/28/17.
 - i. Update by Terri: WIC agreed to provide a member to the team and Jil replaced Rob. Terri was added to represent the "management level". Team members final as of 6/23/17.
 - i. Heather: Contact Phone Routing QI Project Team members to schedule 2 half day meeting dates to complete project by 6/28/17.
 - i. Heather sent several emails (first on 6/26/17) to the team members asking for availability in July and August on Friday afternoons (since that is when WIC is available).
 - ii. Update by Heather: Unfortunately this is vacation time and a lot of our team have prior commitments. Looks like 8/25 is a go but have had two individuals that can't commit. We may need to talk to their superiors
3. Review activities with near future deadlines and make plans on how to accomplish them
- a. Develop QIPT Charter for each QIPT due ~~6/30/17~~ 9/30/17
 - i. Charter form completed. Need to start QIPT for charter forms to be used.
 - b. Develop and implement a Performance Management System (PMS) by ~~6/30/17~~ 9/30/17
 - i. Assigned to Accreditation Domain 9 team to complete.



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- c. Complete Phone Routing QI Project due 12/31/17
 - i. See status of action item 2.h. and 2.i. above
 - d. Complete Immunization Clinics QI Project due 12/31/17
 - i. Terri is QI Consultant for this project.
 - ii. Action Item: Terri will email division leaders by 7/21/17 for replacement and reconfirmation of team members (since some people have resigned and been hired since the teams were decided).
 - e. Conduct advanced QI training for QIC members (not already advanced) and any other interested staff by 12/31/17
 - i. Action Item: Need to check if the LeanOhio Boot Camp is still available for free with the LGIF Scholarship.
 1. Who is interested to complete this action item: Jil or Janet? Jil has volunteered to do this.
 - f. Develop and conduct one customer satisfaction survey by 12/31/17
 - i. Terri thinks someone is developing a survey for accreditation purposes
 - ii. Action Item: Terri to contact accreditation team to determine if someone is in fact developing a customer satisfaction survey already.
4. Member topics/questions
- a. Topics/Questions by Jil: Jil will completed 3.e.i action item.
 - b. Topics/Questions by Janet: No response since on medical leave during virtual meeting.
 - c. Topics/Questions by Kim C: None.
 - d. Topics/Questions by Kim K: None.
 - e. Topics/Questions by Heather: The training resources for project teams are lined up perfectly! There may be some not needed for my team. Question- Could I include a short video relating to training?
5. Assign action items – See section #2 and #3 above.
6. Future Meeting topics:
- a. Continuation of any not completed above.
 - b. Decide what format (Excel) & data elements to keep QI Skills information for each employee and where to store it.
7. Next Meeting: Wednesday August 16 @ 3:00pm – This will have to be a virtual meeting format since Terri has to attend an offsite training this day.



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ACTION ITEMS		
Item	Person Responsible	Deadline
See Sections #2 & #3 above for details.	QI Team	
Terri to review materials in QIPT Resources folder are all needed for the PDCA implementation	Terri Dzienis	08/16/2017
Terri to review materials in Training QIPT folder are all needed for the QI Tools training	Terri Dzienis	08/16/2017
Purchase & receive PDCA Supplies	Terri Dzienis	08/16/2017
Track QI assessment (Phase 2) completions. Send email reminders if necessary	Kim Koons	08/16/2017
Grade QI assessments (Phase 2) and compile/save results.	Kim Koons	08/16/2017
Track staff completion of QI101 training; send reminder emails as needed	Kim Campbell	07/26/2017
Make arrangement to update training policy and Workforce Dev Plan to include QI Skills Assessment and trainings	Terri Dzienis	After assessment format and recordkeeping is final
Schedule meeting days for the Phone Routing Project Team.	Heather Macdonald	07/28/2017
Complete QIC meeting minutes	Terri Dzienis	07/26/2017
Email division leaders for replacement and reconfirmation of Immunization Clinic QI project team members	Terri Dzienis	07/21/2017
Check if the LeanOhio Boot Camp is still available for free with the LGIF Scholarship.	Jil Neuman	08/16/2017
Contact accreditation team to determine if someone is in fact developing a customer satisfaction survey already.	Terri Dzienis	08/16/2017
APPROVAL		
<i>These minutes represent a true and accurate record of this meeting to be the best of my knowledge.</i>		
Person Responsible:		Date:
Meeting minutes submitted by:	All except Janet; last submission date used	7/20/17
Meeting minutes approved by:	Terri Dzienis	7/25/17