Meeting Minutes

Meeting Name: QIC Meeting	**Location**: Virtual (electronic only)	
Date: 8/16/2017	**Start Time**: 12:00 P.M.	**Stop Time**: 12:00 P.M. 8/17
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, Janet Copeland		
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 at least 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. Terri: Complete QIC 7/19/17 meeting minutes by 7/26/17;

      i. Completed 7/25/17 and posted to the QI website.

   b. 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 Project Team Resources) to make sure all are needed for the PDCA implementation by 8/16/17.

         1. Update by Terri: Actively working on finalizing this. Already have the process outline completed; just updating the presentation to match. Will be completed by the time we need it for the 8/18 & 8/25 QIPT meetings. Will make adjustments if needed based on the feedback from the QIPT meetings.

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    ii.   Terri: Purchase and received PDCA supplies by 8/16/17

        1.   Update by Terri: Got some of the supplies for free through the City hall office supplies stock and in-house stock. Completed purchase requested on 8/2/17 and placed order with vendor on Received purchase order for remaining items on 8/9/17. Supplies scheduled to be delivered no later than 8/15/17. The supplies still need a storage cart for them to be kept for future use. Terri was not able to find one to purchase that would work. The EH Division has agreed to make one for QIC out of the materials they receive at the Recycle Center. This cart will hopefully be available in a couple of weeks.

  c.   QI Tool training for QIPT members

    i.   Terri: Review materials in Training Project Teams folder (\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Training\Training Project Teams) to make sure all are needed for the QIPT Tool training during PDCA implementation by 8/16/17.

        1.   Update by Terri: Actively working on finalizing this. Trainings in the folder are in PDF format, so changing to powerpoint format. Will be completed by the time we need it for the 8/18 & 8/25 QIPT meetings. Will make adjustments if needed based on the feedback from the QIPT meetings.

  d.   QI Skill assessments

    i.   Kim K: Track assessment (Phase 2) completions. Send email reminders if necessary. As of 7/19/17, only 1 staff hadn't completed the assessment and another one was to be removed from the list. Complete by 8/16/17.

        1.   Update by Kim K: All staff completed the assessment as of 7/31/17.

    ii.   Kim K: Grade assessments (Phase 2) and compile/save results.

        1.   Kim K compiled results and saved them in the QI skills assessment folder (\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Skills Assessment\Phase 2 QI skils assessment results.xlsx). Results Summary in updated by Kim K.

        2.   Update by Kim K: The spreadsheet has been updated and is saved in the QI skills assessment folder. 5 of 22 did not pass Introductory Skills level assessment and 9 of 22 did not pass Intermediate Skills level assessment.

        3.   Meeting Review item: All QIC members should review the results spreadsheet. Do any of you have any comments/questions regarding the results?

           a.   Comments/questions by Kim K: None.

           b.   Comments/questions by Kim C: I took the QI101 twice in the process of developing directions for sending out QI 101 e-mail. Passed both times and I still failed the Introductory and Intermediate skills assessment. I reviewed the QI101 course again

and compared it to the questions in the assessment and I do not feel that it provides detailed enough information to pass the assessment.

    c. Comments/questions by Jil: No comment

    d. Comments/questions by Heather: None

    e. Comments/questions by Janet: None

4. For all 5 staff that didn't pass the Introductory Skills level of the assessment, they are supposed to take the QI 101 Training. Is everyone in agreement with this?

    a. Kim K Agrees (Y/N): Yes.

    b. Kim C Agrees (Y/N): No.

    c. Jil Agrees (Y/N): Yes

    d. Heather Agrees (Y/N): Yes

    e. Janet Agrees (Y/N): No.

    f. <u>Next Meeting Item:</u> 3 yes and 2 no votes. Since it is mixed opinions and per Kim C comment above, this warrants further discussion with the group. It appears the QI 101 training and the assessment questions are not aligned, so either the training needs to be changed or the assessment needs to be changed.

e. QI 101 Training

   i. Kim Campbell: Track staff's completion of QI 101 with deadline of 7/26/17 by using OhioTRAIN reports from Jim Adams. Send reminder emails as needed.

      1. Update by Kim C: I sent a second e-mail to those that had not yet completed it and set a new deadline of 08/15. I had Jim run a new list of those that had completed and passed the course. Three more people have completed it. However there are still 9 more that have to complete it: AziaRae Smothers, Brian Gero, David Hampton, Denny Tan, Diana McCallum, Jaclyn Hupp, Linda Parr, Marsha Miller and Sarah Milini. I am open to suggestions on how to get these individuals to complete the course. So far two e-mails have not worked. Please advise on how to proceed. Note: I saved a copy of the results Jim sent me in the QI Skills Assessment Folder.

      2. Answer by Terri: Emails should be sent to each individual with a cc to their supervisor and division leader, provide a new deadline, and mention that it is the 3rd time they have been notified. You should also change your course average to 30-60 minutes (instead of 60-90). If the employees do not complete it this time, I will send a follow-up email directly to their supervisor's asking them to take appropriate action. Below is some example email wording:

You are receiving this email because you have not completed the required QI 101 Training: "Intro to QI in PH", Course #1059243 in Ohio Train. You have received emails on XXX and XXX asking for you to complete the training by the specified deadlines, which you have not completed. This is now the third request to complete this training, in which I have copied your supervisor to make them aware. This training is required for all staff to complete. Please complete this training no later than [2 week deadline]. The course takes an average of 30-60 minutes to complete. Instructions for…..

f. Terri: Make arrangement to update training policy and Workforce Dev Plan to include QI Skills Assessment and trainings. <u>Wait</u> to complete this until after the QI Skills recordkeeping is final.

   i. Update by Terri: No progress since still waiting

g. Heather: Contact Phone Routing QI Project Team members to schedule 2 half day meeting dates to complete project by 7/28/17.

   i. Heather sent several emails to the team members asking for availability. Dates were finally selected for 8/18 and 8/25 Friday afternoons.

   ii. The EH person on the team, Patty McConnell, ended up not being available on these days. Terri discussed with Mark Adams who a replacement on this team could be from EH. It was decided to have the EH team member be Connie Ash, a Support level, instead of a Professional level which was being vacated, since Connie's knowledge would be valuable to the team. Therefore, Terri decided to not have this team follow the exact criteria of the QI Plan for the sake of timeliness, schedule availability, and length of time already spent adjusting the team members.

   iii. Update by Heather: I have reached out to each member of team to welcome them to the First Project Team. Terri and I looked over the first meeting space next door and I think we should do all of our meetings there!

h. Terri: Contact division leaders by 7/21/17 for replacement and reconfirmation of Immunization Clinics project team members.

   i. Update by Terri: Terri contacted the division leaders on 7/19/17 & 7/25/17. The team members have been finalized with division leaders support and posted on the QI website. Terri sent an email to the team members on 8/11/17 informing them of their assignment (since 2 are new and 2 are existing).

   ii. <u>Action Item:</u> Send out email requesting team member availability for October and November to schedule meetings for this project by 8/31/17.

i. Jil: Check if the LeanOhio Boot Camp is still available for free with the LGIF Scholarship by 8/16/17.

   i. Update by Jil: No longer available per Racquel Graham, Lean Ohio contact for the State.

j. Terri: Contact accreditation team to determine if someone is already developing a customer satisfaction survey by 8/16/17.

   i.   Update by Terri: Terri asked the accreditation team this question during their team meeting on 7/20/17. It was learned that Amanda Archer is creating a customer satisfaction survey for the SWAP program to be completed in a couple months. Additionally, Krys Henning was willing to create a customer satisfaction survey for her water testing customer she sends invoices to. Terri will follow-up with Amanda in a couple months about the status of her survey.

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.

   c. Complete Phone Routing QI Project due 12/31/17

      i.   See status of action item 2.g.

   d. Complete Immunization Clinics QI Project due 12/31/17

      i.   See status of action item 2.h.

   e. Conduct advanced QI training for QIC members (not already advanced) and any other interested staff by 12/31/17

      i.   See status of action item 2.i.

   f. Develop and conduct one customer satisfaction survey by 12/31/17

      i.   See status of action item 2.j.

4. Member topics/questions

   a. Topics/Questions by Jil: None

   b. Topics/Questions by Janet: None

   c. Topics/Questions by Kim C: None

   d. Topics/Questions by Kim K: None

   e. Topics/Questions by Heather: None

   f. Topics/Questions by Terri: The DLT is involved in a project with the City to implement a software called Kronos to replace our current attendance process and time & effort reporting process (i.e. grant reporting of staff time) by the end of this year. There is already project proposals for these processes. The Time and Effort Reporting project proposal received a 94% score (same as the 2 selected projects) putting it in 3rd place and the Attendance and Payroll project proposal received a 88% score putting it in 4th place. Since this software is being implemented regardless, the DLT thinks this is an opportunity

to conduct this Kronos Implementation project as a QI project. This QI Project will involve which activity categories to use, how attendance reporting will work, etc.

  i. Therefore, QIPT members need to be established. The members will include the DLT, which means that Terri will serve as the QIPT Consultant, but there is need for participation from other staff levels. Do any of you have any nominations of professional and/or support level staff for this team?

     1. Nominations by Kim K: I think it would be helpful to have one of our part time staff members in WIC participate (peer helper or part time dietitian), as the process may be different for them since they are not always at our clinic etc. The only problem may be getting them to attend all the meetings since their hours are limited.

     2. Nominations by Kim C: None

     3. Nominations by Jil: Rob

     4. Nominations by Heather: None

     5. Nominations by Janet: None

  ii. Next Meeting Item: Decide QIPT members

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. – To Discuss during September meeting.

7. Next Meeting: Wednesday September 20 @ 3:00pm (in-person)

ACTION ITEMS

Item	Person Responsible	Deadline
See Sections #2 above for details.	QI Team	
Terri to review materials in QIPT Resources folder are all needed for the PDCA implementation	Terri Dzienis	08/18/2017, then revise after as necessary
Terri to review materials in Training QIPT folder are all needed for the QI Tools training	Terri Dzienis	08/18/2017, then revise after as necessary
Check progress on QI Supplies cart (being made by EH)	Terri Dzienis	09/20/2017

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Item	Person Responsible	Deadline
Track staff completion of QI101 training; send reminder emails as needed	Kim Campbell	09/20/2017
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
Complete QIC meeting minutes	Terri Dzienis	08/26/2017
Email QI project team members for availability in October and November for project meetings	Terri Dzienis	08/31/2017
Follow-up with Amanda regarding the status of her SWAP customer satisfaction survey.	Terri Dzienis	09/20/2017
APPROVAL		

These minutes represent a true and accurate record of this meeting to be the best of my knowledge.

	Person Responsible:	**Date**:
Meeting minutes submitted by:	All; last submission date used	08/17/17
Meeting minutes approved by:	Terri Dzienis	08/31/17