

Meeting Minutes

Meeting Name: QIC		Location: Board Room	
Date: 9/20/2017		Start Time: 3:00pm	Stop Time: 3:59pm
Note Taker: Janet Copeland		Facilitator: Terri Dzienis	
Attendees: See attached sign-in sheet			
MINUTES			
<ol style="list-style-type: none"> 1. Assign Note Taker for today's meeting: Janet 2. Review status of action items <ol style="list-style-type: none"> a. Nothing additional b. Develop QIPT PDCA implementation structure for QIPT meetings <ol style="list-style-type: none"> i. Progress has been made since used some for the Phone Routing QIPT but not all are completed yet; still a work in progress per Terri ii. Terri didn't check status of cart with EH, but EH said it would be a couple months. c. QI Tool Training for QIPT members <ol style="list-style-type: none"> i. Progress has been made since used some for the Phone Routing QIPT but not all are completed yet; still a work in progress per Terri d. Kim Campbell: Track staff's completion of QI 101 by using OhioTRAIN reports from Jim Adams. Send 3rd email to 9 remaining staff. <ol style="list-style-type: none"> i. Kim received a list from Jim Adams this morning, there are still 4 people remaining on the list (Jacki, David, Brian, Sara Milini) to complete training. Kim K will follow-up about Sara; Jacki asked for an additional week; Terri will follow-up with David since he completed it so don't know why it isn't showing on the list; and Kim C will follow-up with Brian. e. Terri: Send out email requesting team member availability for October and November to schedule meetings for this project by 8/31/17. <ol style="list-style-type: none"> i. Terri has sent out an email to this committee and they have scheduled all the meetings in October. f. Terri: Follow-up with Amanda regarding the status of her SWAP customer satisfaction survey by 9/20/17. <ol style="list-style-type: none"> i. Terri didn't follow-up with Amanda yet. Deadline extended per Terri. g. 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. 			



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- i. This agenda item is on hold per Terri.

3. New Topics for discussion:

- a. For all 5 staff that didn't pass the Introductory Skills level of the QI skills assessment, should they take the QI 101 Training? (vote during virtual meeting was 3 yes and 2 no votes. Since it is mixed opinions and per Kim C comment above, this warrants further discussion with the group.)
 - i. The group discussed this. It was agreed to find another training, since the current one is too basic. Kim C will work on finding another training for the group.
 - ii. After a training is found, then they will determine if the persons who didn't pass will be required to do the training immediately, or wait for the rest of CCHD to do the training.
- b. QIPT members need to be established for Kronos Attendance and Payroll QI project. 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. Nominations were WIC peer helper/PT staff, and Rob Knight.
 - i. Kronos will be our third project for the QIC committee, eventually the entire Health Department will use Kronos for time reporting.
 - ii. Rob is already on the Kronos committee. Other nomination suggestions were: someone from EH Nuisance, Thrive, someone that is computer illiterate (since Kronos will be a change from paper to electronic), and Ashanti (great choice but too much assigned to her already).
 - iii. Terri will check with Division Leaders for input concerning nominations to the quality committee for this project.
- c. Decide what format (Excel) & data elements to keep QI Skills information for each employee and where to store it.
 - i. It was decided that Excel will be used as the format. Data elements similar to QI Skills Assessment Phase 1 results (listing the names of employees down the left hand side), with the Phase 1 yes/no's, then the Phase 2 pass/fail; then when the QI 101 training was completed.
 - ii. Kim K was assigned to complete this.
- d. All Staff Meeting QI presentation:
 - i. All staff meeting is scheduled for November 1, 2017. Deadline for handouts to attendees is October 25, 2017.
 - ii. Per the QI Plan 800-015-P, the following are required to be presented during the all staff meeting:



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1. QI Project outcomes, lessons learned, and recognition of involved staff (including graphic display summary).
 - a. Not completed yet. Group decided a status update of the projects should be included.
 2. Progress on QI Plan goals and objectives:
 - a. This item is to be covered during the All Staff Meeting.
 - b. Group decided the purpose of the training and skills assessments should be explained, the “larger picture”, since some people have asked about it.
 3. Expectation of all staff to contribute to QI per the QI plan;
 - a. Should remind staff of this.
 4. QI Plan effectiveness (is accessed at the end of the plan cycle (12/31/2017), so not yet available to present).
 - a. This cannot be completed until the end of the 2 year cycle. So won't be included
 5. Other topics?
 - a. Group thinks examples of QI successes from other departments is worth sharing.
- iii. A presentation was provided during the 2016 all staff meeting
 - iv. Assign who will prepare the presentation for 2017 all staff meeting and who will be the presenter.
 1. Terri will be the presenter again this year for the all staff meeting.
 2. Kim C will work on developing the presentation (starting with last years presentation files). Kim C will give to Terri to fine tune.
 3. Jil will proof read the presentation when completed.
4. Heather: Report out of Phone Routing QI Project progress.
 - a. Heather not at meeting, but provided info to Terri to share with group.
 - b. This QIPT has met twice and needs to start the baseline Data Collection process.
 5. 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



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- i. Charter form completed. Need to start QIPT for charter forms to be used. Used during Phone Routing QI project
 - 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 item 4.
 - d. Complete Immunization Clinics QI Project due 12/31/17
 - i. See status of action item 2.e.
 - e. Conduct advanced QI training for QIC members (not already advanced) and any other interested staff by 12/31/17
 - i. LeanOhio scholarship is not available for LeanOhio Boot Camp. Rob Knight submitted a grant application to NACCHO requesting funding to pay for 3 people to attend the LeanOhio Boot Camp. Will know if grant is awarded by 10/2/17.
 - ii. Jil Neuman and Kim Koons will be attending the next available training, plus one other health department employee.
 - iii. Kim C asked if it is possible to someone from CCHD to become a certified instructor of the BootCamp. Jil has been assigned to find out how to become a certified instructor.
 - f. Develop and conduct one customer satisfaction survey by 12/31/17
 - i. See status of action item 2.f.
 - g. Develop all-staff meeting materials and conduct presentation by 11/1/17
 - i. See status of item 3.d.
6. Member Topics: None additional to what is above.
7. Assign Action Items – See summary below.
8. Future Meeting Topics: continuation of any not completed
9. Next Meeting: Wednesday October 18 @ 3:00pm.

ACTION ITEMS

Item	Person Responsible	Deadline
See Sections #2, 3, and 5 above for details.	QI Team	
Terri to review materials in QIPT Resources folder are all needed for the PDCA implementation	Terri Dzienis	10/16/2017, then revise after as necessary



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Item	Person Responsible	Deadline
Terri to review materials in Training QIPT folder are all needed for the QI Tools training	Terri Dzienis	10/16/2017, then revise after as necessary
Check progress on QI Supplies cart (being made by EH)	Terri Dzienis	10/18/2017
Track staff completion of QI101 training; follow-up as needed	Kim Campbell	10/18/2017
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
Follow-up with Amanda regarding the status of her SWAP customer satisfaction survey.	Terri Dzienis	10/18/2017
Look in OhioTRAIN to find another QI101 training	Kim Campbell	10/18/2017
Check with division leaders on input for Kronos QI project team members	Terri Dzienis	10/18/2017
Make spreadsheet summarizing QI Skill level of all staff	Kim Koons	10/18/2017
Draft All-staff meeting QI presentation	Kim Campbell	09/30/2017
Finalize All-staff meeting QI presentation	Terri Dzienis	10/18/2017
Proofread All-staff meeting QI presentation	Jil Neuman	10/22/2017
Find out requirements to become a LeanOhio BootCamp certified instructor	Jil Neuman	10/18/2017
Complete QIC meeting minutes	Janet Copeland	09/27/2017
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:	Janet Copeland	09/26/2017
Meeting minutes approved by:	Terri Dzienis	10/09/2017



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Meeting Sign-in Sheet

Meeting Name: QIC Meeting	Division/Committee: Quality Improvement Committee	
Date: 9/20/2017	Start Time: 3:00	Stop Time: 4:00
Location: Board Room	Facilitator: Terri Dzienis	

Attendees:	Representing (Agency, Division, etc):	E-mail Address (Optional):
Kim Campbell	Environmental Health	
Gil Neuman	VS	
Heather Macdonald	WIC	
Janet Copeland	Nsg.	
Terri Dzienis	APC	

Invited but not in attendance:		
Heather Macdonald	- on vacation	