

Meeting Minutes

Meeting Name: QIC		Location: Board Room	
Date: 10/18/2017		Start Time: 3:00pm	Stop Time: 3:35pm
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 & Immunization QIPs but not all are completed yet; still a work in progress per Terri ii. Terri checked status of cart with EH, and EH said they are still working on it and will likely be a winter project. 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 & Immunization QIPs 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 for final 4 staff by 10/18/17. <ol style="list-style-type: none"> i. Training now completed by all staff! COMPLETE. e. Terri: Follow-up with Amanda regarding the status of her SWAP customer satisfaction survey by 10/18/17. <ol style="list-style-type: none"> i. Terri asked Amanda on 9/29/17 and she said they will do a "customer satisfaction" survey" after the program has been active for about 6 months, so not until January. However, SWAP did a customer feedback survey in August. The QIC reviewed this survey results and the PHAB standard and thinks this is acceptable as a customer survey to complete this action item. COMPLETE. f. Kim Campbell: Look in OhioTRAIN to find another QI101 training by 10/18/17 <ol style="list-style-type: none"> i. Kim C. has made no progress. Deadline extended to 11/15/17 per Terri. g. Terri: Check with division leaders on input for Kronos QI project team members by 10/18/17 <ol style="list-style-type: none"> i. Terri was going to do this during the DLT meeting scheduled in early October, but the meeting was rescheduled to 10/19/17. Will discuss with DLT then. 			



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- h. Jil: Find out requirements to become a LeanOhio BootCamp certified instructor by 10/18/17
 - i. Jil received email response from LeanOhio saying the budget has been reduced and won't allow local government employees to get certified, only State employees.
 - i. Kim Koons: Make spreadsheet summarizing QI Skill level of all staff by 10/18/17
 - i. Kim K completed this on 9/21/17 and saved in the following location: <\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Skills Assessment\Staff QI skills Summary.xls>
 - ii. The QIC reviewed and discussed the spreadsheet. It serves the purpose with the addition of a QI101 Training column. Terri completed additions and formatting updates on 11/3/17 to finalize this. COMPLETE.
 - j. All-staff meeting presentation:
 - i. Kim Campbell: Draft presentation by 9/30/17
 - 1. Kim C completed this on 10/9/17.
 - ii. Terri: Finalize presentation by 10/18/17
 - 1. Terri still working on this; will try to complete a couple days prior to the meeting on 11/1/17.
 - iii. Jil: Proofread presentation by 10/22/17
 - 1. Jil is waiting on Terri to finish.
 - iv. The QIC discussed what types of handouts, if any, they wanted to provide the staff. It was discussed to provide just an example of a successful QI project from another department, but decided it would be confusing since it wouldn't be about CCHD. Final decision was to provide a handout of the complete presentation so staff could reference later.
 - k. 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. Now that the spreadsheet is done, Terri needs to complete this by 11/15/17.
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. Used during Phone Routing QI project and Immunization QI Project. Need for Kronos 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.



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- ii. Extended deadline to 12/31/17. There has not been a lot of progress and will be difficult to be completed by the end of the year.
 - c. Complete Phone Routing QI Project due 12/31/17
 - i. Meeting concluded and working on improvements
 - ii. Progress report by Heather.
 - 1. Heather not at meeting, but provided info to Terri to share with group.
 - 2. This QIPT finished collecting baseline data, analyzed the data and selected improvements. Working on assigned improvements.
 - d. Complete Immunization Clinics QI Project due 12/31/17
 - i. Meetings scheduled.
 - ii. Progress report by Terri.
 - 1. Have conducted a couple meetings and completed the current state process map during the meeting on 10/18/17. Progressing well.
 - 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. NACCHO grant awarded to provide funding to pay for 3 people to attend the LeanOhio Boot Camp.
 - 1. The current 3 people selected are: Jil Neuman, Kim Koons, and Rob Knight.
 - 2. Terri and Rob looked up LeanOhio Boot Camps scheduled and it appeared they were only for State employees.
 - 3. Action Item: Jil was assigned to ask if local govt employees could attend these State employee boot camps.
 - 4. If we can't attend the boot camps pre scheduled, we will have to get creative. Hosting our own costs \$15,000 and we only received \$6,000 from the grant, so we would have to partner with other agencies to attend to pay for the difference.
 - ii. See status of item 2.h.
 - f. Develop and conduct one customer satisfaction survey by 12/31/17
 - i. See status of action item 2.e. COMPLETE.
 - g. Develop all-staff meeting materials and conduct presentation by 11/1/17
 - i. See status of item 2.j.
- 4. Member Topics: None additional to what is above.



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5. Assign Action Items – See summary below.
6. Future Meeting Topics: continuation of any not completed
7. Next Meeting: Wednesday November 15 @ 3:00pm.

ACTION ITEMS

Item	Person Responsible	Deadline
See Sections #2 and #3 above for details.	QI Team	
Terri to review materials in QIPT Resources folder are all needed for the PDCA implementation	Terri Dzienis	11/15/2017, then revise after as necessary
Terri to review materials in Training QIPT folder are all needed for the QI Tools training	Terri Dzienis	11/15/2017, then revise after as necessary
Check progress on QI Supplies cart (being made by EH)	Terri Dzienis	11/15/2017
Make arrangement to update training policy and Workforce Dev Plan to include QI Skills Assessment and trainings	Terri Dzienis	11/15/2017
Look in OhioTRAIN to find another QI101 training	Kim Campbell	11/15/2017
Check with division leaders on input for Kronos QI project team members	Terri Dzienis	11/15/2017
Finalize All-staff meeting QI presentation	Terri Dzienis	10/26/2017
Proofread All-staff meeting QI presentation	Jil Neuman	10/30/2017
Find out if CCHD can attend State employee LeanOhio BootCamps	Jil Neuman	11/15/2017
Complete QIC meeting minutes	Janet Copeland	10/25/2017

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:	Janet Copeland (paper copy completed 10/18/17); Terri Dzienis put into electronic format.	11/03/2017
Meeting minutes approved by:	Terri Dzienis	11/03/2017

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Meeting Sign-in Sheet

Meeting Name: QIC Meeting	Division/Committee: Quality Improvement Committee	
Date: 10/18/2017	Start Time: 3:00	Stop Time: 4:00 <i>3:35</i>
Location: Board Room	Facilitator: Terri Dzienis	

Attendees:	Representing (Agency, Division, etc):	E-mail Address (Optional):
<i>Kim Campbell</i>	<i>EH</i>	<i>B</i>
<i>Kim Koors</i>	<i>WIC</i>	
<i>Kora VanHorn</i>	<i>WIC Student</i>	
<i>Jill Neuman</i>	<i>Vital Stats</i>	
<i>Jayet Copeland</i>	<i>NSQ</i>	
<i>TERRI DZIENIS</i>	<i>APC</i>	

Invited but not in attendance:

<i>Heather MacDonald - off work today</i>	