

Meeting Minutes

Meeting Name: QIC		Location: Board Room	
Date: 11/15/2017		Start Time: 3:00pm	Stop Time: 4:00pm
Note Taker: Jil Neuman		Facilitator: Terri Dzienis	
Attendees: Terri Dzienis, Kim Campbell, Kim Koons, Heather MacDonald, Jil Neuman See attached sign-in sheet.			
MINUTES			
<ol style="list-style-type: none"> 1. Assign Note Taker for today's meeting: Jil 2. Review status of action items <ol style="list-style-type: none"> a. Janet: Terri completed QIC 10/18/17 meeting minutes due to Janet on Medical Leave. b. Develop QIPT PDCA implementation structure for QIPT meetings <ol style="list-style-type: none"> i. Terri: Review materials in QIPT Resources folder to make sure all are needed for the PDCA implementation. Terri will be fine tuning this as needed. ii. Terri: No update from EH in regards to QI Supplies Cart; suggestions were made to check the next auction the City holds to see if a cart was available or possibly purchase one with grant money and then possibly EH could modify. c. QI Tool Training for QIPT members <ol style="list-style-type: none"> i. Terri: Review materials in Training Project Teams folder to make sure all are needed for the QIPT Tool training during PDCA implementation. Terri will be fine tuning this as needed. d. Kim Campbell: Still looking at QI training options, only a handful in OhioTRAIN. When looking at the QI Skills assessment responses, 50% of the people got the question regarding "companies quality plan" incorrect and Question 11 had a spelling error which may have mislead people. Couldn't find any training that matched all the Skills Assessment questions, so will likely have to edit the skills assessment. Heather suggested Arizona Public Health (OhioTrain #1045674) which has 8-10 stand alone videos for tool training, which might be used for introductory or intermediate training or the QI Projects training. e. Terri: After discussion with division leaders, it was decided that the Kronos QI project will be done in 2018. The non-leader staff to participate on this project will be the staff in each division that filled out the baseline data forms. These non-leader staff will be asked for input, but will not be obligated to participate in all meetings. f. Jil: In regards to QI Boot Camp, per Racquel Graham, DAS, local government employees not able to attend state employee scheduled Boot Camps due to budget restraints. See item 3.e. for more info. g. All staff meeting: Terri finalized and presented to the staff. Terri didn't get it done early so Jil never got the chance to proof read. 			



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- h. Terri: No update on making arrangements to update training policy and Workforce Dev Plans to include QI Skills Assessments and trainings.
- 3. Review activities with near future deadlines and make plans on how to accomplish them
 - a. Develop QIPT Charter for each QIPT
 - i. Charter form completed. Used during Phone Routing QI project and Immunization QI Project. This is considered complete since all 2017 projects have used the form.
 - b. Develop and implement a Performance Management System (PMS) by ~~6/30/17~~
 - i. Assigned to Accreditation Domain 9 team to complete.
 - 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. Delay due to issues with phone system, being resolved by IT
 - 2. This QIPT finished collecting baseline data, analyzed the data and selected improvements. Working on assigned improvements.
 - 3. For the improvement of updating buttons on the phone, each clerk that needs their button's updated should put in an IT Workorder to get the work done as they need it.
 - 4. Hope to have WIC auto-attendant done by end of the year.
 - 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.
 - 2. Recording baseline data currently; meetings are scheduled to review.
 - 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 (\$6,000) 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.



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2. Terri and Rob looked up LeanOhio Boot Camps scheduled and it appeared they were only for State employees. See action item 2.f. on the status of this.
3. If we can't attend the boot camps pre scheduled, we will have to get creative. Hosting our own costs \$15,000 (per quotes Terri received in 2016) 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. If we host on our own, the Goodwill Center has a free training room we could use.
4. Lake County is offering a boot camp (with no registration fee) early 2018, but they are providing preference to LHD that haven't attended any previous boot camps, so it may be a long shot for CCHD to send people. Will register anyways.
5. Action Item: Terri is assigned to get quotes to host our own training and also to get names of other LHD that received the NACCHO grant (from Rob) to ask if they are interested in teaming up.
6. Action Item: Terri is assigned to register Jil and Kim K for the Lake County offered boot camp (no registration cost).
 - f. Conduct QI maturity survey of all staff: Kim Koons will send out by mid-December. Kim will keep as Survey Monkey format since it is already in that format.
 - g. Terri will collect website and social media data again (see folder "website views data" in QI folder) for 3.g.i thru 3.g.iv on the agenda, except for item 3.g.iii. Will complete item 3.g.v. on the agenda only when we have completed QI project data/success to present.
 - h. Items 3.h. thru 3.m on the agenda were discussed but not assigned since early.
4. Member Topics: Kim Campbell will be on Vacation/Maternity Leave beginning Dec 8th and won't be back until April. Janet Copeland will continue to be on medical leave for an undetermined amount of time.
5. Assign Action Items – See summary below.
6. Future Meeting Topics: Continuation of any not completed
7. Next Meeting: Wednesday December 20 @ 3:00pm.



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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	Fine tune as needed
Terri to review materials in Training QIPT folder are all needed for the QI Tools training	Terri Dzienis	Fine tune as needed
Check progress on QI Supplies cart (made by EH) & research carts available for purchase and at City Auction	Terri Dzienis	12/20/2017
Make arrangement to update training policy and Workforce Dev Plan to include QI Skills Assessment and trainings	Terri Dzienis	12/20/2017
Look in OhioTRAIN to find another QI101 training	Kim Campbell	4/18/2018
Get quotes to host our own training and also to get names of other LHD that received the NACCHO grant (from Rob) to ask if they are interested in teaming up	Terri Dzienis	01/17/2018
Register Jil and Kim K for the Lake County offered boot camp (no registration cost)	Terri Dzienis	12/20/2017
Send out QI Maturity Survey to all staff	Kim Koons	12/15/2017
Collect website and social media data again	Terri Dzienis	12/31/2017
Complete QIC meeting minutes	Jil Neuman	11/24/2017
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:	Jil Neuman	12/06/2017
Meeting minutes approved by:	Terri Dzienis	12/12/2017



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Meeting Sign-in Sheet

Meeting Name: QIC Meeting	Division/Committee: Quality Improvement Committee	
Date: 11/15/2017	Start Time: 3:00	Stop Time: 4:00
Location: Board Room	Facilitator: Terri Dzienis	

Attendees:	Representing (Agency, Division, etc):	E-mail Address (Optional):
Terri Dzienis	ARC	
Kim Keons	WIC	
Nara Verntorn	Student intern WIC	
Jim Neuman	VS	
HEATHER MAR	LAB	
Kim Campbell	EH	