

Meeting Minutes

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|---|--|-----------------------------------|--------------------------|
| Meeting Name: QI Committee Meeting | | Location: Board Room | |
| Date: 4/18/2018 | | Start Time: 3:00pm | Stop Time: 4:27pm |
| Note Taker: Kim Koons | | Facilitator: Terri Dzienis | |
| Division/Committee: Quality Improvement Committee | | | |
| Attendees: Janet Copeland, Kim Campbell, Chrissy Kardos, Kim Koons, Terri Dzienis (see attached sign-in sheet) | | | |
| MINUTES | | | |
| <ol style="list-style-type: none"> 1. Assign Note Taker for today's meeting – Janet 2. QIC operations effectiveness and revisions to charter discussion <ol style="list-style-type: none"> a. Chrissy assigned to revise QIC Team Charter by 03/07/18 based on 02/21/18 meeting discussions. Chrissy completed 3/12/18 and Terri approved it and posted it on the QI website on 04/04/18. Complete per Terri. 3. QI Project assessment with 800-015-08-F <ol style="list-style-type: none"> a. Terri assigned to create final assessments based on consensus group opinion discussed during the 02/21/18 meeting by 03/21/18. Completed per Terri on 4/4/18. See final documents at: \\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Effectiveness\QI Projects Review 2017 b. Terri will revise the QI project assessment and project documentation forms based on the discussions during the 02/21/18 meeting as part of the QI plan revision action item 8. below. <ol style="list-style-type: none"> i. This will be included in the QI plan. 4. QI project lessons learned <ol style="list-style-type: none"> a. Terri and Heather were emailed on 1/19/18 an action item to compile a list of lessons learned. b. The group discussed these. As long as the QIPT members participate, the process works well. Final document with group input located at: \\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Effectiveness\QI Project lessons learned 2018 FINAL.docx 5. Assessment of final QIC progress on QI Plan goals <ol style="list-style-type: none"> a. All members were emailed on 4/4/18 (See attachment) an action item to review the data compiled by Terri to assess the progress on QI Plan goals. The group will discuss the following: | | | |



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Meeting Minutes

- i. Any questions, conclusions or impressions that you have regarding the data and conclusions.
 1. The group discussed these. See discussion document located at: <\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Effectiveness\Feedback from Mtg.docx>
 2. Group thinks the activities completed by 12/31/17, even if not completed by their original deadlines, should be considered “completed by deadlines”. This is because the group approves extensions to the deadlines throughout the year based on workload and circumstances, so there are “new” deadlines the activities are being completed by.
 - ii. Finalize assessment with group consensus.
 1. Terri will cleanup spreadsheet of assessment based on QIC discussion by 5/16/18.
 - iii. Do you think any goals that are not completed need to be continued in the 2018-2019 year until they are completed?
 1. Yes it needs to be ongoing to reach maturity. Continue to measure success of QI efforts. Rollover projects not completed.
6. QI Plan effectiveness evaluation
- a. All members were emailed on 4/4/18 (See attachment) an action item to review the data compared to the targets in table M.2.b. compiled by Terri to determine QI Plan effectiveness. The group will discuss the following:
 - i. Any questions, conclusions or impressions that you have regarding the data and conclusions.
 1. The group discussed these. See discussion document located at: <\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Effectiveness\Feedback from Mtg.docx>
 - ii. Finalize comparison to the targets in table M.2.b. and determination of QI Plan effectiveness.
 1. Group agreed to what targets were and were not achieved. Group agreed the QI plan and activities were still effective even though only 2 of 5 targets were met, since the QI maturity improved.
 2. QI Goals: All deadlines if not completed have been adjusted within 3 months of the original.
 3. Continue to measure QI success, modify forms changing AIM statement to performance measuring achievement.



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Meeting Minutes

4. Some training is needed to understand how to evaluate materials since several members didn't understand there were several tabs of data in the spreadsheet and what all the data meant.
 5. Terri will cleanup spreadsheet of assessment based on QIC discussion by 5/16/18.
 - iii. Discuss/Finalize format/content of the effectiveness report for BOH.
 1. Terri shared maturity survey results table used QI Quarterly BOH report. Group liked this format for the effectiveness, to be shared as a table in the BOH report.
 2. Terri will complete the effectiveness QI BOH report for the May 2018 BOH meeting (by 05/15/18).
 - iv. What changes to this effectiveness evaluation do you think we should implement in the 2018-2019 plan? See item 6.a.i.1. above.
7. Ideas for 2018-2019 QI goals to improve QI maturity
 - a. All members were emailed on 4/4/18 (See attachment) an action item to develop a list of QI goals, with guidance from the QI Roadmap, to implement in the next 2 years.
 - b. The group discussed these ideas to come up with a consensus draft of the 2018-2019 QI goals. See discussion document located at: <\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Effectiveness\Feedback from Mtg.docx>
8. QIC to review and revise the QI Plan by ~~03/31/18~~ 05/16/18
 - a. Terri will draft revision to the QI Plan based on the information gathered in 2.-7. above and send to QIC for review by 5/16/18. Once QIC approves changes, the QI Plan will go to DLT for review and approval.
 - i. The group discussed revision ideas. See discussion document located at: <\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Effectiveness\Feedback from Mtg.docx>
 - ii. A transition period will be added for new QI member. Additional projects will be completed with more staff involvement using simplified project idea forms.
 - iii. Will define what "completion" of a QI projection means
9. Review Status of other action items:
 - a. Not discussed
 - b. Not discussed
 - c. Not discussed
 - d. Not discussed
 - e. Not discussed



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Meeting Minutes

- f. Not discussed
 - g. Not discussed
 - h. Develop and implement a Performance Management System (PMS) by ~~03/31/18~~ 06/30/18
 - i. Assigned to Accreditation Domain 9 team to complete.
 - ii. Terri is also leader of Domain 9. Update for PMS: Strategic Plan will be used as the PMS. Each Division will have input.
 - i. Complete Phone Routing QI Project due ~~03/31/18~~ 06/30/18
 - i. To be continued since still implementing improvements (main phone line auto-attendant revision and possibly new EH phone line auto attendant)
 - ii. The data collection form needs updated to reflect the changes before collecting improvement data.
 - j. Complete Immunization Clinics QI Project due ~~03/31/18~~ 06/30/18
 - i. Will start collecting data again in clinics.
10. Member topics: None
11. Assign action items (see below summary)
12. Future Meeting topics: Continuation of any not completed above.
13. Next Meeting: Wednesday May 16 @ 3:00pm.



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Meeting Minutes

| ACTION ITEMS | | |
|--|----------------------------|---------------------|
| Item | Person Responsible | Deadline |
| See Sections #3, #5, #6, and #8 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 | Terri Dzienis | 05/16/18 |
| Make arrangement to Onboarding policy to include QI Skills Assessment and trainings for new hires | Terri Dzienis | TBD |
| Look outside OhioTRAIN to find another QI101 training | Heather Macdonald | 05/16/18 |
| Cleanup spreadsheet of QI Goals assessment and effectiveness based on QIC discussion | Terri Dzienis | 05/16/18 |
| Complete the effectiveness QI BOH report for the May 2018 BOH meeting. | Terri Dzienis | 05/15/18 |
| Complete QIC meeting minutes | Janet Copeland | 04/25/18 |
| Revise QI project assessments form based on discussion as part of the QI Plan revisions | Terri Dzienis | QI Plan Revision |
| Draft revision to the QI Plan based on the information gathered in agenda items 2.-7. and send to QIC for review | Terri Dzienis | 05/16/18 |
| 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 | 04/30/18 |
| Meeting minutes approved by: | Terri Dzienis | 05/16/18 |



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Meeting Minutes

Terri Dzienis

From: Terri Dzienis
Sent: Wednesday, April 04, 2018 4:38 PM
To: DG-QI Committee
Subject: QIC Action Item for all members & 022118 minutes

In order to complete the few QI plan expiration action items, it was decided that I would email a "homework" assignment to the group to work on, so our next meeting will be able to finalize the items. Below is what each of the QIC members need to complete prior to our next meeting scheduled for Wednesday 4/18/18.

1. Review the QI 2016-2017 Goals assessment and effectiveness summary located here <\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Effectiveness\QI 2016-2017 Goals assessment.xlsx> Compile any questions conclusions or impressions that you have regarding the data and conclusions. Do you think any goals that are not completed need to be continued in the 2018-2019 year until they are completed? What changes to this effectiveness evaluation do you think we should implement in the 2018-2019 plan? You can keep this as personal notes, or you can save your thoughts as a word document to the following folder: <\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Effectiveness>
2. In your opinion, what goals/objectives should we have for the 2018-2019 QI plan year to continue to improve our QI maturity and to progress along the QI Roadmap? You can get some ideas from the "Transition Strategies" for the Phases on the QI roadmap website <http://qiroadmap.org/the-phases-of-a-culture-of-quality/> You can keep this as personal notes, or you can save your thoughts as a word document to the following folder: <\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Plan\2018-2019 QI Plan>
3. In your opinion, what other changes are need to the QI Plan for the revisions we will be completing in the next month or so? You can keep this as personal notes, or you can save your thoughts as a word document to the following folder: <\\health-win\health\public\ALL\Staff Committees\Quality Improvement\QI Plan\2018-2019 QI Plan>

If you have any questions on how to complete these item, please feel free to ask me.

Also, the Quality Improvement Committee (QIC) 02/21/2018 meeting minutes have been finalized and are posted on the QI website.

Terri Dzienis

APC Administrator

Canton City Health Department
Air Pollution Control Division - Ohio EPA Representative Agency 15 (Stark County)
420 Market Avenue North, Canton, OH 44702-1544
Phone: (330) 438-4640 Fax: (330) 489-3335
Email: tdzienis@cantonhealth.org
Website: www.cantonhealth.org



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Meeting Minutes



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Meeting Sign-in Sheet

| | | |
|---------------------------|---|-----------------|
| Meeting Name: QIC Meeting | Division/Committee: Quality Improvement Committee | |
| Date: 04/18/2018 | Start Time: 3:00 | Stop Time: 4:30 |
| Location: Board Room | Facilitator: Terri Dzienis | |

| Attendees: | Representing (Agency, Division, etc): | E-mail Address (Optional): |
|---|---------------------------------------|----------------------------|
| <i>[Signature]</i> | APC | |
| Kim Campbell | EH | |
| Kim Campbell <i>Kim Campbell</i> | MC | |
| Janet Copeland | NSG | |
| Christine Kardos | VS | |
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| Invited but not in attendance: |
|---|
| Heather MacDonald - on medical leave until 5/2/18 |
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