

Meeting Minutes

Meeting Name: QI Committee Meeting		Location: Virtual (electronic only)
Date: 6/20/2018	Start Time: 8:00am	Stop Time: 4:30pm
Note Taker: All	Facilitator: Terri Dzienis	
Division/Committee: Quality Improvement Committee		
Virtual Attendees/Minutes Contributors: Janet Copeland, Kim Campbell, Chrissy Kardos, Kim Koons, Heather Macdonald, Terri Dzienis		
MINUTES		
<p>1. <u>Instructions for today's virtual meeting:</u></p> <ul style="list-style-type: none"> 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 and emailed it to the members. 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 <u>email</u> 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 changing all font color to black, and send them to the members. <p>2. QIC to review and revise the QI Plan by 03/31/18 06/13/18</p> <ul style="list-style-type: none"> 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 6/13/18. Once QIC approves changes, the QI Plan will go to DLT for review and approval. <ul style="list-style-type: none"> i. Update by Terri: Still working on this. Hope to complete a week prior to our next QIC meeting. Deadline extended to 07/11/18. <p>3. Review Status of other action items:</p> <ul style="list-style-type: none"> a. Terri: Complete QIC 05/16/18 virtual meeting minutes by 05/23/18; Terri completed 06/15/18 and posted on the website on 06/15/18. b. Develop QIPT PDCA implementation structure for QIPT meetings 		

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- i. Terri: Review materials in QIPT Resources folder to make sure all are needed for the PDCA implementation. Fine tune as necessary. NO UPDATE.
- ii. Terri: Draw sketch of QI Supplies cart and supply to EH by 06/20/18.
 - 1. Update by Terri: No progress
- c. QI Tool training for QIPT members
 - i. Terri: Review materials in Training Project Teams folder to make sure all are needed for the QIPT Tool training during PDCA implementation. Fine tune as necessary. NO UPDATE.
- d. Heather MacDonald: Look outside of OhioTRAIN to find another QI101 training by 06/20/18
 - i. Update by Heather: After reviewing eight QI101 trainings outside of Ohio Train and four on Ohio Train since Feb 2018, I have found two that followed LEAN for the most part. NICHQ/ National Institute for Child Health Quality QI101 had an easy sign in process and they also had QI102. I also liked Ohio Train course #1043373 NIATX Quality Improvement for Public Health. I have completed both of these trainings.
 - ii. Follow-up Item: Another QIC member should review these 2 trainings (NICHQ/ National Institute for Child Health Quality QI101 and Ohio Train course #1043373 NIATX Quality Improvement for Public Health) to get a second opinion of if they follow the lean concepts. Terri nominates Kim K or Chrissy since they both attended Lean training most recently.
 - 1. Action Item: Kim K and Chrissy decide between themselves who will complete the above follow-up item by 8/20/18. The selected person will then complete the follow-up item by 9/18/18 to report out during out 9/19/18 QIC meeting.
- e. Terri: When Christi Allen is completed with drafting the Onboarding policy, Terri will request the QI Skills Assessment be added to it for new hires by TBD.
 - i. Update by Terri: Still TBD as Christi hasn't completed drafting this policy yet.
- f. 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. Update by Terri (Domain 9 leader): Terri has been working with DLT on revising the Strategic Plan action plan goals, which will be used as the PMS. The plan is to have this finalized by 6/30/18, along with a PMS policy and tracking spreadsheet, so that the first set of performance data representing 2nd quarter 2018 can be collected early July. The revised strategic plan will be on the 6/25/18 Board Agenda for Board approval.
- g. Complete Phone Routing QI Project due ~~03/31/18~~ 06/30/18

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i. Update by Terri:

1. The main phone line auto-attendant script was finalized, reviewed and approved by the DLT on 6/6/18. IT completed the programming of the main phone line to reflect the changes on 6/14/18. COMPLETED.
2. The Best Practices were reviewed, revised, and approved by the DLT on 6/6/18. The DLT decided to add this to the Customer Service policy. Terri was assigned to revise the Customer Service policy. Terri completed this and sent to the DLT for review on 6/14/18. Plan to have DLT approve on 7/18/18.
3. The format of the posting of staff phone extensions on the website, was reviewed by the DLT on 6/6/18 and 6/14/18. Christi Allen was assigned to make the website edits with Division Leader input by 6/23/18.
4. During their weekly meetings in May and June, Jim Adams reminded EH staff to update their letters and business cards to have their direct phone numbers, which has been implemented (this has already been implemented in APC for the last year).
5. Jim Adams has decided to implement an EH phone line auto-attendant. Jim and the EH staff have been drafting the script for that auto-attendant and plan for it to be implemented by IT by the end of June 2018. This will prevent phone calls being directed to VS when Connie Ash is not at work.

ii. Update by Heather: My Team will log calls for a one week period after EH phone auto attendant is hooked up. We will work around vacations and phone log forms are ready to distribute.

h. Complete Immunization Clinics QI Project due ~~03/31/18~~ 06/30/18

- i. Update by Terri: Nursing has been collecting additional data for non-english speaking clients and clients ≤ 5 years old as of April 2018. They collected the last of this data as of 6/11/2018. This data now needs to be compiled and analyzed to evaluate if there is a need to implement those additional improvements related to process for those types of clients. Plan to complete that by 7/20/18.

4. Member topics/Questions:

- a. Topics/Questions by Chrissy: No questions or new topics.
- b. Topics/Questions by Janet: Reviewed information. No changes required.
- c. Topics/Questions by Kim C: None
- d. Topics/Questions by Kim K: None
- e. Topics/Questions by Heather: not at this time
- f. Topics/Questions by Terri: Nothing additional.

5. Assign action items (see below summary)



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6. Future Meeting topics: Continuation of any not completed above.
7. Next Meeting: Wednesday August 15 Virtual meeting (July 18 was canceled)

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
Draw sketch of QI Supplies cart and supply to EH to make	Terri Dzienis	09/19/18
Make arrangement to Onboarding policy to include QI Skills Assessment and trainings for new hires	Terri Dzienis	TBD
Decide who will review the two QI101 trainings	Kim K or Chrissy	08/20/18
Review the two QI101 trainings to determine if they follow lean concepts	Kim K or Chrissy	09/18/18
Complete QIC meeting minutes	Terri Dzienis	06/28/18
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	07/11/18

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	06/25/18
Meeting minutes approved by:	Terri Dzienis	08/16/18