

Meeting Minutes

Meeting Name: QI Committee Meeting		Location: Virtual (electronic only)
Date: 8/16/2018	Start Time: 9:30am	Stop Time: 8/20 @ 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. Instructions for today's virtual meeting:</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 2 business days (due to vacations) 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 06/13/18 07/11/18</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. 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: This document is critical to have completed ASAP as it is needed for accreditation and the forms revisions are needed to complete the 2 QIPT projects, also needed for accreditation. There will be a quick turnaround requested by the QIC members for their review. Below is the plan to get this completed: <ul style="list-style-type: none"> 1. Terri to complete QI Plan revisions draft and send to QIC for review by 8/17/18 2. QIC to complete their review of the QI Plan revisions and send any comments/revisions to Terri via email by 8/24/18. 		

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3. Terri to incorporate all changes from QIC members into the QI Plan draft and send to DLT for review/approval by 08/24/18.
 4. DLT to complete review/approval of QI Plan by 09/05/18.
3. Review Status of other action items:
- a. Terri: Complete QIC 06/20/18 virtual meeting minutes by 06/28/18; Terri completed 08/16/18 and posted on the website on 08/16/18, which is beyond the deadline.
 - b. Develop QIPT PDCA implementation structure for QIPT meetings
 - 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 09/19/18.
 1. Update by Terri: Not complete yet.
 - 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. Kim K and Chrissy: Determine if Kim K or Chrissy will review the two QI101 trainings found by Heather by 08/20/18
 - i. Update by Chrissy: Kim K is reviewing the trainings.
 - ii. Update by Kim K: I will review the two QI101 trainings found by Heather by our Sept meeting.
 - e. Kim K or Chrissy: Will review the 2 trainings (NICHQ/ National Institute for Child Health Quality QI101 and Ohio Train course #1043373 NIATX Quality Improvement for Public Health) found by Heather to get a second opinion of if they follow the lean concepts. Report out findings during the 09/19/18 QIC meeting. Terri nominates Kim K or Chrissy since they both attended Lean training most recently.
 - i. Update by Kim K: I volunteer to review the trainings. See above.
 - ii. Update by Chrissy: Kim K will be reporting findings at the 9/19/18 QI meeting. I will also provide any feedback I may have at that time, as I will be looking at the trainings as well.
 - f. 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.
 - g. Develop and implement a Performance Management System (PMS) by ~~03/31/18~~ 06/30/18
 - i. Assigned to Accreditation Domain 9 team to complete.

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1. As of 07/25/18, this assignment has been updated to be assigned to the Domain 9 leader, Terri Dzienis, and the DLT.
- ii. Update by Terri (Domain 9 leader):
 1. As of 06/18/18, Terri and the DLT have revised the Strategic Plan action plan goals, which will be used as the basis of the PMS.
 2. On 06/25/18, the Board of Health approved the revised Strategic Plan.
 3. On 07/14/18, Terri and the DLT decided the PMS will consist of one strategic plan goal per division to represent the performance of that division.
 4. On 08/03/18, Terri completed the PMS tracking spreadsheet and sent to the DLT to add the first set of performance data representing 2nd quarter 2018. This first set of data and version of the spreadsheet will be discussed during the 09/05/18 DLT meeting.
 5. Terri has worked on writing the PMS policy to describe the PMS, spreadsheet, and responsibilities. The goal is to have the draft PMS policy, including Strategic Planning elements, completed for DLT review during their 09/05/18 meeting. Deadline extended to 09/05/18.
 6. PMS training for all staff is planned to occur during the 10/24/18 all-staff meeting. Terri is assigned to complete this.
- h. Complete Phone Routing QI Project due ~~03/31/18~~ 06/30/18
 - i. Update by Terri:
 1. The Best Practices were reviewed, revised, and approved by the DLT on 06/06/18. The DLT decided to add this to the Customer Service policy. Terri completed the Customer Service policy revisions and the DLT approved on 07/18/18.
 2. Christi Allen was assigned to make the website edits to list staff phone extensions with Division Leader input by 06/23/18. Christi completed this and notified all staff via email on 07/25/18.
 3. Since all improvements were implemented, all staff that answer phones did an "improvement data" phone call collection event on 07/16/18-07/23/18.
 4. On 08/01/18, Terri requested the phone calls received reports from IT, which have yet to be provided as of 08/16/18. Once received, Terri will complete analysis of improvement data.
 - ii. Update by Heather: nothing to add
- i. Complete Immunization Clinics QI Project due ~~06/30/18~~ 07/20/18

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- 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 09/19/18.
 1. Note: It has been decided by Rob Knight that this project cannot be used for PHAB accreditation documentation since it is related to a clinic which is outside the scope of PHAB. Therefore, EH has a division-specific project they will be completing that will be used for the 2nd QI project for accreditation.
4. Review activities with near future deadlines and make plans on how to accomplish them:
 - a. All-staff meeting QI presentation:
 - i. All staff meeting is scheduled for October 24, 2018. Deadline for handouts to attendees is October 15, 2018.
 - ii. Per the QI Plan 800-015-P, the following are required to be presented during the all staff meeting:
 1. QI Project outcomes, lessons learned, and recognition of involved staff (including graphic display summary).
 - a. QI Phone project should be completed by this time. Possibly the QI Immunization clinic project. Also the EH division-specific project should be completed.
 - b. Include a status update of the in-progress projects.
 2. Progress on QI Plan goals and objectives
 3. Expectation of all staff to contribute to QI per the QI plan;
 4. QI Plan effectiveness (completed April 2018).
 - iii. Also, since the QI Plan revision will be completed, need to present a summary of changes and the new goals of the plan (similar to the presentation in 2016).
 - iv. As discussed in past QIC meetings, the group decided to also conduct a hands-on QI training event to provide additional motivation to all staff on QI.
 1. Terri's thoughts for this is the "pig drawing" exercise from the Lean Boot Camp Training.
 - a. Kim K. - I like this idea.
 2. Other ideas for this training from each QIC member:

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- a. Kim K. – None
 - b. Heather-there are some humorous Youtube videos we could use
- v. Other topics ideas from each QIC member that should be presented:
 - 1. Kim K. - Could we split up into groups and complete a QI project proposal form together?
 - 2. Heather - Stress the importance of allowing the QI Project Teams to do the PDCA with a minimum of interference and "special approvals" from Division Leaders
- vi. Nominations from each QIC member of who will prepare the presentation for 2018 all staff meeting:
 - 1. Per Kim K. - Kim K. & Kim C. completed the years before
- vii. Nominations from each QIC member of who will be the presenter:
 - 1. Kim K. – Terri, you do such a good job and are more knowledgeable about the topic than anyone else.
- 5. Member topics/Questions:
 - a. Topics/Questions by Chrissy: None at this time.
 - b. Topics/Questions by Janet: None
 - c. Topics/Questions by Kim C: None
 - d. Topics/Questions by Kim K: None
 - e. Topics/Questions by Heather: could we make the project submission form easier to complete? This may provide us with more projects proposals to work with. Or create a new Quick Form
 - i. Response from Terri: Yes. The QI plan revision adds a new simple Idea form that gets submitted prior to the project proposal form to encourage more submissions.
 - f. Topics/Questions by Terri: Nothing additional.
- 6. Assign action items (see below summary)
- 7. Future Meeting topics: Continuation of any not completed above.
- 8. Next Meeting: Wednesday September 19, 2018; if in person @ 3:00 or will be virtual meeting (Terri to decide at a later date)

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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
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
Review the two QI101 trainings to determine if they follow lean concepts	Kim K	09/18/18
Complete QIC meeting minutes	Terri Dzienis	09/05/18
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 and send to QIC for review	Terri Dzienis	08/17/18
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:	All; last submission date used	08/29/18
Meeting minutes approved by:	Terri Dzienis	09/18/18