



# Meeting Agenda

<b>Meeting Name:</b> QIC Meeting	<b>Division/Committee:</b> Quality Improvement Committee	
<b>Date:</b> 09/19/2018	<b>Start Time:</b> 3:00	<b>Stop Time:</b> <u>4:30</u>
<b>Location:</b> Board Room	<b>Facilitator:</b> Terri Dzienis	
<b>Invited Attendees:</b> Kim Koons, Kim Campbell, Janet Copeland, Heather Macdonald, Chrissy Kardos		

1. Assign Note Taker for today's meeting
2. QIC to review and revise the QI Plan by ~~07/11/18~~ 08/24/18
  - a. Terri drafted revision to the QI Plan based on the information gathered in previous QIC meetings and sent to the QIC members for review on 09/10/18 (after 8/17/18 goal date). The QIC members completed their review and submitted comments to Terri on 9/14/18.
  - b. Simultaneously, Terri sent the draft QI Plan to the DLT for review on 09/10/18 (after 8/24/18 goal date) for the DLT to complete their review by 09/18/18 and approve the plan during the 09/19/18 DLT meeting.
  - c. During today's meeting, the QIC will discuss the QI Plan revisions and comments submitted so any final input can be received and incorporated by Terri.
3. All-staff meeting QI presentation:
  - a. All staff meeting is scheduled for October 24, 2018. Deadline for handouts to attendees is October 17, 2018.
  - b. Per the QI Plan 800-015-P, the following are required to be presented during the all staff meeting:
    - i. QI Project outcomes, lessons learned, and recognition of involved staff (including graphic display summary).
      1. QI Phone project should be completed by this time. Possibly the QI Immunization clinic project. Also the EH division-specific project should be completed.
      2. Include a status update of the in-progress projects.
    - ii. Progress on QI Plan goals and objectives
    - iii. Expectation of all staff to contribute to QI per the QI plan (including a solicitation to submit QI project ideas to satisfy 2018-2020 QI plan goal)
    - iv. QI Plan effectiveness (completed April 2018).
  - c. 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).



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- d. Also conduct a hands-on QI training event to provide additional motivation to all staff on QI. Ideas are:
    - i. The “pig drawing” exercise from the Lean Boot Camp Training. Per the request of the all-staff meeting planning committee, this will be changed to a “bat”, “owl”, “pumpkin” or other Halloween theme item to match the theme of the meeting. Therefore, this needs to be created from scratch. I have copies of the materials for the “pig” drawing that can be updated to the new image.
    - ii. Anyone interested?
  - e. Other topics to be presented:
    - i. Split up into groups and complete a QI project proposal form together?
    - ii. Heather says there are some humorous Youtube videos we could use. Thoughts?
  - f. Who will prepare the presentation for 2018 all staff meeting (Kim K. & Kim C. completed the years before)?
  - g. Who will be the presenter? Terri was nominated. Any other thoughts?
4. Review Status of other action items (updated to reflect 2018-2020 QI Plan):
- a. Kim K: 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 today’s QIC meeting. [make final selection of training to use as Introductory QI training by 12/31/18]
  - b. Terri: Finalize QIPT PDCA implementation structure guides and resources (QI tool trainings, etc) for QIPT meetings by 12/31/18.
    - i. Won’t be worked on until after the accreditation submission. Plan to resume work on this in November 2018. Any other interested volunteers to look through these resources?
  - c. Terri: Purchase and/or make QI supplies cart and implement its use by 12/31/18
    - i. Terri: Draw sketch of QI Supplies cart and supply to EH by 09/19/18
      - 1. Not completed. Need to extend deadline to November (11/21/18). Anyone else interested in completing this?
  - d. Terri: Develop and implement the initial Performance Management System (PMS) by 09/05/18:
    - i. 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 was discussed during the 08/23/18 DLT meeting. The 3<sup>rd</sup> quarter 2018 data will be added in early October 2018.



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- ii. Terri is 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 and approval during their 09/26/18 meeting.
    - iii. Deadline extended to 09/26/18.
    - iv. PMS training for all staff is planned to occur during the 10/24/18 all-staff meeting. Terri is assigned to complete this.
  - e. Heather: Complete the 2017 Phone Routing QI Project final steps and document by 10/12/18.
    - i. On 08/01/18, Terri requested the phone calls received reports from IT, which have not been provided as of 09/18/18. Once received, Terri will complete analysis of improvement data.
    - ii. Heather will complete the project documentation on the revised form while waiting for the final improvement data. To complete by 09/28/18.
  - f. Terri: Complete the 2017 Immunization Clinics QI Project final steps and document by 12/31/18.
    - i. Nursing has been collecting additional data for non-english speaking clients and clients  $\leq 5$  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 11/21/18.
  - g. Terri: Complete QIC 08/16/18 virtual meeting minutes by 09/05/18; Terri completed 09/18/18 and posted on the website on 09/18/18, which is beyond the deadline.
  - h. 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. 2018-2020 QI Plan deadline for this is 12/31/2020, so this action item will be removed from the QIC meetings until closer to that deadline.
5. Member topics
  6. Assign action items
  7. Future Meeting topics: Continuation of any not completed above.
  8. Next Meeting: Wednesday October 17, 2018 @ 3:00pm.
    - a. Do we need to reschedule the November 21, 2018 QIC meeting? It is the same week as Thanksgiving holiday.