

Meeting Minutes

Meeting Name: QI Committee Meeting		Location: Board Room	
Date: 9/19/2018		Start Time: 3:00pm	Stop Time: 4:15pm
Note Taker: Terri Dzienis		Facilitator: Terri Dzienis	
Division/Committee: Quality Improvement Committee			
Attendees: Janet Copeland, Kim Campbell, Chrissy Kardos, Kim Koons, Heather Macdonald, Terri Dzienis (see attached sign-in sheet)			
MINUTES			
<ol style="list-style-type: none"> 1. Assign Note Taker for today's meeting – Terri 2. QIC to review and revise the QI Plan by 07/11/18 08/24/18 <ol style="list-style-type: none"> 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. The DLT approved the plan with minor clarifications on training and definitions. 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. <ol style="list-style-type: none"> i. Group discussed the differences between just-do-it solution versus the division or formal QI project. The group was unclear if a project idea form was required to be submitted for the just-do-it solutions, which the group decided it should not be required. The group was also unclear what the criteria was for requiring just-do-it solution forms to be completed. They were concerned that regular changes made daily would be classified as just-do-it solutions, requiring the form filled out. The group clarified the criteria for just-do-it solutions is changes made to existing processes that improved the process, and had no cost, and to made the form completion optional to reduce paperwork burden from regular improvements. Group then decided that process should be defined for clarification. ii. The group also was unclear if a list will be made of the project ideas submitted since not all of them would be initiated as projects. The consensus was yes a list would be made. iii. Heather commented should define PDSA is same as PDCA. iv. Terri will update the QI plan to add these clarifications and finalize the plan by 09/21/18. 			

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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).
 - i. Group wanted to make sure to highlight the new Idea form and Just-do-it solution forms.
 - 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?
 1. Group discussed the option of making a new image and they were not interested. None on the QIC are artistic to make a proper image and there would be a lot of work to create the instructions. The exercise will use the pig drawing, especially since Terri already found the presentation materials for it.
 - e. Other topics to be presented:
 - i. Split up into groups and complete a QI project proposal form together?

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1. Group likes this idea, but agree the pig drawing exercise is best for now and there is time for only one exercise. Next year we can do the proposal exercise.
 - ii. Heather says there are some humorous Youtube videos we could use. Thoughts?
 1. If there is a good video, the group is interested in that. However, we don't know if we will have internet access. Most youtube videos would require internet access to play.
 2. Heather and Chrissy will look for appropriate videos to choose from and the group will decide if one will be played during the October QIC meeting.
- f. Who will prepare the presentation for 2018 all staff meeting (Kim K. & Kim C. completed the years before)?
 - i. Chrissy will prepare draft of the presentation, using last years presentation as a guide, to be complete by 10/5/18.
 - ii. Terri will prepare the presentation related to the QI plan revisions.
 - iii. Terri will finalize both presentations after provided the draft by 10/17/18 deadline.
- g. Who will be the presenter? Terri was nominated. Any other thoughts?
 - i. Group agrees Terri should be main presenter since most knowledgeable of topics.
 - ii. Group interested in each QIC member having a section of the room to manage the pig drawing exercise, instead of having the entire room participate together.
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]
 - i. Kim K reviewed these trainings. The NICHQ course was a power point with talking that had leanohio concepts, covered AIM statements, and PDSA. However Kim had to create a login to complete this training. The NIATX course kept talking about the NIATX concept, which isn't leanohio. Since all CCPH staff already have Ohio Train accounts, it would be best to find a course on Ohio Train. Kim K will look at the other course options on Ohio Train by October QIC meeting.
 - b. Terri: Finalize QIPT PDCA implementation structure guides and resources (QI tool trainings, etc) for QIPT meetings by 12/31/18.

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- 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?
 - 1. Chrissy and Kim K will look through these since they recently attended Lean Ohio.
- ii. Heather said she found really great youtube videos of the QI tools that were just 10 minutes long each. Heather will find these again. This could be used for intermediate training and QIPT training.
- 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?
 - 2. Heather will work on 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 3rd quarter 2018 data will be added in early October 2018.
 - 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 12/31/18.
 - 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 ≤5 years old as of April 2018. They collected the last of this data as of

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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: None
- 6. Assign action items (see below summary)
- 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.
 - b. Yes needs rescheduled. Also need December rescheduled. Terri will send doodle poll to group to gather their availability and reschedule these meetings.

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ACTION ITEMS		
Item	Person Responsible	Deadline
See Sections #2, #3, and #4 above for details.	QI Team	
Complete QIC meeting minutes	Terri Dzienis	09/26/18
Finalize QIPT PDCA implementation structure guides and resources (QI tool trainings, etc) for QIPT meetings	Chrissy and Kim K	12/31/18
Find youtube videos of QI Tools to serve as individual QI tools training and QIPT training	Heather Macdonald	12/31/18
Draw sketch of QI Supplies cart and supply to EH to make	Heather Macdonald	11/21/18
Review additional QI101 trainings available in Ohio Train to find ones that follow lean concepts	Kim K	10/16/18
Find youtube videos options to play during all-staff meeting	Chrissy and Heather	10/16/18
Prepare draft of all-staff meeting presentation	Chrissy Kardos	10/05/18
Finalize all-staff meeting presentation, including portion with QI plan revision highlights.	Terri Dzienis	10/17/18
Finalize the QI Plan revision based on DLT and QIC review comments	Terri Dzienis	09/21/18
Develop and implement the initial PMS	Terri Dzienis & DLT	09/26/18
Complete the 2017 Phone Routing QI Project document on revised form	Heather Macdonald	09/28/18
Complete the 2017 Phone Routing QI Project final steps	Heather Macdonald	12/31/18
Complete the 2017 Immunization Clinics QI Project final steps and document	Terri Dzienis	12/31/18
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:	Terri Dzienis	10/13/18
Meeting minutes approved by:	Terri Dzienis	10/15/18



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Meeting Sign-in Sheet

Meeting Name: QIC Meeting	Division/Committee: Quality Improvement Committee	
Date: 09/19/2018	Start Time: 3:00	Stop Time: 4:30
Location: Board Room	Facilitator: Terri Dzienis	

Attendees:	Representing (Agency, Division, etc):	E-mail Address (Optional):
TERRI DZIENIS	APC	_____
HEATHER MCDONALD	LAB	
Kim Campbell	EH	
Chrissy Kardos	VS	
Kim Koons	WIC	
Janet Copeland	NSG	

Invited but not in attendance:
