

## Meeting Minutes

<b>Meeting Name:</b> QI Committee Meeting		<b>Location:</b> Board Room
<b>Date:</b> 10/16/2018	<b>Start Time:</b> 3:00pm	<b>Stop Time:</b> 4:15pm
<b>Note Taker:</b> Terri Dzienis	<b>Facilitator:</b> Terri Dzienis	
<b>Division/Committee:</b> Quality Improvement Committee		
<b>Attendees:</b> Janet Copeland, Chrissy Kardos, Heather Macdonald, Terri Dzienis (see attached sign-in sheet)		
<b>MINUTES</b>		
<ol style="list-style-type: none"> <li>1. Assign Note Taker for today's meeting – Janet</li> <li>2. Terri to revise and finalize the QI Plan by 09/21/18.             <ol style="list-style-type: none"> <li>a. The DLT approved the QI Plan with minor revision on 09/19/18. Terri completed final revisions to incorporate DLT and QIC comments on revised draft QI Plan on 09/24/18 and provided them to Rob Knight to publish on website. Rob completed this and emailed the final 2018-2020 QI plan to all-staff on 09/24/18. COMPLETE.</li> </ol> </li> <li>3. All-staff meeting QI presentation:             <ol style="list-style-type: none"> <li>b. All staff meeting is scheduled for October 24, 2018. Deadline for handouts to attendees is October 17, 2018.                 <ol style="list-style-type: none"> <li>i. Group decided there will be no handouts this year of the presentation; only the pig drawing exercise.</li> </ol> </li> <li>c. Will be conducting a hands-on QI training event of the "pig drawing" exercise. Group discussed to conduct this with all QIC members having a section of the room to conduct the exercise.                 <ol style="list-style-type: none"> <li>i. It was decided the group will give drawing instructions to the employees to show how QI is interpreted differently by each person. The "detailed" step 2 of the instructions will be only the picture version, not the written version, of the instructions.</li> <li>ii. Terri will draft the facilitator instructions and provide packets to each QIC member at the all-staff meeting. The facilitator instructions will be emailed out ahead of time for member input prior to finalization, by 10/23/2018.</li> </ol> </li> <li>d. Chrissy was to complete draft of presentation by 10/05/18. Chrissy completed it on 10/10/18. Terri to finalize presentation by 10/17/18</li> </ol> </li> </ol>		

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- i. Extended Terri's deadline to 10/23/18 (day before meeting) since not being provided as handouts (so more time is available).
- e. Heather and Chrissy to find some humorous YouTube videos as options for all-staff meeting. Group will review what they found and decide which to use.
  - i. Heather copied links of videos into QI folder for group to review; Group viewed several of them and found they were lengthy or specific to QI tools training, so not appropriate for the all-staff meeting at this time. These can work for the QI tool training that are being compiled.
  - ii. Chrissy really liked the Fable of Complexity. The group started watching this and thought it was good, but also lengthy, so would need to be planned when more time is allotted for the QI presentation, like in 2019.
  - iii. Chrissy will try to find some other funny & short videos by 10/22/18. If can't find anything, then won't have any videos this year.
- 4. Review Status of other action items:
  - a. Kim K: Find and review introductory QI trainings available in Ohio Train to determine if any 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 gave notes to Terri to review with the group for overall comparison of QI trainings. Group decided the current intro training (#1059243) is best out of the 2 options, especially since it is offered through Ohio TRAIN.
    - ii. After review of the youtube videos Heather shared, the group thinks that there might be some of these videos that can be used to augment the Intro course.
  - b. Chrissy and Kim K: Finalize QIPT PDCA implementation structure guides and resources (QI tool trainings, etc.) for QIPT meetings by 12/31/18. –Not completed yet.
  - c. Heather: Locate YouTube videos of QI Tools training to use for individual QI tools training and QIPT training [Finalize QIPT PDCA implementation resources by 12/31/18]
    - i. They are in the QI folder "youtube" folder (which was reviewed by the group for agenda item #3.e. above).
  - d. Heather and Terri: Purchase and/or make QI supplies cart and implement its use by 12/31/18
    - i. Heather: Draw sketch of QI Supplies cart and supply to EH by 11/21/18 – Heather talked to Gus today about 2 different design ideas.

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- e. Terri: Develop and implement the initial Performance Management System (PMS) by 09/26/18:
  - i. Terri is writing the PMS policy to describe the PMS, spreadsheet, and responsibilities. The goal was to have the draft PMS policy, including Strategic Planning elements, completed for DLT review and approval during their 09/26/18 meeting, but this deadline was not met due to workload.
  - ii. Deadline extended to 10/31/18.
  - iii. PMS training for all staff is planned to occur during the 10/24/18 all-staff meeting. Terri is assigned to complete this.
- f. Heather: Complete the 2017 Phone Routing QI Project final steps and document by 10/12/18.
  - i. Improvement data was collected on 07/16/18-07/20/18. On 08/01/18, Terri requested the phone calls received reports from IT. On 09/24/18, IT informed Terri the phone system was not working properly, so there are no reports for that time period. Therefore, new data needs collected.
  - ii. Improvement data was collected 10/01/18-10/05/18. Terri received the phone calls received reports from IT on 10/10/18. All data was compiled and analyzed on 10/12/18. The final QI project meeting to review the data and wrap-up the project occurred on 10/12/18. The data shows calls improved for divisions, but worsened for VS, which indicated suboptimization occurred. The Project team decided to “adapt” the project since further improvement is needed, especially to the auto-attendant.
    - 1. Heather to submit project “idea” form for Phase 2 of this project by 11/29/18.
  - iii. Heather completed the project documentation on the revised form on 10/03/18. Terri and Heather will finalize this documentation based on the 10/12/18 meeting by 11/02/18.—This project is mostly completed.
    - 1. Heather to email post-project evaluation form to QIPT members by 10/26/18.
- g. Terri: Complete the 2017 Immunization Clinics QI Project final steps and document by 12/31/18.

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- 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 6/11/2018.
  - ii. Improvement data planned to be collected 10/01/18 and 10/15/18. All data will be compiled and analyzed on 10/16/18. The final QI project meeting to review the data and wrap-up the project is scheduled for 10/18/18.
  - iii. Terri will finalize the project documentation based on the 10/18/18 meeting by 11/02/18.
- h. Terri: Complete QIC 09/19/18 meeting minutes by 09/26/18; Terri completed 10/13/18 and posted on the website on 10/15/18, which is beyond the deadline.
- 5. Member topics
  - a. Heather: Working on writing up a new project idea to submit to the group.
- 6. Assign action items (see below summary)
- 7. Future Meeting topics: Continuation of any not completed above.
- 8. Next Meeting: Wednesday November 29, 2018 @ 3:00pm.

### ACTION ITEMS

Item	Person Responsible	Deadline
See Sections #2, #3, and #4 above for details.	QI Team	
Complete QIC meeting minutes	Janet Copeland	10/23/18
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
Find funny and short youtube videos for all-staff meeting QI presentation	Chrissy Kardos	10/22/18
Finalize all-staff meeting presentation, including portion with QI plan revision highlights.	Terri Dzienis	10/23/18
Send draft facilitator instructions for “pig drawing” exercise to QIC members	Terri Dzienis	10/23/18

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Item	Person Responsible	Deadline
Review and provide comments (if necessary) on the draft facilitator instructions for “pig drawing” exercise to Terri	QIC Members	10/23/18
Develop and implement the initial PMS	Terri Dzienis & DLT	10/31/18
Submit project idea form for Phase 2 of the Phone project	Heather Macdonald	11/29/18
Submit post-project evaluation form to Phone project QIPT members	Heather Macdonald	10/26/18
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
<b>APPROVAL</b>		
<i>These minutes represent a true and accurate record of this meeting to be the best of my knowledge.</i>		
<b>Person Responsible:</b>		<b>Date:</b>
<b>Meeting minutes submitted by:</b>	Janet Copeland	10/30/18
<b>Meeting minutes approved by:</b>	Terri Dzienis	11/26/18



## Meeting Sign-in Sheet

Meeting Name: QIC Meeting	Division/Committee: Quality Improvement Committee	
Date: 10/16/2018	Start Time: 3:00	Stop Time: 4:00
Location: Board Room	Facilitator: Terri Dzienis	

Attendees:	Representing (Agency, Division, etc):	E-mail Address (Optional):
<i>Terri Dzienis</i>	<i>APC</i>	<i></i>
<i>J. MacDonald</i>	<i>LAB</i>	
<i>Christine Kordas</i>	<i>VS</i>	
<i>Janet Copeland</i>	<i>NSG</i>	

### Invited but not in attendance:

<i>Kim Koons - Doctor Appt Conflict</i>	
<i>Kim Campbell - Unknown</i>	