



## Meeting Agenda

Meeting Name: QIC Meeting	Division/Committee: Quality Improvement Committee	
Date: 11/29/2018	Start Time: 3:00	Stop Time: 4:00
Location: Board Room	Facilitator: Terri Dzienis	
Invited Attendees: Kim Koons, Kim Campbell, Janet Copeland, Heather Macdonald, Chrissy Kardos		

1. Assign Note Taker for today's meeting
2. Submitted QI Project Ideas
  - a. Any submitted? If yes, review the project ideas and determine next steps
3. Review Status of action items:
  - a. All-staff meeting:
    - i. Terri completed the presentation and presented it during the 10/24/18 all-staff meeting.
    - ii. Chrissy was not able to find any short QI videos by 10/22/18, so none included.
    - iii. Terri completed the pig exercise facilitator instructions on 10/23/18 and the QIC members completed their quick review on same day.
    - iv. All QIC members facilitated the pig exercise during the 10/24/18 all-staff meeting, which received good feedback from the staff.
  - b. Chrissy and Kim K: Finalize QIPT PDCA implementation structure guides and resources (QI tool trainings, etc.) for QIPT meetings by 12/31/18.
  - 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]
  - d. Heather and Terri: Purchase and/or make QI supplies cart and implement its use by 12/31/18
    - i. Terri has had several discussions with Gus on the cart design, and Gus has started to build the cart. Gus plans to be complete by January 2019.
  - e. Terri: Develop and implement the initial Performance Management System (PMS) by 10/31/18:
    - i. Terri completed writing the PMS policy to describe the PMS, spreadsheet, and responsibilities on 10/31/18 and sent to DLT for review. The DLT completed their review and approval during their 11/07/18 meeting. Rob posted on website and sent to staff on 11/08/18.
    - ii. PMS training for all staff, conducted by Terri, occurred during the 10/24/18 all-staff meeting.
    - iii. Objective COMPLETE.

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- f. Heather: Complete the 2017 Phone Routing QI Project final steps and document by 12/31/18.
  - i. Heather completed the project worksheet documentation on the revised form on 10/03/18. Terri and Heather finalized this worksheet based on the 10/12/18 meeting on 11/5/18.
  - ii. Still need to complete the graphical display summary to post in hallway. Deadline to complete by 12/15/18. This is assigned to Terri and Heather to complete together.
  - iii. Heather still needs to complete the brief narrative written summary of the project outcomes (to be included in the CCPH annual report) by no later than 12/31/18 (in accordance with M.3.b.ii of the QI Plan).
  - iv. Heather still needs to complete the longer written summary of the project outcomes, lessons learned, and list of team members (to be included in the BOH report & shared with the QIC) by no later than 12/31/18 (in accordance with M.3.b.iii of the QI Plan)
  - v. Heather to provide post-project evaluation forms to QIPT members by 10/26/18 and gather the completed forms by 11/26/18.
  - vi. Heather to submit the QI project idea form for the phase 2 of the phone project (to focus on improving the main line auto-attendant) by 11/29/18.
  - vii. Terri still needs to upload the documentation to the website. Will complete this after all documentation is completed, but no later than 12/31/18.
- g. Terri: Complete the 2017 Immunization Clinics QI Project final steps and document by 12/31/18.
  - i. Improvement data collected on 10/01/18 and 10/15/18. Data compiled and analyzed on 10/17/18 & 10/18/18. The final QI project meeting to review the data and wrap-up the project occurred on 10/18/18. The team agreed the data showed some improvement, and overall the clinic runs more smoothly. The team decided to “adopt” the change and conclude the project. Project Complete.
  - ii. Terri provided post-project evaluation forms to QIPT members on 10/23/18 and gathered the completed forms on 11/7/18. The QIC will review the forms when the entire completed project is reviewed in January 2019.
  - iii. Terri needs to complete the project documentation (worksheet, graphical display summary, narrative, website, etc.) by 12/31/18. Original estimate was complete by 11/02/18, but this has not been completed yet. Plan to complete by objective deadline of 12/31/18.
- h. Janet: Complete QIC 10/16/18 meeting minutes by 10/23/18; Janet completed 10/30/18 and Terri finalized and posted on the website on 11/26/18, which is beyond the deadline.

4. Member topics

5. Assign action items

6. Next Meeting: Tuesday December 18, 2018 @ 3:00pm.