

Quality Improvement, Performance Management, & Strategic Priorities Update



Public Health
Prevent. Promote. Protect.

Canton City Public Health

October 30, 2019
By Terri Dzienis

Quality Improvement Update



Progress from 10/24/2018-10/30/2019




Quality Improvement at CCPH

- 🛡️ The Quality Improvement Committee (QIC) oversee the implementation of the QI program at CCPH and work to complete the QI Plan Goals and Objectives.
- 🛡️ The QIC also review all QI Project Ideas and select which ideas are initiated as large projects.
- 🛡️ QIC has some new members this year: Allison B., Steve S., and Sharon F.
- 🛡️ Other members are: Terri D., Chrissy K., Heather M.

QI Goals and Objectives Progress


- 🛡️ QI Plan goals and objectives the QIC is working on are:
 - 🛡️ Find more training opportunities for introductory level, intermediate level, and QI tools for all staff
 - 🛡️ Update QI skill assessment
 - 🛡️ QI Participation Incentives program

QI Goals and Objectives Progress

-  Progress toward accomplishing the goals and objectives (activities) is evaluated monthly during meetings (included in minutes) and summarized quarterly for the Board of Health.
-  Minutes and Reports are accessible on the CCPH website.
-  The QI section of the website also lists other QI information, including the complete list of goals and objectives

CCPH QI on website


BOARD OF HEALTH
Board of Health
Meetings



HEALTH COMMISSIONER
▶ Health Commissioner

HEALTH DEPARTMENT
▶ Air Pollution Control
▶ Environmental Health
▶ Food Protection
▶ Laboratory
▶ Nursing
▶ Enfermería
▶ Preparedness
▶ Office of Public Health Information
▶ THRIVE - Infant Mortality
▶ Vital Statistics Birth/Death Certificates
▶ Women, Infants and Children (WIC)
Healthy Lifestyle - NEW
Special Projects
▶ **Performance & Quality Improvement**
Leadership Team

Home

Select language: 

TB clinic will be closed Monday, October 28, 2019 and HIV testing clinic will be closed Wednesday, October 30, 2019 for staff development.

Welcome to the Canton City Public Health website!

Canton City Public Health will be closed on Wednesday, October 30, 2019 for staff development.

Did You Know...


- How to protect yourself from measles ([click here](#))?
- Individuals interested in making a donation to the **Stark Wide Approach to Prevention (SWAP)** project can access the SWAP Amazon Wish List [here](#)?
- SWAP (Stark Wide Approach to Prevention), a needle (syringe) access program, is available **Fridays** from **2:00pm** to **4:00pm** (except legal holidays). Click [here](#) for more information.

Publications

- Monthly countywide Communicable Disease [Reports](#) (Epigram).
- Weekly influenza [reports](#).

Mission, Vision and Values

Mission
Working together to prevent the spread of disease, promote health and


Public Health
Prevent. Promote. Protect.

**CANTON CITY
PUBLIC HEALTH**
JAMES M. ADAMS, RS, MPH
HEALTH COMMISSIONER

(330) 489-3231
(330) 489-3335 Fax
Monday - Friday
8:00 am - 4:30 pm
(Excluding [Holidays](#))

Office Address
Canton City Public Health
420 Market Avenue, North
Canton, Ohio 44702
[Driving Directions](#)

Employee E-mail Access
Employee Information

CCPH QI on website

► Women, Infants and Children (WIC)

Healthy Lifestyle - NEW

Special Projects

Performance & Quality Improvement

Leadership Team

GENERAL INFORMATION

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Health Partner Contacts and Links

Health Department Privacy Policy

Community Calendar

City of Canton

Department	Program	Objective	Measure	Q1	Q2	Q3	Q4	Status	Trend
Maternal	WIC	2.1 Decrease # of participants certified without current benefits	# of participants	337	320	334	346	close to target	↑
Maternal	WIC	2.2 Complete 25 WIC outreach activities per year	% of activities/yr completed	0	100	75	104	objective complete	↑
Access	Nursing	1.1 Develop funding strategy for STI clinic services (starts 07/01/19)	% of completion	0	100	n/a	n/a	not started	↔
Foundational	Admin	2.1 Implement electronic leave reporting	% of completion	100	100	100	100	objective complete	↑
Staff	Admin	2.1 Implement strategy to address employee satisfaction survey results	% of completion	0	100	50	43	below target	↔

Status Key:

Target Achieved = status metric equal to or better than quarter target (highlighted green);

Close to Target = status metric worse than quarter target, but within 10% of quarter target (highlighted yellow);

Objective Complete = Objective has been successfully completed (highlighted green)

Abbreviations: n/a = not applicable % = percent * = number

Trends (arrows):



Improved performance compared to last quarter



Same performance as last quarter



Declined performance compared to last quarter

Date Reported: 8/21/2019

Quality Improvement

An important part to improving the performance of the Canton City Public Health (CCPH) organization is quality improvement. CCPH is committed to providing high quality services to the community in which it serves. An integral part of that is to continually assess and improve its programs and services. CCPH has a quality improvement (QI) plan to describe its QI program and structure, which includes a QI committee, reports of its progress toward QI goals, and completing QI projects. Click [here](#) for more information on CCPH quality improvement.

CCPH QI on website

QI Plan Goals and Objectives Progress:

The QIC assesses the progress of the QI Plan goals and objectives on a quarterly basis. Below contains links to the latest progress reports available.

[06/09/2016-09/30/2016 QI Plan Goals Progress](#) (presented during All Staff Meeting on 10/28/2016)

[10/01/2016-12/31/2016 QI Plan Goals Progress](#) (included in 1/23/17 Board Meeting packet)

[01/01/2017-03/31/2017 QI Plan Goals Progress](#) (included in 4/24/17 Board Meeting packet)

[04/01/2017-06/30/2017 QI Plan Goals Progress](#) (included in 7/24/17 Board Meeting packet)

[07/01/2017-09/30/2017 QI Plan Goals Progress](#) (included in 10/30/17 Board Meeting packet)

[10/01/2016-10/30/2017 QI Plan Goals Progress](#) (presented during All Staff Meeting on 11/01/2017)

[10/01/2017-12/31/2017 QI Plan Goals Progress](#) (included in 01/22/18 Board Meeting packet)

[01/01/2018-03/31/2018 QI Plan Goals Progress](#) (included in 04/23/18 Board Meeting packet)

[2016-2017 QI Plan Assessment and Effectiveness](#) (included in 05/21/18 Board Meeting packet)

[04/01/2018-06/30/2018 QI Plan Goals Progress](#) (included in 07/23/18 Board Meeting packet)

[11/01/2017-10/23/2018 QI Plan Goals Progress](#) (presented during All Staff Meeting on 10/24/2018)

[07/01/2018-09/30/2018 QI Plan Goals Progress](#) (included in 11/26/18 Board Meeting packet)

[10/01/2018-12/31/2018 QI Plan Goals Progress](#) (included in 01/28/19 Board Meeting packet)

[01/01/2019-03/31/2019 QI Plan Goals Progress](#) (included in 04/29/19 Board Meeting packet)

[04/01/2019-06/30/2019 QI Plan Goals Progress](#) (included in 08/26/19 Board Meeting packet)

QI Plan Goals & Objectives 2020



🛡️ Goals/objectives to be completed in 2020:

🛡️ Improve QI maturity survey

🛡️ Complete 2 large QI projects by 06/30/2020.

🛡️ Each division to complete either one mini-QI project or one just-do-it solution by 12/31/2020.

🛡️ Nursing, EH and Lab have already completed these

🛡️ Each division conduct one customer satisfaction data collection by 06/30/2020.

QI Projects 2019

#1 Kronos Implementation: Attendance

- Complete
- See Poster Board in Hall for details

#2 EH Mini-QI Project: Improve Food Program Forms

- In-progress
- See Poster Board in Hall for details

Other in-progress QI Projects

- Kronos Implementation: Activities
- Phone Routing #2 – Stalled due to IT phone change
- ODRS Reporting – Selected – needs started

CCPH Staff QI Responsibilities



🛡️ All Staff have the following QI responsibilities:

- Participate in training to develop understanding of QI
- Identify areas for improvement for QI Projects
 - Submit ideas to any QIC member
- Suggest improvement actions for your area
- Participate on QIC and QI Project Teams (QIPT), as required
- Apply QI principles and tools to daily work



Do You Have a QI Project Idea??

- Submitting ideas for QI projects is simple! There is now a simplified form to use (or just email the same information), that can be submitted to any QIC member. Forms are in the hallway.



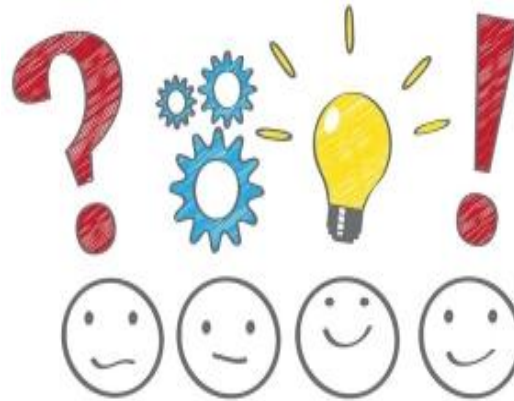
Canton City Public Health

Canton City Public Health
FINAL

800-015-03-F: QI PROJECT IDEA FORM

Submitted By:	Submitted Date:
Program/Process to be improved:	Division(s) Responsible for Program/Process:
What is the project idea?	
What data/information gave you the project idea?	
What problem will this project idea address?	

Questions?



Presenter Information:

Terri Dzienis

APC Director

(& QIC Chairperson & PM Lead)

Canton City Public Health