

Meeting Minutes

Meeting Name: QIC Meeting		Location: Board Room	
Date: 08/21/2019		Start Time: 3:00 pm	Stop Time: 4:10 pm
Note Taker: Allison Black		Facilitator: Terri Dzienis	
Division/ Committee: Quality Improvement Committee			
Attendees: Chrissy Kardos, Sharon Foster, Heather Macdonald, Allison Black (see attached sign-in sheet)			
MINUTES			
<ol style="list-style-type: none"> 1. Assign Note Taker for today's meeting: Allison Black 2. Submitted QI Project Ideas / Proposals: <ol style="list-style-type: none"> a. Chrissy assigned to help Annie Butusov complete project proposal for 6/14/19 submitted a QI Project Idea to for their Desk Watch process. Status? <ol style="list-style-type: none"> i. Chrissy did not touch base with w/ Annie about the desk watch process QI project idea. Chrissy plants to contact Annie today. 3. All staff Meeting (10/30/19) QI Content: <ol style="list-style-type: none"> a. Little time at meeting for QI presentation; only 15 minutes to update on QI, PM, and SP. <ol style="list-style-type: none"> i. Plan a brief summary and reminder of where to find detailed information on our website: Terri plans prepare and do a brief summary of QI plan goals status and reference everyone to the website to check for updates. b. Required to highlight 2 QI Projects per SP. This will be done by poster boards & online content. <ol style="list-style-type: none"> i. EH Mini-QI project for Food Program Forms improvement: this one is one of the 2; <ul style="list-style-type: none"> • Terri assigned to work with EH to get QI project documentation together that can be used for the poster board. ii. Kronos Attendance project: second pick <ul style="list-style-type: none"> • Would need to complete improvement data collection and analysis soon – Terri assigned to get this completed and get content together by beginning of October. iii. Timeliness of Reporting ODRS project: not selected iv. Share the QI Ideas provided that are eligible projects?: No decision by group. v. Poster boards: Allison assigned to put together poster board for the 2 QI projects for all staff meeting display. This to be completed by mid-October. c. Required to have a hands-on QI tool training/demonstration per QI Goals. 			

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- i. Will be conducted at the end of the Social Determinants activity (the end of the activity has staff think of improvements that can be made).
 - ii. Brainstorm tools, Affinity Diagram, Impact/control matrix, etc. With each group to show support and encourage QI tools. Terri, Chrissy, and Heather each agreed to be assigned to a group to assist with this.
 - Heather will put together some handouts we can use by 10/15/19.
4. Review Status of action items:
 - a. Kim K: Collect Lean Ohio Boot camp presentations to use as “individual QI tools training” and for QI Project implementation by 8/21/19.
 - i. Reached out to training provider on 6/25/19 & 7/16/19. Still have not been provided:
 - ii. Kim K. was unable to get Lean Boot Camp presentation to use as “individual QI tools training” and for QI implementation. Terri to check with Kim K. to see how to move forward.
 - b. Chrissy and Sharon: Add QI sign/label to QI Supplies cart and hallway by 8/20/19
 - i. Sign completed just needs to be added to the cart; to be completed by 9/17/19
 - c. Janet & Heather: Research possibility of offering incentives for QI participation (e.g. Jeans day, time off, garage parking spot, etc). Propose program options to DLT by ~~6/30/19~~ 8/21/19.
 - i. Heather started this project but needs more time. Extended until 9/17/19.
5. Make plans/assignments for QI objectives that are due soon
 - a. Provide Staff list of QI tool trainings by 9/30/19 and DLT to completed trainings by 12/31/19 – Dependent and on Hold for item 4.a.
 - i. Waiting on power points and information from Lean Ohio Boot Camp presentation. Terri to follow up with Kim K.
 - b. Conduct QI Skills assessment of all staff who completed QI intro training by 8/30/19.
 - i. Terri to follow up with Kim K. to create survey over QI skills. List in L Drive of who completed training. Survey to be created on O365 by 9/17/19. Allison to help out.
 - c. Solicit staff to submit QI project ideas by 9/31/2019. Do this during all staff meeting 10/30/19??
 - i. To be completed at the all staff meeting, 10/30/19, to let the staff know how to submit a QI project and have forms available there.
6. QI Projects status (Completed projects)
 - a. Terri: Complete the 2017 Immunization Clinics QI Project final steps and document by 8/20/19.

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- i. Terri needs to complete the project documentation (worksheet, graphical display summary, narrative, website, etc.). No progress made so extend deadline to 9/30/19
7. QI Projects status (Active projects)
 - a. Kronos Activities – Progress Reported by Terri - Several recent meetings (5/9/19 is most recent) have occurred with the Kronos development programmers; Kronos programmers made changes that CCPH requested. The team also needs to update the activities categories list to be more aligned with ODH annual report categories, which a meeting is scheduled for 8/29/19 to iron out. Once activities list is revised, another testing of the program will occur with the Activities testers. It is planned to implement for all staff by January 2020.
 - b. Kronos Attendance – Progress Reported by Terri – Kronos attendance system went live for all staff the week of 4/15/19. Team will evaluate new process steps and collect improvement data to determine if a reduction of time/steps has occurred with the new system. Improvement data collection needs to be initiated by Terri by 8/30/19.
 - i. Terri to move this along to hopefully start collecting data in September.
 - c. Timeliness of Reporting ODRS:
 - i. Chrissy, the project QI Consultant (i.e. leader) to contact the team to schedule project meetings. Status?
 - Chrissy talked with Amanda who said won't be available until after end of September; need to schedule another conversation with her to get some meetings scheduled in October.
 - d. Phone Project #2 update – Progress reported by Terri and Heather
 - i. Auto-attendant reprogrammed to eliminate 0 option. Call volume has decreased.
 - ii. Data need collected again to show improvement, but is dependent on Phone system logs.
 - iii. Terri emailed IT about Phone data report options from the new phone system on 6/20/19. On 8/21/19, IT responded to Terri to say they don't have reports yet and hope to start that soon. - not able to go forward until data is available.
 - iv. Sharon reports the phone voice quality and volume is poor.
8. Member topics
 - a. Sharon: WIC get people walking in to WIC for VS. Thinks issue is they can't see signs, so signs should be place on doors. Sharon will submit a QI Project idea form for this.
9. Assign action items - see notes throughout agenda and summary below.
10. Next Meeting: Wednesday September 18, 2019 @ 3:00pm.

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ACTION ITEMS		
Item	Person Responsible	Deadline
Add QI sign/label to QI Supplies cart	Chrissy	09/17/2019
Finalize the “individual QI Tools training” document with electronic Lean Ohio presentations (once received) and additional videos	Terri	09/17/2019
Continue pursuing instructor for electronic Lean Ohio presentations	Terri	09/17/2019
Research incentives that could be offered for QI participation. Prepare proposal to submit to DLT.	Heather	09/17/2019
Work with Annie of EH to submit the Desk Watch project proposal form	Chrissy	09/17/2019
Complete initiation of Kronos Attendance improvement data collection then Analyze data and complete summary for all-staff meeting boards	Terri	09/17/2019 & 10/04/19
Create QI Skills survey in O365, then email to staff	Terri & Allison	09/17/2019
Contact ODRS project team members to setup project meetings and kick off project	Chrissy	09/17/2019
Get phone data report options from IT for Phone #2 project. Follow-up with IT	Terri	11/30/2019
Prepare brief QI summary for All-staff meeting	Terri	10/16/2019
Terri to work with EH to gather Mini-QI project for Food Program Forms for all-staff meeting boards	Terri	10/04/2019
Prepare 2 QI project summary poster boards for all-staff meeting	Allison	10/23/2019
Prepare handout materials for QI Brainstorming, Affinity Diagram, Impact/Control matrix QI Tools exercise for all-staff meeting	Heather	10/15/2019
Complete QIC Meeting Minutes	Allison	08/28/2019
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:	Allison Black	08/27/2019
Meeting minutes approved by:	Terri Dzienis	09/09/2019

