

Meeting Minutes

Meeting Name: QI Committee Meeting		Location: Virtual (electronic only)	
Date: 11/21/2019-11/22/2019		Start Time: 11/21 4:00 pm	Stop Time: 11/22 4:30 pm
Note Taker: All		Facilitator: Terri Dzienis	
Division/ Committee: Quality Improvement Committee			
Virtual Attendees/Minutes Contributors: Terri Dzienis, Chrissy Kardos, Heather MacDonald			
Virtual Attendees that did not contribute: Allison Black, Sharon Foster, Steve Smith			
MINUTES			
<p>1. <u>Instructions for today's virtual meeting:</u></p> <ul style="list-style-type: none"> a. Today's meeting is a virtual meeting, versus our normal in-person meetings. b. Terri has created this draft meeting minutes document for this virtual meeting and emailed it to the members. Each member is to add their updates to the meeting minutes document in the area Terri has provided. All areas requiring updates are highlighted in Red Text. Actions are highlighted in Blue Text. If members have additional areas they want to enter comments or questions, they are free to do that as well, they just need to include their name with any comments/questions and highlight them in contrasting text format. c. Once complete, the members are to <u>email</u> Terri their updated document. d. Members have at least 1 business day to complete their updates from the time Terri provides the document (as noted in the start and stop times listed above). If they are not able to complete their update in that time period, they shall inform Terri ASAP so other arrangements can be made. e. After all updates have been submitted, Terri will finalize the meeting minutes including a list of action items and changing all font color to black, and send them to the members. <p>2. Submitted QI Project Ideas / Proposals Assignment:</p> <ul style="list-style-type: none"> a. All members were to complete the emailed assignment (see attached) regarding the "Extragenital Testing" and "Health Dept Website" QI project proposals by 11/20/19. Please save your completed assignments by 11/22/2019 with your name in the file name at: L:\ALL\Staff Committees\Quality Improvement\QI Project Proposals Submitted\QIC Review Assignment <ul style="list-style-type: none"> i. Sharon, Heather, and Chrissy completed the review and evaluation of this project, but did not answer the question of if it should be reclassified as a "Just-Do-It" solution. ii. Heather's update: My idea for extragenital testing has been evaluated by Diane Thompson, Jim Adams and Amanda Morningstar. Our current instrumentation is a first generation NAAT which we received in October 2003. Jim, Amanda and Diane have reviewed material from the CDC and the National Coalition of STD Directors and have decided to upgrade our instrumentation. 			

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- Money has been appropriated. I will rewrite as just do it. If anyone is interested in helping (determining which data/parameters/info to use) let me know
- iii. Conclusion: Heather will rewrite project as a just-do-it. And the project will be completed.
- b. Pending idea form (to be submitted by 11/20/19): STI testing improvements by Allison Black.
 - i. Status update by Allison: No response
 - ii. Due to Allison resigning from CCPH, this item action item is canceled.
 - c. A new QI Project Proposal was submitted for the EH “Nuisance Enforcement Process” on 11/1/19.
 - i. **Action Item for all QIC Members:**
 - ii. Each member is to review the project proposal located at L:\ALL\Staff Committees\Quality Improvement\QI Project Proposals Submitted\
 - iii. Complete the 800-015-02-F QI Project Selection Criteria Form for this proposal. The form is located on our website at: http://www.cantonhealth.org/800-015-02-F_QI%20PROJECT%20SELECTION%20CRITERIA%20FORM.doc
 - iv. Save the completed criteria form a by 12/17/2019 with your name in the file name at: L:\ALL\Staff Committees\Quality Improvement\QI Project Proposals Submitted\QIC Review Assignment
3. All staff Meeting (10/30/19) QI Content:
- a. Any feedback on how the QI content portion went?
 - i. Feedback by Chrissy: I thought it was a little confusing for most people to try to incorporate the use of the QI tools in that particular situation.
 - ii. Feedback by Allison: No response
 - iii. Feedback by Steve: No response
 - iv. Feedback by Heather: I heard positive comments about activity
 - v. Feedback by Sharon: No response
4. Review Status of action items:
- a. Allison: Breakout Lean Ohio Boot camp presentations into individual presentations (one per QI Tool) with just the slides necessary to use as “individual QI tools training” and for QI Project implementation by 11/21/19. (Raw files in the folder: L:\ALL\Staff Committees\Quality Improvement\QI Training\QI Tool Training).
 - i. Status update by Allison: Allison emailed Terri on 12/6/19, her last day with CCPH, with a ppt file attached (Terri saved it in the folder listed above). Her

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email said that she did not have time to separate the ppt into separate ppt so what was provided is what she has so far.

- ii.* This is reassigned to Rob Knight to be completed by 3/15/20.
- b. Heather: Research possibility of offering incentives for QI participation (e.g. Jeans day, time off, garage parking spot, etc.). Propose program options, including the “criteria” to receive each incentive, to DLT by 11/20/19.
 - i.* Status update by Heather: I updated the proposal located in Misc Action Items folder
 - ii.* Action Item: Terri to review Heather’s revisions by 2/15/20 and provide feedback to QIC during next QIC meeting.
- c. Chrissy: Review completed QI Skills assessment to determine if all staff completed it by 9/30/19.
 - i.* Chrissy is going to do this and will try to complete by mid-November.
 - ii.* Status update by Chrissy: I have not completed this yet and actually need a little assistance if you or someone like you could help me.
 - iii.* Due to change in QIC leadership from Terri to Rob by February 2020, this action item will be reassigned to Rob to complete to reassign by 3/15/20.
- d. Feedback on QI Skills assessment survey: Should we add a “do not know” answer option to each question? Currently each question is required to be answered, and if someone doesn’t know the question, they will have to guess one to move on. So we might receive false results good skills and they just may be good guessers.
 - i.* Feedback to question by Chrissy: I think that it is a good idea to add a “don’t know” option.
 - ii.* Feedback to question by Allison: No response
 - iii.* Feedback to question by Steve: No response
 - iv.* Feedback to question by Heather: sure – add it
 - v.* Feedback to question by Sharon: No response
 - vi.* Conclusion and Action item: Consensus is to add it. Rob Knight will update the QI Skills Assessment to add a “don’t know” option to each question by 4/15/20.
- e. Terri: Provide Staff list of QI tool trainings by 11/30/19 and DLT to complete trainings by 2/28/20 after item 6.a. is completed
 - i.* Due to item 6.a. completion delay, the timeline for this action item has changed to provide list by 3/30/20 and complete trainings by 6/30/20.
- f. Terri: Complete 3rd Quarter 2019 QI Board Report. This was completed on 11/20/2019 for the 11/25/2019 Board of Health meeting. Report located on the QI Website.

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5. QI Objectives with near future dates that need assigned to complete:
 - a. By 12/31/2019: Find and select online/free (Ohio TRAIN) QI Intermediate Training course(s) that is aligned with the QI Skills assessment questions and lean concepts. Who is interested in completing this?
 - i. Feedback to question by Chrissy: Not interested
 - ii. Feedback to question by Allison: No response
 - iii. Feedback to question by Steve: No response
 - iv. Feedback to question by Heather: I'll start looking
 - v. Feedback to question by Sharon: No response
 - vi. Conclusion and action item: Only Heather was interested. However, Heather retired in February, so this needs assigned to someone else. This will be discussed and assigned during the next QIC meeting.
 - b. By 12/31/2019: Research use of old WIC Kiosk as method of delivering the customer satisfaction surveys. If feasible, implement use of Kiosk. Who is interested in completing this? Do we even have the Kiosk anymore?
 - i. Feedback to question by Chrissy: I can help with this if you need me to.
 - ii. Feedback to question by Allison: No response
 - iii. Feedback to question by Steve: No response
 - iv. Feedback to question by Heather: I like that idea
 - v. Feedback to question by Sharon: No response
 - vi. Conclusion and action item: Heather was interested, but she retired in February, so is not eligible. Chrissy was also interested. This will be discussed and assigned during the next QIC meeting.
6. QI Projects status (Completed projects)
 - a. Terri: Complete the 2017 Immunization Clinics QI Project final steps and documentation (worksheet, graphical display summary, narrative, website, etc.) by 12/30/19. *No progress. New Deadline 6/30/20.*
7. QI Projects status (Active projects)
 - a. Kronos Activities – Progress Reported by Terri - Weekly meetings have occurred with the Kronos development programmers in recent weeks; waiting for Kronos programmers to make further changes. The team also needs to make minor updates the activities categories list to be more aligned with ODH annual report categories, which will not occur until Kronos programming is done. Once activities list is revised & programming is done, another testing of the program will occur with the Activities testers. It is planned to implement for all staff by 1st quarter 2020.
 - b. Kronos Attendance – Progress Reported by Terri – Kronos attendance system went live for all staff the week of 4/15/19. Improvement data collection occurred 9/14/19-

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9/27/2019 and data forms turned into Terri on 10/4/19. Terri completed data analysis and it was included on the Poster Boards during the 10/30/19 all-staff meeting. *This project is considered complete, but still need to complete the final documentation (worksheet, graphical display summary, narrative, website, etc.)*

i. Rob assigned to complete by 06/30/20.

c. Timeliness of Reporting ODRS:

i. *No meetings scheduled. Need a new project QI Consultant (i.e. leader) for this project. Who is interested?*

- Feedback by Chrissy: Not interested
- Feedback by Allison: No response
- Feedback by Steve: No response
- Feedback by Heather: no thanks
- Feedback by Sharon: No response

ii. Conclusion: No current QIC members are interested in this. This will be discussed at the next QIC meeting.

d. Phone Project #2 update – Progress reported by Terri and Heather - Data need collected again to show improvement, but is dependent on Phone system logs

i. On 8/21/19, IT emailed Terri to say they don't have reports yet and hope to start that soon. Terri to follow-up with IT by 11/30/2019.

ii. Terri followed-up with IT on 11/21/2019, and they never responded to her email. Another follow-up email will be sent to IT by 2/18/20, and Rob will be reassigned to this project in place of Terri.

e. "Easy Access" Just-do-it Solution (door signage) – Terri to coordinate with DLT to get signs made and placed on door glass by 11/30/19.

i. Status update by Terri: This was not completed by 11/30/19 as the DLT had a full agenda in their November meeting. This will be added to a future DLT meeting agenda to be completed by 3/31/20.

8. Member topics:

a. Topics/Questions by Chrissy: Nothing additional

b. Topics/Questions by Allison: No response

c. Topics/Questions by Steve: No response

d. Topics/Questions by Heather: I have an idea to discuss at the next meeting that may help bring new members up to speed

i. This idea was discussed with Terri due to Heather's retirement. Heathers idea is to make a flowchart of the QIC responsibilities, as it may be easier to follow. It will be discussed at the next QIC meeting.

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- e. Topics/Questions by Sharon: No response
 - f. Topics/Questions by Terri: Nothing additional
9. Assign action items: (see below summary)
10. Next Meeting: Wednesday December 18, 2019 @ 3:00pm.
- a. Anyone scheduled to be off/out of office this day?
 - i. Chrissy will be at work. No response from others.
 - b. Terri CANCELED meeting due to holidays and vacations scheduled.

ACTION ITEMS		
Item	Person Responsible	Deadline
Review "Nuisance Enforcement Process" project proposal and complete the QI project selection criteria form (Item 2.c.)	All QIC members	12/17/2019
Terri to coordinate with DLT to complete "Easy Access" just-do-it.	Terri	03/31/2020
Finalize the "individual QI Tools training" document with electronic Lean Ohio presentations (once received) and additional videos; provide to staff. Complete after the presentations are broken-out.	Terri	03/30/2020
Breakout electronic Lean Ohio presentations into separate QI tool presentations to use for trainings (item 4.a.)	Rob Knight	03/15/2020
Review QI incentives proposal (including criteria to received incentive) prior to submit to DLT.	Terri	02/15/2020
Update QI Skills Assessment to add a "don't know" answer option to each question	Rob Knight	04/15/2020
Review completed QI Skills surveys in O365 to confirm all necessary staff completed them.	Rob Knight	03/15/2019
Contact ODRS project team members to setup project meetings and kick off project	New person TBD	TBD
Get phone data report options from IT for Phone #2 project. Follow-up with IT	Terri & Rob	02/18/2020
Complete the Kronos Attendance QI Project final steps and documentation (worksheet, graphical display summary, narrative, website, etc.)	Rob	06/30/2020
Complete the 2017 Immunization Clinics QI Project final steps and documentation (worksheet, graphical display summary, narrative, website, etc.)	Terri	06/30/2020
Complete QIC Meeting Minutes	Terri	11/29/2019



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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:	All; last submission date used	12/16/2019
Meeting minutes approved by:	Terri Dzienis	02/18/2020

ATTACHMENT: EMAIL ASSIGNMENT

QIC Assignment

Terri Dzienis

Wed 10/16/2019 4:38 PM

To: DG-QI Committee <dg-qiccommittee@cantonhealth.org>

Per our QIC meeting today, you each have the below assignment to accomplish before our next QIC meeting on 11/20/19.

1. Review the QI Project proposal PDF document named "092619 - Extragenital Testing" in the folder: L:\ALL\Staff Committees\Quality Improvement\QI Project Proposals Submitted\
 - a. Do you agree this project can be a just-to-it solution?
 - b. If not, why not?
2. Review the QI Project proposal PDF document named "100219 - HD Website" in the folder: L:\ALL\Staff Committees\Quality Improvement\QI Project Proposals Submitted\
 - a. Complete the 800-015-02-F QI Project Selection Criteria Form for this proposal. The form is located on our website at: http://www.cantonhealth.org/800-015-02-F_QI%20PROJECT%20SELECTION%20CRITERIA%20FORM.doc
 - b. Either bring hardcopy of your completed form or save an electronic copy in the folder so your answers can be reviewed during our 11/20/19 QIC meeting.
3. Are you interested in being the QI project leader assigned to the "Reporting ODRS" project?
 - a. Chrissy Kardos has decided to step down from the leader position, which opens this up to another QIC member. The project hasn't started yet and there are currently no project meetings scheduled, so the new leader will be starting from the beginning on the project.
 - b. If you are interested, let me know either before or during the 11/20/19 QIC meeting.

Terri Dzienis

APC Director

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