Meeting Minutes

Meeting Name: QIC Meeting	Location: Board Room	
Date: 02/19/2020	Start Time: 3:00 pm	Stop Time: 4:00 pm
Note Taker: Robert Knight	Facilitator: Terri Dzienis	
Division/ Committee: Quality Improvement Committee		
Attendees: Rob Knight, Terri Dzienis, Sharon Foster, Chrissy Kardos (see attached sign-in sheet)		

MINUTES

1. Note taker for today's meeting: Rob Knight

2. *Annmarie Butusov presented a QI project proposal*

    a. *The Complaint/Board Order/Cleanup process is taking too long. The Mayor's office has asked that we find a way to speed the process up.*

3. QIC Membership:

    a. Rob Knight is now in the Performance Improvement and Accreditation Coordinator for the OPHII division. As part of that positions responsibilities, Rob is now a member of the QIC and will be the Chairperson of the QIC starting now (with Terri's assistance).

    b. Once Rob is the Chairperson, Terri will be APC's member for a couple months during the transition and then another APC staff person will become the QIC member instead of Terri.

    c. Nursing's member, Allison Black, no longer works for CCPH. Nursing will not have a representative on the QIC until they have hired new staff.

    d. Lab's member, Heather Macdonald, no longer works for CCPH. QIC membership requires only one person from either Lab or OPHII division. Since Rob is now a member for the OPHII division, Heather's vacancy on the QIC has already been filled.

4. QIC Process changes:

    a. Terri and Rob met to discuss the QIC process. Due to Rob's new position having a dedicated responsibility to QI, Rob will be taking on more responsibility for completing items assigned to the QIC.

    b. The process for QI Project Ideas review will be completed by Rob alone. If he has any questions, he will bring the ideas to the QIC group for discussion. QI Project Proposals will be handled the same.

        i. *This refers to the process for deciding what type of project it is – large, small, etc. Rob felt that since these were defined by the policy, a vote isn't necessary unless something was questionable.*

c. As Rob gets more comfortable in the QIC Chairperson role, he may propose additional changes to the QIC process to make it more efficient and timely.

   i. *Rob has proposed a possible membership rule change to make the committee smaller and rotate membership through divisions.*

5. Submitted QI Project Ideas / Proposals: all committee members are to review these proposals:

   a. "Extragenital Testing" QI project proposal submitted by Heather Macdonald on 9/26/19 has now been changed to a Just-Do-It Solution. No large-QI project needed.

      i. *Terri will contact Krys to get the completed project document*

   b. Review "Health Dept Website" QI project proposal submitted by Christi Allen on 10/2/19 and achieve consensus on criteria form for project.

   c. Review "EH Nuisance Enforcement Process" QI project proposal submitted by Annie Butusov on 11/1/19 and achieve consensus on criteria form for project.

      i. *The group reviewed the project evaluation form.*

6. Review Status of action items:

   a. Rob: Breakout Lean Ohio Boot camp presentations into individual presentations with just the slides necessary to use as "individual QI tools training" and for QI Project implementation by 03/15/20. (Raw files in the folder: L:\ALL\Staff Committees\Quality Improvement\QI Training\QI Tool Training).

      i. This was assigned to Allison and was just reassigned to Rob on 2/18/20.

      ii. *Terri asked Rob to let her know when this is finished.*

   b. Heather/Terri: 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 02/28/20. Heather completed proposal and Terri was to review by 02/15/20.

      i. *Terri asked Rob to review the QI incentives proposal document*

   c. Rob: Review completed QI Skills assessment to determine if all staff completed it by 03/15/20.

      i. This was assigned to Chrissy and was just reassigned to Rob on 2/18/20.

   d. Rob: Update QI Skills assessment to add a "I don't know" answer option to the multiple choice questions by 4/15/20.

      i. *Terri said this deadline could be extended*

   e. Terri: Provide Staff list of QI tool trainings by 03/30/20 and DLT to completed trainings by 06/30/20 after item 6.a. is completed

f. Terri: Complete 4th Quarter 2019 QI Board Report. This was completed on 02/18/20 for the 02/24/20 Board of Health meeting. Report located on the QI Website.

7. QI Objectives with near future dates that need assigned to complete:

   a. By 12/31/2019: Find and select online/free (Ohio TRAIN) QI <u>Intermediate</u> Training course(s) that is aligned with the QI Skills assessment questions and lean concepts.

      i. Only Heather was interested. However, Heather retired in February, so this needs assigned to someone else. Who is interested in completing this?

      ii. New due date is 3/31/20. Then the Intermediate QI training needs provided to 06/30/20.

      iii. *Terri assigned this to Rob and extended the deadline to 12/31/20*

   b. By 06/30/2020: Update QI Skills Assessment <u>Intermediate</u> questions to be more aligned with the selected QI Intermediate Training. Conduct assessment by 8/30/20 (for those that received the intermediate training).

   c. By 12/31/2019: Research use of old WIC Kiosk as method of delivering the customer satisfaction surveys. If feasible, implement use of Kiosk.

      i. Conclusion and action item: Heather was interested, but she retired in February, so is not eligible. Chrissy was also interested. Is Chrissy the final assignment? New due date?

      ii. Do we even have the Kiosk anymore?

   d. By 06/30/2020: Improve the QI Maturity Survey (research other survey's, determine which questions are best aligned, update/rephrase survey questions as needed, enter updated survey in O365 Forms).

      i. *The entire committee should research other surveys and update as needed*

   e. By 03/31/20, Rob to send email to all-staff to solicit consideration of QI project idea submission.

   f. Rob to follow-up with DLT to remind them and received documentation of their QI Goals assignments of: 1) develop customer satisfaction data collection tool by 3/31/20 and collect data by 6/30/20; 2) completing a mini-QI or just-do-it project by 12/31/20; and 3) developing performance metrics by 12/31/20.

      i. *Terri will send the previous email to Rob*

8. 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 06/30/20. *No Progress.*

b. Rob: Complete the Kronos Attendance QI Project (completed on 10/29/19) final steps and documentation (worksheet, graphical display summary, narrative, website, etc.) by 06/30/20.

   i. *The data is in all/staff committees/QI*

9. QI Projects status (Active projects)

   a. By 06/30/20, need to complete one of these active projects or another QI project.

   b. Kronos Activities – Progress Reported by Rob - Weekly meetings have occurred with the Kronos development programmers in recent weeks and Kronos programmers have completed the changes requested. Another testing of the program is scheduled to occur the week of 02/24/20 by the CCPH Activities testers. The team also needs to make minor updates to the activities categories list to be more aligned with ODH annual report categories, which will occur after the Kronos testing. Once activities list is revised & testing is done, a decision of whether to implement and when will be made. If decided, it is planned to implement for all staff by April 2020 at the earliest.

   c. Timeliness of Reporting ODRS:

      i. No meetings scheduled. Need a new project QI Consultant (i.e. leader) for this project.

      ii. *Terri believes Rob should take this over*

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

      i. On 02/18/20, IT emailed Terri to say they have reporting ability now, so they need details on what to collect. Terri and Rob will work together to get IT a list of reports needed by 02/28/20. The project lead role will then be reassigned to Rob.

      ii. *Terri and Rob will decide what data to request. Terri will hand this project off to Rob*

   e. "Easy Access" Just-do-it Solution (door signage) – Terri to coordinate with DLT to get signs made and placed on door glass by 03/31/20.

      i. *Terri will bring this up to the DLT*

10. Member topics

   a. Heather had an idea to make a flowchart of the QIC responsibilities, as it may be easier to follow. This will be shared with new QIC members and also be a reference for existing members. Heather created a rough sketch of this. Do the members like this idea? If so, who will be assigned to completed?

      i. Committee members should review this prior to the next meeting so that it can be discussed.

ii. *Rob will email out the sketch.*

11. Assign action items (completed as the agenda topics progressed)

12. Next Meeting: Wednesday March 18, 2020 @ 3:00pm.

ACTION ITEMS

Item	Person Responsible	Deadline
Break up LEAN Ohio slides into individual presentations	Rob	3/15/20
Review the draft QI incentives document	Rob	3/1/20
Email Krys to get the completed Extragenital Testing project documents	Terri	ASAP
Find and select free online intermediate QI training	Rob	12/31/20
Research QI maturity surveys and update our questions as needed	Entire group	6/30/20
Send previous DLT email to Rob	Terri	ASAP
Request phone data from IT	Terri and Rob	TBD
Coordinate with DLT to make and install signs on doors	Terri	3/31/20
Review Heather's sketch	Entire group	Before next meeting

APPROVAL

These minutes represent a true and accurate record of this meeting to be the best of my knowledge.

	Person Responsible:	**Date**:
Meeting minutes submitted by:	Robert Knight	3/3/2020
Meeting minutes approved by:		