Once every two years, the Quality Improvement Committee provides a written update to the Board of Health as to the QI Plan effectiveness per the 2016-2017 QI Plan 800-015-P approved on 06/09/2016.

QI PLAN AND QI ACTIVITIES ASSESSMENT:

At the end of the Quality Improvement (QI) plan 2-year cycle, which the 2016-2017 QI Plan ended 12/31/2017, the QI plan requires the QI Committee (QIC) to complete an assessment and compare it to established targets in order to determine the effectiveness of the QI Plan and QI activities. Below is a summary of the assessment:

- ➢ Evaluate QIC operations effectiveness and implement any necessary revisions:

  - The QIC evaluated and discussed the QIC operations effectiveness during their 02/21/2018 meeting. It was determined the QIC operations is effective as it. The group also decided to change the monthly meeting frequency requirement to only 10 out of the 12 months a year to provide flexibility. The QIC Team Charter was updated on 04/04/2018 to reflect the meeting change. Assessment completed.

- ➢ Review and assess the completed QI Projects using the assessment checklist:

  - There are no completed QI projects to assess. Assessment completed.

- ➢ Final assessment of the 2016-2017 QI Plan Goals and Objectives completion:

  - The QIC regularly assesses the goals and objectives completeness, but for the final assessment, the QIC Chairperson prepared a summary of all the goals and their status. The QIC reviewed and discussed this summary during their 04/18/2018 meeting. Since several of the goals had original deadlines that were extended to new deadlines due to workload throughout the 2-year period, the QIC agreed that the goals would be considered "completed by deadline" if completed by no later than the end of the QI Plan cycle of 12/31/2017. The QIC also agreed to update the counting as the total objectives instead of the total overall goals (since some goals have more than one objective), thus updating the overall total counts. There were also several goals/objectives that were not completed by 12/31/2017, and the QIC agreed to continue progress toward completing those into the 2018-2019 QI Plan cycle. Below is a summary of the goals status from Section L of the QI plan. Assessment completed.

Status of QI Goals and Objectives as of 12/31/2017*					
Original deadline:	**Total #**	**# completed by original deadline**	**# completed in 2016 after deadline**	**# completed in 2017 after deadline**	**# still in progress for 2018**
3rd Quarter 2016	4	3	0	1	0
4th Quarter 2016	11	1	0	7	3
4th Quarter 2017	11	6	0	0	5
TOTAL:	*26*	*10*	*0*	*8*	*8*

*Note: This data was reported differently in the 2017 Annual CCHD Report due to a difference in how the goals/objectives were counted during the final assessment compared to throughout the year. The above data is the final correct data.

- The final assessment also included the training goals from section L of the QI plan. Some of these goals are included in the above table, but they were counted in more detail for the final assessment for the effectiveness determination. The QIC reviewed this data during their 04/18/2018 meeting and determined it should be counted according to the below table:

Status of QI Training Goals and Objectives as of 12/31/2017				
Training:	**Audience**	**Total #**	**# completed by 12/31/17**	**# still in progress for 2018**
QI 101	Existing Staff	1	1	0
	New Hires	1	0	1
CCHD QI Plan	Existing Staff	1	1	0
	New Hires	1	0	1
QI Tools for QIPT	QIPT#1 members	1	1	0
	QIPT#2 members	1	1	0
LeanOhio Boot Camp	QIC members	1	0	1
TOTAL:		*7*	*4*	*3*

➢ Conduct QI Maturity survey and compare to baseline data to measure progress:

- The established 10-question QI maturity survey was emailed to all CCHD staff on 12/12/2017. The survey was closed on 12/31/2017. 88% of CCHD staff responded to the survey (as compared to 86% response rate for baseline survey conducted in August 2016).

- The results of the December 2017 survey are below as well as the results from the baseline survey conducted in August 2016. The December 2017 results indicate the quality improvement maturity at CCHD is still in the beginning stages, since the score is less than 68%. However, the results show CCHD is at 64%, which is an overall improvement over the baseline data of 54%. The results show these improvements in QI maturity are in all 3 maturity categories.

	Points received / total points possible	
	Baseline Data (August 2016)*	**Progress Data (December 2017)**
Culture	12 / 20 = 60%	13 / 20 = 65%
Capacity & Competency	7 / 15 = 47%	10 / 15 = 67%
Alignment & Spread	8 / 15 = 53%	9 / 15 = 60%
Total	**27 / 50 = 54%**	**32 / 50 = 64%**

*Note: This data was incorrectly reported in the March 2018 and September 2016 Board Reports due to a calculation error. The above data is the final correct data.

➢ Collect CCHD & social media website views data and compare to baseline data to determine if this mode of communication is effective:

- Collected internal CCHD and social media website views data to show progress of views on 12/27/2017. IT to provided external CCHD views data on 01/19/2018. The data was compiled and analyzed in January 2018 completing this assessment. Below is a summary of the pertinent data to show that the views have increased so this communication method is being used and is effective.

	Baseline Data (Feb 2017)	Progress Data (Dec 2017)	% Change
CCHD QI main page hits	1088	4083	275%
CCHD QI Project #1 page hits	22	453	1959%
CCHD QI Project #2 page hits	3	401	13267%
CCHD Facebook page likes	1378	1878	36%
CCHD Twitter followers	33	44	33%

QI PLAN AND QI ACTIVITIES EFFECTIVENESS:

The QIC Chairperson prepared a summary of all the above assessment data and compared it to the established targets for measuring effectiveness. The QIC reviewed and discussed this summary during their 04/18/2018 meeting. Below is a summary of the effectiveness data:

	Effectiveness Goal	Measure	Data Source	Target	Results Base	Results 2017	Compare to Target
Organizational Culture	Improve staff QI maturity	Show improvement of staff maturity compared to baseline	Every two year QI maturity assessment (to be completed by 12/31/2017) compared to baseline assessment	Any increase in maturity	27/50 = 54% (8/26/16) [See table above for details]	32/50 = 64% (1/4/18) [See table above for details]	10% increase
	Measureable success with QI efforts	% of AIM Statement objectives achieved in completed QI Projects	QIC 800-015-08-F (QI Project Review Criteria Checklist) assessment	50%	n/a	No AIM statements found; no projects completed	0% (none completed)
Capacity & Competency	Complete all QI Plan goals listed in section L. of this document	Completion of goals by deadlines	QIC assessment	100%	n/a	Goals completed (10+8)=18 18 / 26 = 69%	69%
	Completed all QI training goals listed in section J.3. of this document	Completion of goals by deadlines	QIC assessment	100%	n/a	4 / 7 = 57%	57%
Alignment & Spread	Effectiveness of website and social media communication strategies	Show improvement of views	QIC assessment of website and social media views compared to baseline data	Any increase in views	See Feb 2017 data in table above.	See Dec 2017 data in table above.	All types increased (lowest by 33%). See table above of exact % of each type.

As can be seen in the effectiveness data table "compare to targets" column above, 2 of 5 of the effectiveness targets were achieved during the 2016-2017 QI plan cycle. The QIC decided that even if all the targets were not achieved, the QI plan and QI activities were still effective since the QI maturity increased. The QIC plans to use this data to develop revisions to the QI structure and more realistic targets and timelines that will be incorporated in the 2018-2019 QI Plan.