

# Canton City Health Department

December 2016 Report (Meeting 01/23/17)

QUALITY IMPROVEMENT

*On a quarterly basis, the Quality Improvement Committee provides a written update to the Board of Health as to the progress of QI Plan goals and objectives and completed QI project outcomes per the 2016-2017 QI Plan 800-015-P approved on 06/09/2016 .*

## **PROGRESS OF QI PLAN GOALS AND OBJECTIVES:**

- *QI Goals with deadlines within 4<sup>th</sup> quarter 2016 (10/01/2016-12/31/2016):*
  - Collect CCHD & social media website views data due 10/31/2016:
    - Gathered initial data by 08/26/2016.
    - Gathered additional information to determine which specific website views data is most meaningful to measure effectiveness of this communication method.
      - As part of this Decided to include a QI Link on CCHD website for better views tracking. This is completed and the QI website has been updated
      - As part of this, will request a Twitter/Facebook post once the QI projects teams are select to act as our baseline data.
    - Goal deadline extended to 3/31/2017.
  - Conduct CCHD QI Plan training by 10/31/2016.
    - OhioTrain QI Plan review completion will also serve to fulfill this goal. The email to all staff to complete this was sent on 08/29/2016. This is completed on time.
    - In addition, QIC put together a powerpoint presentation for training on CCHD QI plan content that was presented during 10/28/16 all staff meeting. Completed on time.
  - Research and apply for QI grants due 10/31/2016.
    - Submitted 2 LeanOhio LGEP Grant applications on 09/15/2016. The LGEP Grant proposals submitted include outside professional services to assist with the completion of several of the goals, as specified under those goals below. On 11/17/2016, learned this was not awarded to CCHD.
    - Goal completed and on target. Will continue to explore grant opportunities as on ongoing responsibility of the QIC.
  - Develop/find QI skill assessment and conduct assessment due 12/31/2016
    - Was part of the LGEP Grant proposal, but since not awarded, has been assigned to the QIC for completion.
    - Goal deadline extended to 3/31/2017.
  - QIC to select QI projects by 12/31/2016.
    - This was delayed since was part of the LGEP Grant proposal, but since not awarded, has been assigned to the QIC for completion.

- A couple project proposals have been submitted. The QIC completed the ranking during the November and December meetings, but still have not completed the selection of the projects.
- Goal deadline extended to 2/28/2017.
- Develop QIPT PDCA implementation structure for QIPT meetings due 12/31/2016:
  - Was part of the LGEP Grant proposal, but since not awarded, has been assigned to the QIC for completion.
  - Goal deadline extended to 3/31/2017.
- Develop QIPT Charter for each QIPT due 12/31/2016.
  - No progress since haven't completed the selection of QI Projects and QIPT.
  - Goal deadline extended to 3/31/2017.
- Find free QI Tool training modules for QIPT members by 12/31/2016
  - Was part of the LGEP Grant proposal, but since not awarded, has been assigned to the QIC for completion.
  - Goal deadline extended to 3/31/2017.
- Find free QI 101 introduction training & conduct training due 12/31/2016
  - Was part of the LGEP Grant proposal, but since not awarded, has been assigned to the QIC for completion.
  - Goal deadline extended to 3/31/2017.
- Develop and implement Performance Management System (PMS) due 12/31/2016
  - Assigned to the Accreditation Domain 9 Team. The Domain 9 Team is actively progressing toward this goal, but was not able to achieve it by the deadline due to delays in data requested and staffing shortages.
  - Goal deadline extended to 3/31/2017.
- *QI Goals with deadlines within 4<sup>th</sup> quarter 2017 (10/01/2017-12/31/2017):*

Note: All these goals are more than 1 year away, so no progress is needed on them at this time. They are all considered still on target.

- Conduct advanced QI training for QIPT Consultant and any other interested staff by 12/31/2017.
- Complete one QI project in an administrative area by 12/31/2017.
- Complete one QI project in a program area by 12/31/2017.
- Develop and conduct one customer satisfaction survey by 12/31/2017.
- Note: Several of these goals were dependent on the LGEP Grant award. Since that grant was not awarded other plans will be made to accomplish them.

### **COMPLETED QI PROJECTS:**

No QI Projects were completed during the 3<sup>rd</sup> quarter 2016. As specified above, the goal is to have two QI projects completed no later than 12/31/2017, which is still more than 1 year from now.