

Canton City Health Department

December 2017 Report (Meeting 01/22/18)

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 4th quarter 2017 (10/01/2017-12/31/2017) due to extensions:*
 - Develop QIPT PDCA implementation structure for QIPT meetings due 12/31/2017:
 - The developed outline summarizing the structure was used for the QI projects conducted in 2017. Since the QI projects are still underway, the outline is still under evaluation to determine if any revisions are still needed.
 - EH has agreed to build a supplies cart out of recyclable materials from the Recycle Center to minimize costs. EH has not started this work yet. To assist in minimizing EH's work, a unused supply cart was evaluated to see if it could be modified by EH for our use, but EH determined it would not work. This will likely not be completed until end of 1st quarter 2018.
 - Goal deadline extended to 03/31/2018.
 - Develop QIPT Charter for each QIPT due 12/31/2017.
 - As part of the QIPT PDCA implementation structure goal above, each QIPT will complete their QIPT Charter form. The Phone Routing QIPT completed this in August 2017 during their meeting, and the Immunization Clinic QIPT completed this in October 2017.
 - Goal Completed.
 - Find free QI Tool training modules for QIPT members by 12/31/2017
 - The training documents available from LeanOhio were revised to fit CCHD needs. These training documents were used during QI projects conducted in 2017. Since the QI projects are still underway, the training documents are still under evaluation to determine if any revisions are still needed.
 - Goal deadline extended to 03/31/2018.
 - Develop and implement Performance Management System (PMS) due 12/31/2017
 - Assigned to the Accreditation Domain 9 Team. Another free PMS training and mentoring was made available to CCHD, so 1 member of the Domain 9 team (Terri), the Accreditation Coordinator (Rob), and a member of the division leaders (Mark) attended the 1-day additional training on 11/09/17. During that event, the mentors assisted the CCHD team in deciding that select strategic plan goals will be used as the performance management (PM) measures. The next step in developing the PM measures is to complete the strategic plan action plan. The first of those meetings occurred on 12/7/17 with the entire Domain 9 Team and Division Leadership Team. More meetings are scheduled in February with each of the DLT members assigned certain strategic goals to draft the action plan before February.

- Goal deadline extended to 03/31/2018.
- *QI Goals with deadlines within 4th quarter 2017 (10/01/2017-12/31/2017) originally:*
 - Conduct advanced QI training for QIPT Consultant and any other interested staff by 12/31/2017.
 - The QIC selected the LeanOhio Boot Camp training as the advanced QI training. The QIC researched to find the state-offered LeanOhio Boot Camps are not available for local government staff to attend. Therefore, CCHD is researching the costs of arranging hosting their own LeanOhio Boot Camp in 2018 to use the NACCHO grant funding awarded.
 - Lake County HD is hosting LeanOhio Boot Camp training for LHDs in NE Ohio on Jan 30-31 and Feb 6-7, 2018. CCHD was granted 2 staff to attend this training in which 2 QIC members, Kim Koons and Chrissy Kardos, are scheduled to attend. The NACCHO grant funding will be used to pay the travel expenses for this training.
 - Goal deadline extended to 03/31/2018.
 - Complete one QI project in an administrative area by 12/31/2017.
 - In January 2017, the QIC selected the Phone Answering and Routing (“phone”) project proposal to be a QI project in an administrative area. After the baseline data was collected 09/15/17-09/22/17, the Phone QI project team conducted another meeting on 09/29/17 in which the improvement strategies and plan were developed. The team and responsible persons have been working toward implementing the improvements. As of 12/31/2017, the majority of the improvements have been implemented but a few more need completed. After they are all completed, the improvement data needs to be collected and analyzed before the project is deemed complete.
 - Goal deadline extended to 03/31/2018.
 - Complete one QI project in a program area by 12/31/2017.
 - In January 2017, the QIC selected the Improving Immunization Clinic project proposal to be a QI project in a process area. The Immunization Clinic QI project team conducted seven (7) meetings during October and November 2017. Baseline data forms were developed and data was collected in November. The improvement strategies and plan were drafted and presented to the process owner, Diane Thompson on 12/07/17. Diane made the final improvement selections in December 2017 and began implementing the improvements. Improvements still being implemented in January 2018. After they are all completed, the improvement data needs to be collected and analyzed before the project is deemed complete.
 - Goal deadline extended to 03/31/2018.
 - Develop and conduct one customer satisfaction survey by 12/31/2017.
 - In October 2017, the QIC reviewed the survey developed and conducted for the SWAP program in August 2017. Since it was determined this survey will satisfy the PHAB standards, this QIC will use this survey to satisfy this goal requirement. Goal Completed.
 - Conduct QI Maturity survey for progress data due 12/31/2017:
 - The established 10-question QI maturity survey was emailed to all CCHD staff on 12/12/17. The survey was closed on 12/31/17, so this was completed on time. 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 49%. The results show these improvements in QI maturity are in all 3 maturity categories. These results will be used to guide QI goals planning in 2018 in an effort to further improve QI maturity.

	Points received / total points possible	
	Baseline Data (August 2016)	Progress Data (December 2017)
Culture	12 / 20 = 60%	13 / 20 = 66%
Capacity & Competency	7 / 15 = 47%	10 / 15 = 69%
Alignment & Spread	5 / 15 = 35%	9 / 15 = 57%
Total	24 / 50 = 49%	32 / 50 = 64%

- Collect CCHD & social media website views progress data due 12/31/2017:
 - Gathered internal CCHD and social media website views data to show progress of views on 12/27/2017. Sent email to IT to provide external CCHD views data, but they will not be able to provide the data until January 2018.
 - Goal deadline extended to 03/31/2018.

COMPLETED QI PROJECTS:

No QI Projects were completed during the 4th quarter 2017. As specified above, the goal is to have two QI projects completed by 12/31/2017, and progress has been made toward completion, but the projects need more time prior to completion, so the goal deadline has been extended until 03/31/2018.