

Canton City Public Health

December 2018 Report (Meeting 01/28/19)

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 2018-2020 QI Plan 800-015-P approved on 09/19/2018.

PROGRESS OF QI PLAN GOALS AND OBJECTIVES:

- *QI Goals with deadlines within 4th quarter 2018 (10/01/2018-12/31/2018):*
 - Make final selection of training that better follows Lean concepts to use as Introductory QI training by 12/31/2018:
 - The QIC group reviewed the options and selected the same introductory training is the best option out of what is available. Goal complete as of 10/16/2018.
 - The QIC to solicit all staff to consider submission of a QI project idea(s) by 10/31/2018:
 - This was completed as part of the 10/24/2018 all-staff meeting Quality Improvement presentation. Goal complete.
 - QIC to provide annual hands-on QI tool training/demonstration during all-staff meeting in 2018.
 - This was completed as part of the 10/24/2018 all-staff meeting Quality Improvement presentation in which all staff were instructed to complete the hands-on “pig exercise” to demonstrate the standardization of work QI tool. Goal complete.
 - Purchase and/or make QI supplies cart and implement its use by 12/31/2018:
 - EH has agreed to build a supplies cart out of recyclable materials from the Recycle Center to minimize costs. EH has started work on this and plans to complete by end of January.
 - Goal deadline extended to 01/31/2019.
 - Finalize QIPT PDCA implementation structure guides and resources (QI tool trainings, etc) for QIPT meetings due 12/30/2018:
 - 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. Assignments made to complete this, and some progress has been made, but more time is needed to complete.
 - The training documents available from LeanOhio were revised to fit CCPH 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. Assignments made to complete this, and some progress has been made, but more time is needed to complete.
 - Goal deadline extended to 03/31/2019.
 - Develop and implement the initial Performance Management (PM) System by 10/31/2018
 - A Performance Management policy to describe the PM system, spreadsheet, and responsibilities was completed and approved on 11/07/2018.

- PM System training for the Board of Health members occurred on 10/22/2018 and for all-staff occurred on 10/24/2018.
- Goal complete.
- Complete the 2017 Phone Routing QI Project final steps and document by 12/31/2018.
 - The Phone QI project team conducted their final planning meeting on 09/29/17 in which the improvement strategies and plan were developed. The last of the improvement were finally implemented in June 2018. The improvement data was collected the week of 10/01/2018-10/05/2018 and the received calls data was received on 10/10/2018. All data was compiled and analyzed on 10/12/18. The final QI project meeting to review the data and wrap-up the project occurred on 10/12/18. The data shows calls improved for divisions, but worsened for VS, which indicated suboptimization occurred. The Project team decided to “adapt” the project since further improvement is needed, especially to the auto-attendant. Project Complete.
 - The worksheet project documentation was completed 11/05/2018, but the remaining project documentation (worksheet, graphical display summary, narrative, website, etc.) still needs completed to complete this goal.
 - Goal deadline extended to 03/31/2019.
- Complete the 2017 Immunization Clinics QI Project final steps and document by 12/31/2018.
 - The Immunization Clinic QI project team developed the improvement strategies and plan in November 2017 and presented to the process owner, Diane Thompson, who made the final improvement selections in December 2017. The final improvement selections were implemented in January 2018. The additional data collection event to determine other improvements has been conducted over several months and completed on 06/11/2018. The improvement data was collected on 10/01/2018 and 10/15/2018. All data was compiled and analyzed on 10/17/2018 and 10/18/2018. The final QI project meeting to review the data and wrap-up the project occurred on 10/18/18. The team agreed the data showed some improvement, and overall the clinic runs more smoothly. The team decided to “adopt” the change and conclude the project. Project Complete.
 - The remaining project documentation (worksheet, graphical display summary, narrative, website, etc.) still needs completed to complete this goal.
 - Goal deadline extended to 03/31/2019.

COMPLETED QI PROJECTS:

The two 2017 QI Projects were completed during the 4th quarter 2018. See a brief summary above. A more complete narrative summary will be provided in a future report.