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:

Status of QI Goals and Objectives as of 12/31/2019				
Maturity Category	**Deadline:**	**Total #**	**# completed by deadline**	**# still in progress**
Organizational Culture	By 12/31/2019	2	0	2
	After 12/31/2019 and by 12/31/2020	5	0	5
Capacity and Competency	By 12/31/2019	12	9	3
	After 12/31/2019 and by 12/31/2020	13	0	13
Alignment and Spread	By 12/31/2019	6	6	0
	After 12/31/2019 and by 12/31/2020	25	2	23
TOTAL:		***63***	***17***	***46***

- *Details of Organizational Culture QI Goals progress within 4th quarter 2019 (10/01/2019-12/31/2019):*
  - ➢ Research possibility of offering incentives for QI participation and propose options to DLT by 10/15/2019 to determine feasibility and approval by 03/31/2020:
    - This was started in March 2019. This was not able to be completed due to a change in the QIC Membership and staff on medical leave.
    - The QIC discussed the draft proposal on 09/18/2019. It was decided that criteria for each incentive needs to be detailed in the proposal. Revised draft proposal completed on 11/27/2019 and needs reviewed by the QIC again. The QIC will complete review during their February 2020 meeting.
    - Goal deadline extended to 02/28/2020, with DLT approval kept at 03/31/2020.
  - ➢ The remaining QI Goals in this category involve revising the QI Maturity survey by 06/30/2020 and then conducting the survey by 12/31/2020. Plans will be made to complete these goals.

- *Details of Capacity and Competency QI Goals progress within 4th quarter 2019 (10/01/2019-12/31/2019):*
  - ➢ Provide list of individual QI Tools training to all staff by 11/30/2019:
    - The list has been generated as of 06/27/2019. Several of the selected trainings are the presentations offered during the Lean Ohio Boot Camp Training. The training provider provided a clean copy of the presentations on 8/29/2019. These presentations need to be reformatted so they can be made available for staff training. This was assigned to a member that vacated the position in December 2019. It has since been reassigned to another member to

complete by March 2020. Once that is complete, the list and training material locations can be provided to staff. Goal Deadline extended to 03/31/2020.

➢ The remaining QI Goals in this category involve finding and providing Intermediate QI Training, providing the QI Tools Training, revising the QI Skills Assessment, and each Division developing performance metrics. Plans will be made to complete these goals.

- *Details of Alignment and Spread QI Goals progress within 4th quarter 2019 (10/01/2019-12/31/2019):*

  ➢ The QIC to solicit all staff to consider submission of a QI project idea(s) by 10/30/2019:

    - During the 10/30/2019 all-staff meeting, all staff were asked to submit any QI project ideas during the QI presentation and having the forms by the poster boards. Goal Completed.

  ➢ Each of the 7 Divisions complete one mini-QI project or Just-do-it solution by 12/31/2020:

    - Both EH and Lab Divisions completed just-do-it solutions in 2018 based on customer satisfaction data. Thrive Division completed a just-do-it solution on 1/7/2020. The remaining divisions APC, Nursing, WIC, and VS/Admin have until 12/31/2020 to complete their projects.

  ➢ Complete two large QI projects by 06/30/2020:

    - The Kronos Attendance project, which implemented Kronos as the electronic attendance & time-card system for all staff, was completed on 10/29/2019. The data analysis of the improvement was presented as a poster board during the all-staff meeting on 10/30/2019. However, the remaining project documentation (worksheet, graphical display summary, narrative, website, etc.) still needs completed, which will be completed by 06/30/2020.

  ➢ Complete the 2017 Immunization Clinics QI Project final steps and document by 12/31/2019:

    - The 2017 Immunization Clinic QI project was completed on 10/18/18. However, the remaining project documentation (worksheet, graphical display summary, narrative, website, etc.) still needs completed to complete this goal. Due to workload, this has not been able to be completed. It is expected to be prioritized so it can be completed by the extended deadline of 06/30/2020.

  ➢ The remaining QI Goals in this category involve completing more QI projects (as detailed above), completing customer satisfaction surveys for each of the 7 divisions, and researching the use of an old Kiosk machine for delivering customer surveys. Plans will be made to complete these goals.

QI COMMITTEE MEMBERSHIP:

- The QI Committee was first formed in July 2016. Members serve a 3-year term. In July 2019, the members for EH, Nursing, and WIC were changed. Due to staff turnover, the EH member was changed again in September 2019, the Nursing member was vacant in December 2019, and the Lab member was vacant in February 2020. Due to the creation and filling of the new OPHII Division Performance Improvement and Accreditation Coordinator position, OPHII now has a member on the QIC to fill the Lab member slot. The OPHII position will be the QIC Chairperson starting in February 2020 to take over the role served by the APC Director/member previously. The Nursing member vacancy will be filled in the near future after the Nursing Division is back to full staff.