

Canton City Health Department

June 2017 Report (Meeting 07/24/17)

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 2nd quarter 2017 (04/01/2017-06/30/2017) due to extensions:*
 - Develop/find QI skill assessment and conduct assessment due 06/30/2017
 - The QIC developed their own QI Skills Assessment, which is a 2 part assessment. The first part asks if the employee has existing QI experience. If they do, they go on to the second part of the assessment. If they don't, they are determined to need the QI 101 Training.
 - The first part of the QI assessment format was developed in April. The first part assessment was conducted on all employees via Survey Monkey format sent on 04/21/17. The results were compiled in May 38.3% of current CCHD employees already had prior QI experience and/or training.
 - The second part of the QI assessment format was developed and finalized by the QIC on 06/21/17. This was then placed in an electronic format for conducting the assessment on employees with QI experience, which was sent to those employees on 06/30/17. The results of that assessment will be compiled to show what level of QI skills each employee has.
 - Goal Completed 06/30/17
 - Develop QIPT PDCA implementation structure for QIPT meetings due 06/30/2017:
 - The QIC selected the resources from LeanOhio as fitting our needs.
 - Compiling the documents to use still needs completed. Also, purchase of supplies to use during projects still needs completed.
 - Goal deadline extended to 09/30/2017.
 - Develop QIPT Charter for each QIPT due 06/30/2017.
 - The QIC developed the final QIPT Charter form as of 4/26/2017.
 - As part of the QIPT PDCA implementation structure goal above, the QIPT will complete their QIPT Charter form. Since the QIPT Implementation structure is not completed, the QIPT have not been initiated yet, and therefore, the QIPT Charters have not been completed yet.
 - Goal deadline extended to 09/30/2017.
 - Find free QI Tool training modules for QIPT members by 06/30/2017
 - The QIC reviewed resources available online to fulfill this requirement. Resources from LeanOhio were selected as fitting our needs, but the resources still need cleaned up for using. This training will be completed during the QIPT meetings.
 - Goal deadline extended to 09/30/2017.

- Find free QI 101 introduction training & conduct training due 06/30/2017
 - This training needed to be conducted for all staff that don't have introductory QI skills. The determination of QI skill level is with the first part of the QI Skills Assessment, which results were compiled in May 2017.
 - An email was sent to all employees needing the QI 101 training on 06/15/2017 to be complete the online training by 06/29/2017.
 - Goal Completed 06/29/2017.
- Develop and implement Performance Management System (PMS) due 06/30/2017
 - Assigned to the Accreditation Domain 9 Team. The Domain 9 Team was actively progressing toward this goal during 4th quarter 2016, but was delayed due to data requested delays and staffing shortages. The CCHD Mission, Vision, and Values are needed to continue this work, but are being revised by Domain 5 and won't be final until 3rd quarter 2017, so delayed progress. This will need to be focused on during the 3rd quarter 2017.
 - A free trial of the PMS software named VMSG Dashboard was trialed during June 2017 by a committee of individuals impacted by the PMS system. The spreadsheet version of the PMS system that Stark County Health Department uses is also under trial in June 2017. A decision will be made in the 3rd quarter 2017 as to which to use to help with the finalization of the PMS.
 - Goal deadline extended to 09/30/2017.
- *QI Goals with deadlines within 4th quarter 2017 (10/01/2017-12/31/2017):*

Note: All these goals are more than 5 months 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.

COMPLETED QI PROJECTS:

No QI Projects were completed during the 2nd quarter 2017. As specified above, the goal is to have two QI projects completed no later than 12/31/2017, which is still more than 5 months from now.