

Canton City Health Department

June 2018 Report (Meeting 07/23/18)

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 2nd quarter 2018 (01/01/2018-03/31/2018) due to extensions:*
 - Develop QIPT PDCA implementation structure for QIPT meetings due 06/30/2018:
 - 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.
 - 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. This will likely not be completed until end of 3rd quarter 2018.
 - Goal deadline extended to 09/30/2018.
 - Find free QI Tool training modules for QIPT members by 06/30/2018
 - 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 09/30/2018.
 - Develop and implement Performance Management System (PMS) due 06/30/2018
 - Assigned to the Accreditation Domain 9 Team. Domain 9 and CCHD decided 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, which was completed by the DLT and the revised Strategic Plan was approved by the Board of Health during their June 2018 meeting. The next step is to finalize the tracking of the PMS (assigned to Terri), and have the DLT members review/approve that system and start using it. The goal is to complete this by the end of July with approval during the August 1, 2018 DLT meeting.
 - Goal deadline extended to 09/30/2018.
 - Conduct advanced QI training for QIPT Consultant and any other interested staff by 06/30/2018.
 - Lake County HD hosted LeanOhio Boot Camp training for LHDs in NE Ohio on Jan 30-31 and Feb 6-7, 2018 in which 2 QIC members, Kim Koons and Chrissy Kardos, attended. The NACCHO grant funding was used to pay the travel expenses for this training.
 - LeanOhio Boot Camp training for LHDs was conducted on April 26-27 and May 3-4, 2018, in which the remaining 2 interested staff, Rob Knight and Linda Morckel, attended. The NACCHO grant funding was used to pay the registration and travel expenses for this training.

- Goal Completed 05/04/2018.
- Complete one QI project in an administrative area by 06/30/2018.
 - 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 last of the improvement were finally implemented. The main phone line auto-attendant revisions were programmed by IT, rerecorded, and went live on 06/14/2018. The new EH phone line auto-attendant was programmed by IT, recorded, and went live on 06/27/2018. The website was updated with direct dial extension contact information on 06/27/2018. Now that all the improvements have been implemented, the improvement data needs to be collected and analyzed before the project is deemed complete. The data is planned to be collected the week of 07/16/2018-07/20/2018.
 - Goal deadline extended to 09/30/2018.
- Complete one QI project in a program area by 06/30/2018.
 - 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 asked for additional data collection for further consideration of the other improvement ideas. The final improvements selections were implemented in January 2018. The additional data collection event to determine other improvements was delayed due to staff turnover, but has since been conducted over several months and completed on 06/12/2018. The additional data needs analyzed to determine if further improvements are needed, which plans to be completed in 3rd quarter 2018. After all improvements are completed, the improvement data needs to be collected and analyzed before the project is deemed complete.
 - Goal deadline extended to 09/30/2018.

COMPLETED QI PROJECTS:

No QI Projects were completed during the 2nd quarter 2018. As specified above, the goal is to have two QI projects completed by 06/30/2018, and progress has been made toward completion, but the projects need more time prior to completion, so the goal deadline has been extended until 09/30/2018.

QI PLAN EXPIRATION ACTIVITIES:

Due to the 2016-2017 QI Plan expiring on 12/31/2017, several plan expiration activities are due to be completed by the QIC. The following summarizes those activities that weren't completed as of the 1st quarter 2018.

- Assess the 2016-2017 QI Plan Goals and Objectives completion
 - The QIC regularly assesses the goals and objectives completeness, but for the plan expiration, the QIC Chairperson prepared a summary of all the goals and their status. The QIC reviewed and discussed this summary during their 04/18/2018 meeting. A summary of this assessment is

included in the Annual QI Plan Effectiveness board report provided for the 05/21/18 Board of Health meeting. Activity completed.

➤ Compile QI Projects lessons learned

- The 2 QIC members who participated on the 2 QIPT documented their lessons learned. The QIC reviewed and discussed these during their 04/18/2018 meeting, which finalized the document. Activity completed.

➤ Evaluate the 2016-2017 QI Plan effectiveness against the effectiveness targets

- The QIC Chairperson prepared a summary of activities related to the effectiveness. The QIC reviewed and discussed this summary during their 04/18/2018 meeting. A summary of this assessment is included in the Annual QI Plan Effectiveness board report provided for the 05/21/18 Board of Health meeting. Activity completed.

➤ Develop the 2018-2019 QI Plan

- The QIC members are reviewing the 2016-2017 QI Plan to determine what revisions are needed and establishing new goals and objectives to accomplish in the 2018-2019 years to further develop a culture of QI at CCHD. This process involves using the information generated from the above activities, which are still in progress. The QIC hopes to have a draft of the 2018-2019 QI Plan ready for DLT review and approval no later than September 2018. Activity continued.