

Canton City Public Health

June 2019 Report (Meeting 08/26/19)

QUALITY IMPROVEMENT

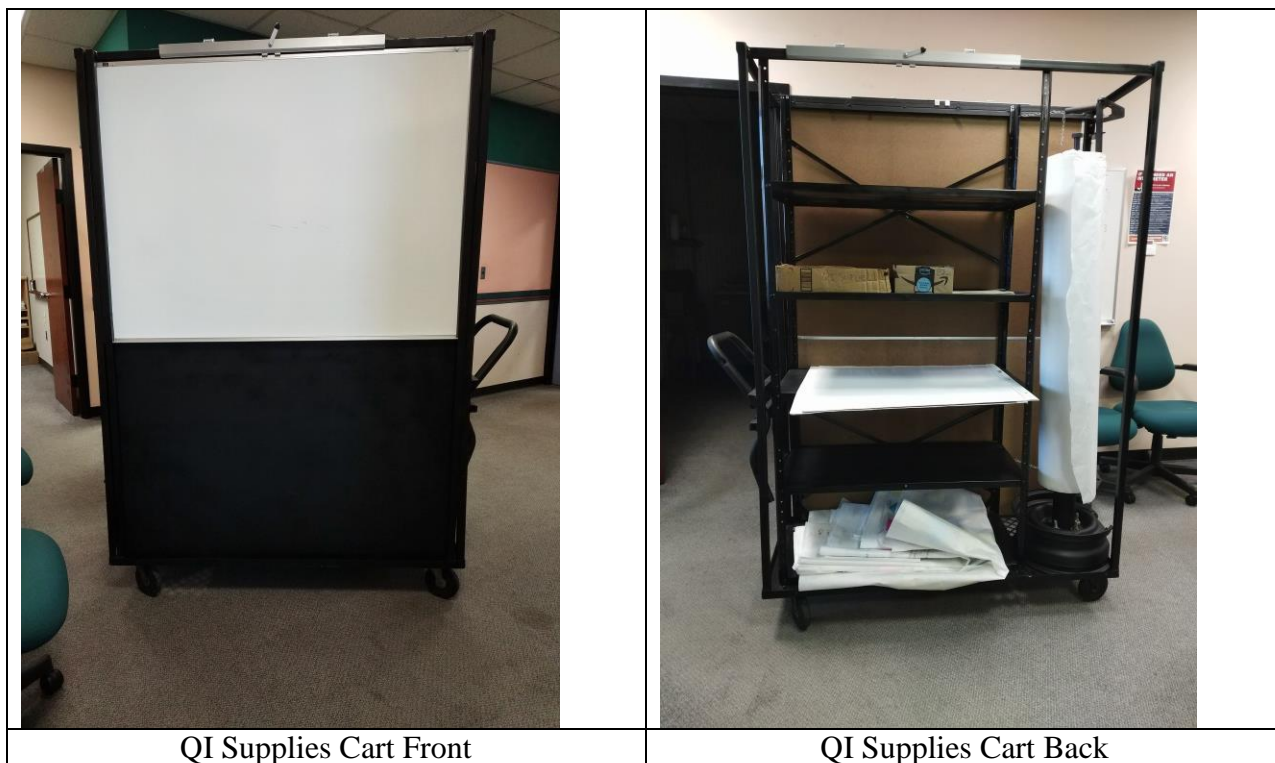
On a quarterly basis, the Quality Improvement Committee provides a written update to the Board of Health as to the progress of QI Plan goals and objectives and completed QI project outcomes per the 2018-2020 QI Plan 800-015-P approved on 09/19/2018.

PROGRESS OF QI PLAN GOALS AND OBJECTIVES:

Status of QI Goals and Objectives as of 06/30/2019				
Maturity Category	Deadline:	Total #	# completed by deadline	# still in progress
Organizational Culture	By 06/30/2019	1	0	1
	After 06/30/2019 and by 12/31/2019	6	0	6
Capacity and Competency	By 06/30/2019	8	5	3
	After 06/30/2019 and by 12/31/2019	11	0	11
Alignment and Spread	By 06/30/2019	4	3	1
	After 06/30/2019 and by 12/31/2019	14	2	12
TOTAL:		44	10	34

- *Details of Organizational Culture QI Goals progress within 2nd quarter 2019 (04/01/2019-06/30/2019):*
 - Research possibility of offering incentives for QI participation and propose options to DLT to determine feasibility and approval by 06/30/2019:
 - 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.
 - Goal deadline extended to 08/21/2019.
- *Details of Capacity and Competency QI Goals progress within 2nd quarter 2019 (04/01/2019-06/30/2019):*
 - Find and select online/free individual QI Tools Training by 06/30/2019:
 - Several trainings have been selected. One of the selected trainings is the presentations offered during the Lean Ohio Boot Camp Training. We are currently waiting on the training provider to provide a clean copy of the presentations, as requested on 06/25/2019 and 07/16/2019, so they can be made available for staff training. They have still not been provided.
 - Goal Deadline extended to 09/30/2019.
 - Provide list of individual QI Tools training to all staff by 06/30/2019:
 - The list has been generated as of 06/27/2019. Waiting on the Lean Ohio Boot Camp Training materials (see above) before the list can be provided to staff.
 - Goal Deadline extended to 09/30/2019.

- Update “introductory” QI Skills assessment 800-015-13-F to be more aligned with the QI intro training by 06/30/2019:
 - The QI Skills assessment was updated on 06/25/2019. Goal completed.
- Purchase and/or make QI supplies cart and implement its use by 04/30/2019:
 - EH has agreed to build a supplies cart out of recyclable materials from the Recycle Center to minimize costs. After several delays due to workload constraints at the Recycle Center because of short staffing, this cart has finally been completed! Thanks to Gus and EH for completing this. The cart will not be available for use by any staff who are completing QI Projects. See pictures of cart below. Goal Completed.



- Finalize QIPT PDCA implementation structure guides and resources (QI tool trainings, etc) for QIPT meetings due 06/30/2019:
 - The developed outline summarizing the structure to use for the QI projects was evaluated and revisions are being made. This is expected to be completed in July 2019.
 - Training and resource documents have been identified from Lean Ohio and other sources for use during QIPT PDCA implementation. Final selections of these resources will be made in July 2019.
 - Goal deadline extended to 07/30/2019.
- *Details of Alignment and Spread QI Goals progress within 2nd quarter 2019 (04/01/2019-06/30/2019):*
 - The QIC to solicit all staff to consider submission of a QI project idea(s) by 04/30/2019:
 - This was assigned during the 03/20/2019 QIC meeting. An email was sent to all staff requesting QI project ideas on 04/17/2019. Goal Completed.

- Complete the 2017 Phone Routing QI Project final steps and document by 04/30/2019.
 - The 2017 Phone Routing QI Project was completed 10/12/2018 and the project documentation was completed in March 2019. The website was updated with the information on 04/17/2019 finally completing this goal. Goal Complete.
- Complete the 2017 Immunization Clinics QI Project final steps and document by 06/30/2019.
 - 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 09/30/2019.
- Each of the 7 divisions are to complete one mini-QI project or Just-do-it solution by 12/31/2020 (counted as 7 objectives, one per division).
 - On 10/1/2018, the EH division completed a Just-do-it solution to implement the Desk Watch program based on the August 2018 Vital Statistics customer satisfaction survey results saying EH customers have too long of wait times and don't receive answers needed. The Desk Watch program makes available a Sanitarian to address customer needs during office hours.
 - On 12/4/2019, the Lab division completed a Just-do-it solution that revised the water sampling instructions to specify refrigeration was needed. This was implemented as a result of a customer sample being rejected due to lack of refrigeration and the customer pointing out they didn't know it was required since the instructions didn't specify that. The revised instructions are now on the laboratory section of the CCPH website.