

Canton City Health Department

March 2017 Report (Meeting 04/24/17)

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 1st quarter 2017 (01/01/2017-03/31/2017) due to extensions:*
 - Collect social media website views data on QI post due 03/31/2017:
 - Posted on Twitter/Facebook information about the quality improvement projects selected for 2017 on 02/16/2017.
 - Collected views data of this post on 03/15/2017 to serve as baseline data.
 - Goal Completed by deadline.
 - Develop/find QI skill assessment and conduct assessment due 03/31/2017
 - QIC was not able to locate an existing QI Skills assessment on the internet that would serve our purpose, so the QIC decided to develop one themselves using the resources found on the internet. This is near completion.
 - The assessment has not been conducted yet since the assessment is not yet completed.
 - Goal deadline extended to 06/30/2017.
 - QIC to select QI projects by 02/28/2017.
 - The QIC reviewed the project proposal rankings they completed during the November and December meetings, and selected two projects during their January meeting, which are:
 - QI Project in administrative area: Phone Routing and Answering
 - QI Project in program area: Improving Immunization Clinics
 - The QI project team (QIPT) members have also been selected and notified as of the February Meeting.
 - All information related to the selected QI projects are on the CCHD website under the Quality Improvement section.
 - Goal Completed by deadline.
 - Develop QIPT PDCA implementation structure for QIPT meetings due 03/31/2017:
 - The QIC reviewed resources available online to fulfill this requirement. Resources from LeanOhio were selected as fitting our needs.
 - Finalizing of the documents to use still needs completed. Also, purchase of supplies to use during projects still needs completed.
 - Goal deadline extended to 06/30/2017.

- Develop QIPT Charter for each QIPT due 03/31/2017.
 - The QIC reviewed the QIPT Charter form available in the QI Plan for adequacy. They found a couple items that needed added. This form still needs revised to add the missing items.
 - As part of the QIPT PDCA implementation structure goal above, the QIPT will complete their QIPT Charter. 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 06/30/2017.
- Find free QI Tool training modules for QIPT members by 03/31/2017
 - The QIC reviewed resources available online to fulfill this requirement. Resources from LeanOhio and OhioTRAIN were selected as fitting our needs, but the resources still need to be narrowed down to the final selections.
 - Goal deadline extended to 06/30/2017.
- Find free QI 101 introduction training & conduct training due 03/31/2017
 - The QIC reviewed resources available online to fulfill this requirement. Resources from OhioTRAIN were selected as fitting our needs.
 - This training still needs to be conducted for all staff that don't have introductory QI skills. The determination of QI skill level is with the QI Skills Assessment, which is also not completed yet. When the QI Skills Assessment goal has been completed, this training can be conducted.
 - Goal deadline extended to 06/30/2017.
- Develop and implement Performance Management System (PMS) due 03/31/2017
 - 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 2nd quarter 2017, so delayed progress. Additionally, other high priority projects have taken precedence during the 1st quarter 2017 so little further progress has been achieved. This will need to be focused on during the 2nd quarter 2017.
 - Goal deadline extended to 06/30/2017.

- *QI Goals with deadlines within 4th quarter 2017 (10/01/2017-12/31/2017):*

Note: All these goals are more than 8 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 1st 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 8 months from now.