

Canton City Public Health

March 2019 Report (Meeting 04/29/19)

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 03/31/2019			
Deadline:	Total #	# completed by deadline	# still in progress
By 03/31/2019	8	3	5
After 03/31/2019 and by 12/31/2019	27	0	27
TOTAL:	35	3	32

- *Details of QI Goals in progress within 1st quarter 2019 (01/01/2019-03/31/2019):*
 - Purchase and/or make QI supplies cart and implement its use by 01/31/2019:
 - EH has agreed to build a supplies cart out of recyclable materials from the Recycle Center to minimize costs. EH has started work on this. Due to workload constraints at the Recycle Center, this is delayed until new staff are hired.
 - Goal deadline extended to 04/30/2019.
 - Finalize QIPT PDCA implementation structure guides and resources (QI tool trainings, etc) for QIPT meetings due 03/31/2019:
 - 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. Assignments made to complete this, and this is mostly completed, but more time is needed to complete.
 - The training documents available from LeanOhio were revised to fit CCPH 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. Assignments made to complete this, and some progress has been made, but more time is needed to complete. Other training and resource documents have been identified so final selections still need to be made.
 - Goal deadline extended to 06/30/2019.
 - The QIC to solicit all staff to consider submission of a QI project idea(s) by 03/31/2019:
 - This was assigned during the 03/20/2019 QIC meeting, but was not completed by the assigned member by the deadline. Goal deadline extended to 04/30/2019.
 - Complete the 2017 Phone Routing QI Project final steps and document by 03/31/2019.
 - Project Complete. See “completed QI projects” section below for detail summary.

- The remaining project documentation (graphical display summary, narrative, etc.) were completed in March 2019. The website will be updated with the information in April 2019, so the goal deadline extended to 04/30/2019.
- Complete the 2017 Immunization Clinics QI Project final steps and document by 03/31/2019.
 - The Immunization Clinic QI project team developed the improvement strategies and plan in November 2017 and presented to the process owner, Diane Thompson, who made the final improvement selections in December 2017. The final improvement selections were implemented in January 2018. The additional data collection event to determine other improvements has been conducted over several months and completed on 06/11/2018. The improvement data was collected on 10/01/2018 and 10/15/2018. All data was compiled and analyzed on 10/17/2018 and 10/18/2018. The final QI project meeting to review the data and wrap-up the project occurred on 10/18/18. The team agreed the data showed some improvement, and overall the clinic runs more smoothly. The team decided to “adopt” the change and conclude the project. Project Complete.
 - The remaining project documentation (worksheet, graphical display summary, narrative, website, etc.) still needs completed to complete this goal.
 - Goal deadline extended to 05/30/2019.

COMPLETED QI PROJECTS:

Phone Routing and Answering QI Project summary:

Started in 2017 and ended on 10/12/2018

Phone Routing and Answering was selected by the QIC as one of the first QI projects. There are five main phone lines (HD Main, APC, EH, NUR, WIC) that callers can call to reach Canton City Public Health. This causes confusion for callers when they end up calling the wrong number or division. Calls are transferred from one division to another division creating multiple transfers per call.

A team was selected and meetings scheduled. Base line data was collected in September 2017 and analyzed. Using Lean Ohio concepts and the Lean Ohio Tool Kit, the Phone Answering and Routing process was mapped, root causes identified, problems discussed and improvement strategies were made. Solution ideas included simplify auto-attendant for the main phone line, create auto-attendant for EH and WIC, create list of End Users Responsibilities, and a Best Practices Phone Routing fact sheet for all clerks who answer phones.

Performance metrics were developed to measure success. Unfortunately, significant delays due to issues with phone line infrastructure and IT pushed back our collecting improvement data until the beginning of October 2018. The same type of data was collected after implementation for comparability with baseline data. Bar/run charts made the outcome visible. Some of the results were surprising. Incorrect calls into Vital Statistics increased by 50%. This was totally unexpected. OPHI and the Lab are receiving incorrect calls they did not receive previously. All other performance measures showed improvement.

At our final QIPT meeting in October 2018, the team decided to adapt the change. Lessons learned include calls for WIC asking general questions went down to zero since answers are now on the auto-attendant. We need caller customer input data in order to customize all auto attendants for more improvement. We will keep what has been implemented so far and do a second phone project with the same team members to address the new issues.

Team participants were: Terri Dzienis, Heather Macdonald, Ashley Archer, Connie Ash, Connie Standard, and Jil Neuman.