

800-015-02-F: QI PROJECT SELECTION CRITERIA FORM

Project Title: Phone Answering and Routing

Below are the QI Project Selection criteria to prioritize project proposals. Any item that receives an answer of “yes” shall receive a check mark. The more items that receive check marks in the boxes below indicate the proposal will receive higher priority (high priority = high quantity of check marks). QIC comments are included in blue text.

Technical:

- Is it a CCHD process?
What type: Administrative Program
- Is the problem that is targeted for improvement clearly defined?
- Is the scope manageable?
- Can it be reliably measured?
- Can it be completed within the proposed timeframe?
- Is data available? (none provided on form)
- Will the resources selected incur zero additional cost?

Strategic:

- Is it important to several staff and/or to the community?
Specify who it is important to: employees involved and callers
- Does it align with one or more of the CCHD plans?
- Does the project support the CCHD mission, vision and values? (yes, accountability)
- Does it have a customer focus? (yes, employees and external)
- Does the project have potential to be replicated across programs or have an impact on other programs/activities? (already applies to all programs)
- Are there no other active QI projects related to same strategic objective?

Empowerment:

- Is it within the proposed QIPs control?
- Is it free from pre-conceived solutions?
- Is leadership prepared to implement change? (Leadership agrees conditionally)



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Is there probability of success?

QIC Selection Criteria completed 11/16/2016
