

Canton City Public Health

September 2018 Report (Meeting 11/26/18)

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 2018-2020 QI Plan 800-015-P approved on 09/19/2018.

PROGRESS OF QI PLAN GOALS AND OBJECTIVES (updated to reflect 2018-2020 QI Plan):

- *QI Goals with deadlines within 4th quarter 2018 (10/01/2018-12/31/2018):*
 - Make final selection of training that better follows Lean concepts to use as Introductory QI training by 12/31/2018:
 - Purchase and/or make QI supplies cart and implement its use by 12/31/18:
 - 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. However, assignments have been made to complete this by the deadline.
 - Finalize QIPT PDCA implementation structure guides and resources (QI tool trainings, etc) for QIPT meetings due 12/30/2018:
 - 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. Assignments made to complete this by the deadline.
 - 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. Assignments made to complete this by the deadline.
 - Develop and implement the initial Performance Management (PM) System by 09/05/2018
 - Assigned to the Accreditation Domain 9 Team. Domain 9 and CCHD DLT decided that select strategic plan goals will be used as the performance management (PM) measures, which are now able to be developed since the strategic plan action plan is completed and the revised Strategic Plan was approved by the Board of Health during their June 2018 meeting. The next step was to finalize the tracking of the PMS (assigned to Terri), and have the DLT members review/approve that system and start using it, which was completed in August 2018.
 - A Performance Management policy is also under development to describe the PM system, spreadsheet, and responsibilities. This is planned to be completed by October 2018.
 - PM System training for the Board of Health members is scheduled to occur on 10/22/2018 and for all-staff is scheduled to occur on 10/24/2018.
 - Goal deadline extended to 10/31/2018.
 - Complete the 2017 Phone Routing QI Project final steps and document by 12/31/2018.
 - The Phone QI project team conducted their final planning meeting on 09/29/17 in which the improvement strategies and plan were developed. The last of the improvement were finally

implemented in June 2018. Now the improvement data needs to be collected and analyzed before the project is deemed complete. The data was collected the week of 07/16/2018-07/20/2018, but due to issues with the phone system discovered by IT after the fact, all incoming calls were not recorded by the phone system. This data is necessary to “standardized” the improvement data. Therefore, improvement data needs to be collected again, which is scheduled to occur on 10/01/2018-10/05/2018.

- On target to achieve goal deadline.
- Complete the 2017 Immunization Clinics QI Project final steps and document by 12/31/2018.
 - 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 additional data needs analyzed to determine if further improvements are needed, which plans to be completed in October 2018. The improvement data is scheduled to be collected on 10/01/2018 and 10/15/2018.
- On target to achieve goal deadline.

COMPLETED QI PROJECTS:

No QI Projects were completed during the 3rd quarter 2018. As specified above, the goal is to have two QI projects final steps completed and documented by 12/31/2018, and progress has been made toward completion.

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.

- Develop the 2018-2020 QI Plan
 - On 09/10/2018, the QIC Chairperson, Terri Dzienis, drafted a revision to the QI Plan, which establishes the new goals and objectives to accomplish in the 2018-2020 years to further develop a culture of QI, based on the input from the QIC members from the past several months. The QIC members reviewed the draft QI plan and provided their comments on 09/14/2018. The DLT also reviewed the draft QI plan and approved the plan with minor revisions on 09/19/2018. Terri completed the minor revisions on 09/24/2018. The QI Plan was published and sent to all CCPH staff by Rob Knight on 09/24/2018. Activity completed.
 - The above section of “Progress on QI Plan Goals and Objectives” has been updated to reflect the approved 2018-2020 QI Plan goals and objectives. The list of QI Plan goals and objectives is available on the CCPH website under “Performance & Quality Improvement”.